



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA**

**May 13, 2021 @ 10:00 a.m.**

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

**HYBRID MEETING**

DATE: Thursday, May 13, 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/84609271290?pwd=TVduT3dnNHR2YUI1aURBT3JBenI1UT09>  
Passcode: 906609  
To dial in, please see the calendar item for this meeting:  
[Transportation Disadvantaged Local Coordinating Board \(metroplanorlando.org\)](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 to will be limited to staff, board/committee members, and members of the public wishing to make in-person public comments. **All in-person attendees must RSVP** at least two business days prior to the meeting to ensure we are able to safely accommodate your attendance. You should also submit an [electronic speaker introduction card](#) by 5:00 p.m. May 12. 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. May 12**.

The agenda packet and [electronic speaker card](#) are available at [MetroPlanOrlando.org](https://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](https://Zoom.us)

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**Commissioner Mayra Uribe, Presiding**

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**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 April 27, 2021 meeting.

**VII. ACTION ITEMS**

**A. Approval of minutes of previous meeting TAB 1**

The minutes of the February 11, 2021 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

**B. Approval of Draft TDSP Minor Updates TAB 2**  
Presenter: Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed minor updates to the 2020-2025 Transit Development Services Plan (TDSP) and request QATF recommend approval to the full TDLCB.

**[NOTE: QATF members received this document with their April 27<sup>th</sup> meeting materials.]**

**C. Approval of Rate Calculation Worksheet**

**TAB 3**

Presenter: Mr. Norm Hickling, LYNX

Ms. Trish Whitton will review the proposed Rate Calculation worksheet and request QATF recommendation to accept the rate calculations to the full TDLCB.

<b>ACCESS LYNX TD RATES</b>			
Type of Trip	FY 2020-21 Rates	FY 2021 - 22 Rates	Percentage Change
Ambulatory	\$39.53	\$41.94	.06%
Wheelchair	\$67.77	\$71.90	.06%

**VIII. PRESENTATIONS & STATUS REPORTS**

**A. LYNX/Community Transportation Coordinator (CTC) Update**

**TAB 4**

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

**IX. GENERAL INFORMATION**

**TAB 5**

**A. Planning Grant Update Report**

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

**B. Report of Operator Payments**

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

**C. Market Research Survey Flyer**

A flyer providing information on MetroPlan Orlando's Market Research Survey is enclosed.

**X. UPCOMING MEETINGS AND EVENTS OF INTEREST**

**A. Quality Assurance Task Force – July 27, 2021 at 10:00 a.m. (Tentative)**

**B. TDLCB Meeting Dates for 2021:**

- August 12, 2021
- November 18, 2021 (Annual Public Meeting followed by the regular quarterly meeting)



## **XI. MEMBER COMMENTS**

## **XII. PUBLIC COMMENTS (GENERAL)**

## **XIII. ADJOURNMENT – Next meeting: August 12, 2021**

*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](mailto: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](mailto: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, February 11, 2021

**TIME:** 10:00 a.m.

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

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Commissioner Mayra Uribe, Chair, Presiding

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**Members in attendance were:**

Commissioner Mayra Uribe, Orange County  
Mayor Pat Bates, Seminole County  
Commissioner Jim Fisher, Osceola 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

**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  
Mr. James Grzesik, SunRail CAC  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA  
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  
Mr. Benjamin Gonzalez, ACCESS LYNX  
Mr. David Darm, Executive Director, Florida Commission for the Transportation Disadvantaged

**Members not in attendance:**

Ms. Karla Radka, Senior Resource Alliance

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

**I. CALL TO ORDER**

**II. PLEDGE OF ALLEGIANCE**

Mr. Wilfredo Raices 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 noted that there are no changes to today's agenda.

**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 that the QATF met in the virtual workshop format on January 26, 2021. The QATF members reviewed and provided a consensus recommendation of approval to the revised ACCESS LYNX Eligibility application, the 2021 TDLCB bylaws, and Grievance procedures. She said that the QATF members also reviewed the criteria that will be used to conduct the upcoming CTC evaluation and Mr. Norm Hickling, ACCESS LYNX, provided quarterly CTC update. The QATF is scheduled to meet again on April 27, 2021.

**VII. CONSENT AGENDA**

**A. Approval of minutes of previous meeting**

Staff requests approval of the minutes of the November 12, 2020 Transportation Disadvantaged Local Coordinating Board meeting.

**B. Acknowledgement of public meeting comments**

Staff requests acknowledgement of the summary of public comments received during the annual public meeting held on November 12, 2020.

**MOTION:** Commissioner Fisher moved to approve the November 12<sup>th</sup> meeting minutes, and to acknowledge the November 12<sup>th</sup> public meeting comments. Mayor Bates seconded the motion, which passed unanimously.

**VIII. AGENDA ITEMS**

**A. Approval of TDLCB Membership Certification**

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 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.

**MOTION:** Marilyn Baldwin moved to approve TDLCB Membership Certification. Dianne Arnold seconded the motion, which passed unanimously.

**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

**MOTION:** Mayor Bates moved to appoint the members of the 2021 Quality Assurance Task Force, as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

### **C. Approval of 2021 TDLCB Bylaws**

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 26<sup>th</sup>. No changes were recommended by staff or members of the QATF. Staff requests approval of the bylaws as presented.

**MOTION:** Commissioner Fisher moved to approve the 2021 TDLCB Bylaws as recommended by staff. Mayor Bates seconded the motion, which passed unanimously.

### **D. Approval of 2021 Grievance Procedures**

Pursuant to the CTD operating guidelines, the TDLCB must review the grievance procedures annually and update, 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.

**MOTION:** Mayor Bates moved to appoint the members of the 2021 Grievance Procedures, as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

### **E. Appointment of 2021 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. Ms. Whittington noted that the Grievance Committee will only be convened in the event an irreconcilable complaint is filed. 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

**MOTION:** Mayor Bates moved to appoint the members of the 2021 Grievance Committee as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

## **F. Approval of Revised ACCESS LYNX Eligibility Application**

Mr. Norm Hickling, ACCESS LYNX, presented the final application and highlighted revisions that have been made to ACCESS LYNX's Eligibility Application. The recommended revisions resulted from the work of the TD Application Review Working Group which was tasked with reviewing the Transportation Disadvantaged Eligibility Criteria. Based on those criteria, it was determined what needed to be included on an eligibility application for Transportation Disadvantaged (TD) clients only. Mr. Hickling responded to LCB members questions relating to if the application being available in other languages and how income is factored in. Mr. Hickling stated that the application will be available in Spanish and he noted that ACCESS LYNX Member Service Representatives are bi-lingual and are able to communicate with clients in their preferred language. Mr. Bob Melia pointed out that the type of wheelchair listed on the application should be manual and not standard. Mr. Hickling accepted that recommended change.

**MOTION:** Commissioner Fisher moved to approve the final revisions to the ACCESS LYNX Eligibility Application along with the recommended suggestions, and that ACCESS LYNX stay in keeping with the federal requirements for translation. Alnita Whitt seconded the motion, which passed unanimously.

## **G. Community Transportation Coordinator Evaluation**

Ms. Whittington explained that 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 must be submitted to the metropolitan planning agency and the Commission. She added that the recommendation or termination of any CTC is subject to approval by the Commission. Ms. Whittington provided an overview of the instrument that is recommended to conduct the 2021 evaluation electronically. Ms. Whittington also sought feedback and direction on some potential new evaluation subcategories. She said that the QATF members also reviewed the criteria at their January meeting. She said that MetroPlan Orlando normally conducts a customer satisfaction survey; but given that the normal evaluation period was affected heavily by the COVID-19 pandemic, staff recommends that the survey be conducted later in the year as ridership returns to normal levels. The evaluation period runs from February 22<sup>nd</sup> to March 5<sup>th</sup>. She noted that the Staff requests approval of the proposed process and feedback on potential evaluation subcategories.

**MOTION:** Mayor Bates moved to approve the instrument proposed to conduct the 2021 CTC Evaluation as recommended by staff. Wayne Olson seconded the motion, which passed unanimously.

## **IX. PRESENTATIONS AND 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 presented an overview of changes to the Trip and Equipment Grant funding allocation methodology and rule changes.

## **B. LYNX/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.

## **X. GENERAL INFORMATION**

### **A. Planning Grant Update Report**

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

### **C. 2020 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2020 was provided.

## **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**

None.

**XIII. PUBLIC COMMENTS (GENERAL)**

None.

**XIV. ADJOURNMENT**

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

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 13<sup>th</sup> day of May 2021.

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Chairperson

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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**



# **Central Florida Regional Transportation Authority dba LYNX**

## **Transportation Disadvantaged Service Plan**

### **2021 Annual Update Plan Revisions**

Listed below are the revisions to the TDSP Annual Update, including a brief description of the modification and the associated page number. In addition to the revisions listed below, the document was also revised to reflect minor formatting changes.

1. Updated TDSP Certification Chairperson Signature Page (p.1)
2. Transportation Disadvantaged Local Coordinating Board Roster updated to reflect March 2021 version (p. 2-5)
3. Added COVID-related actions to introduction (p. 8-9)
4. LYNX Organization Charts updated to March 2021 version (p. 18-19)
5. Figure 4 – Service Area Map replaced (p. 20)
6. Consistency Review of Other Plans section updated (p. 22-23)
7. TDLCB Certification updated to March 2021 version (p. 25-26)
8. Table 1 – LYNX Service Area Demographics Summary table and associated text updated (p. 27-33)

9. Labor Force and Unemployment updated (p. 33-36)
10. Table 4 – Major Trip Generators – Trips by Location for Calendar Year 2020 updated (p. 36-38)
11. Needs Assessment updated to include description of the revised TD eligibility process and new bus stop accessibility technology that is being tested (p. 48-49)
12. Goal, Objectives, and Strategies – status section updated for the goals to provide information on latest progress (p. 52-56)
13. Table 8 – Implementation Schedule, updated timelines (p. 57-61)
14. TD Program Eligibility section updated (p. 68-69)
15. Trip prioritization – Breakdown of subscription and demand response trips updated to reflect 2020 breakdown for TD trips (p. 75)
16. Number of vehicles replaced FY21 updated (p. 78)
17. Table 10 – Most recent provider information updated (p. 82-83)
18. Table 11 and 12 – Paratransit and NeighborLink vehicle inventories updated (p. 85-91)
19. Safety Program certifications updated to most recent (p. 94-96)
20. Call Hold Time discussion updated (p. 111)
21. Table 14 – CTD Calculated Rates updated for FY21/22 (p. 113-114)
22. CTC and Planning Agency Evaluation Process sections updated to discuss latest efforts (p. 115-116)

- 23. Attachment 2 – New ACCESS LYNX TD application added (p. 146-150)
- 24. Attachment 5 – Most recent Grievance Procedures included (p. 166-174)
- 25. Attachment 7 – Updated rate model calculation spreadsheets added (p. 275)

# Transportation Disadvantaged Service Plan Orange, Osceola, and Seminole Counties Minor Update 2021



**Central Florida Regional Transportation Authority**



Prepared by:

Norman Hickling, Director of Mobility Services  
Selita Stubbs, Senior Manager of Mobility Services  
Nanette Stephens, Manager of Mobility Services  
April 2021

## Table of Contents

TDSP Certification .....	1
INTRODUCTION .....	7
I. Development Plan .....	9
A. Introduction to Service Area .....	10
1. Background of the Transportation Disadvantaged Program 10	
2. Community Transportation Coordinator Designation Date and History .....	16
3. Organizational Charts .....	17
4. Consistency Review of Other Plans .....	21
5. Local Coordinating Board Certification .....	24
B. Service Area Profile and Demographics .....	27
1. Service Area Description .....	27
2. Demographics .....	27
3. Major Trip Generators .....	36
Service Analysis .....	39
Forecasts of TD Population .....	39
Needs Assessment .....	47
Barriers to Coordination .....	50
Goals, Objectives, and Strategies .....	50
<b>Implementation Plan .....</b>	<b>56</b>
II. SERVICE PLAN .....	61

A. Operations .....	61
Types, Hours, and Days of Service .....	61
<b>Accessing Services</b> .....	63
Eligibility .....	68
Transportation Disadvantaged (TD) Program.....	68
American with Disabilities Act of 1990 (ADA) Paratransit Service .....	70
Trip Prioritization.....	75
<b>Transportation Operators and Coordination Contractors</b> .....	78
Operator Capability .....	78
Public Transit Utilization .....	83
School Bus Utilization.....	84
System Safety Program Plan .....	91
Inter-county Services .....	98
Natural Disaster/Emergency Procedures .....	98
Marketing.....	98
Acceptable Alternatives .....	99
Service Standards.....	99
<b>STANDARD</b> .....	102
<b>Contract Monitoring</b> .....	102
<b>Public Transit Ridership</b> .....	106
<b>Road Calls</b> .....	106
<b>Seating Standard</b> .....	106
<b>Service Animals</b> .....	106



Local Grievance Procedures/Process for TD .....	112
CTC Monitoring Procedures of Operators and Coordination Contractors .....	113
COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION .....	113
III. QUALITY ASSURANCE.....	115
CTC Evaluation Process .....	115
<b>Planning Agency Evaluation Process</b> .....	116
Attachment 1: Glossary of Terms .....	117
Attachment 2: LYNX Eligibility Application .....	145
Attachment 3: ACCESS LYNX Appeal Process.....	155
Filing An Appeal .....	156
Attachment 4: ACCESS LYNX Request for Appeal .....	161
Attachment 5: Grievance Procedure .....	165
Attachment 6: LYNX Human Services Transportation Plan....	175
Attachment 7: Rate Calculation Worksheets.....	176

## List of Figures

Figure 1: Transportation Disadvantaged Program Concept Chart	15
Figure 2: LYNX Organizational Chart.....	18
Figure 3: Mobility Services Organizational Chart.....	19
Figure 4: Service Area .....	20

## List of Tables

Table 1: LYNX Service Area Demographic Summary.....	29
Table 2: Population Projections (BEBR Medium Series) .....	33
Table 3: Labor Force and Unemployment .....	36
Table 4: Major Trip Generators by Location (2019).....	38
Table 5: Forecast of Potential Transportation Disadvantaged by County (2018) .....	40
Table 6: Forecast of Transportation Disadvantaged Population by County (2018) .....	41
Table 7: Forecast of General and Critical Need Transportation Disadvantaged Populations (2018-2028).....	44
Table 8: Implementation Schedule .....	57
Table 9: Operating Policies .....	67
Table 10: Provider Information .....	82
Table 11: Vehicle Inventory (Paratransit) .....	85
Table 12: Vehicle Inventory (NeighborLink) .....	91
Table 13: Service Standards.....	99
Table 14: Transportation Disadvantaged Trip and Equipment Calculated Rates .....	114

## TDSP Certification

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board will approve the TDSP and rates at an official meeting held on May 13, 2021.

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Honorable Mayra Uribe,  
Local Coordinating Board Chairperson

Date

**ROSTER  
TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**



**CHAIRMAN:** Honorable Mayra Uribe, Orange County  
**VICE CHAIRMAN:** TBD

**ORANGE COUNTY**

**Commissioner Mayra Uribe**

Orange County BCC  
201 South Rosalind Avenue  
PO Box 1393  
Orlando FL 32802  
PH: (407) 836-5976

Alternate:

**SEMINOLE COUNTY**

**Mayor Pat Bates**

City of Altamonte Springs  
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Alternate:

**OSCEOLA COUNTY**

**Commissioner Jim Fisher**

City of Kissimmee  
101 Church Street  
Kissimmee FL 34741  
PH: (407) 847-2821

Alternate:

**CITIZEN ADVOCATE**

**Neika Berry**

**CITIZEN ADVOCATE (SYSTEM USER)**

**Bob Melia**

**AGENCY FOR PERSONS WITH DISABILITIES**

**Sharon Jennings**

400 West Robinson Street, S-430  
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Alternate: Maria Goris

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### DEPARTMENT OF EDUCATION & VOCATIONAL REHABILITATION

Wayne Olson

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PH: (407) 897-2725

Alternate:

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PH: (407) 836-6568

Alternate: Wanda Rosa

### FLORIDA DEPARTMENT OF TRANSPORTATION

Jo Santiago

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PH: (407) 482-7875

Alternate: Carlos Colón

### FOR-PROFIT OPERATOR

Vacant

### MEDICAID

Calvin Smith

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Alternate: Tamyika Young

### MEDICAL COMMUNITY

Chad Ballard

203 Ernestine Street  
Orlando, Florida 32837  
PH: (407) 843-6110

Alternate: Dennis Buhring

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### PUBLIC EDUCATION, OCPS TRANSPORTATION

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Safety/Training Department Orlando, Florida 32808  
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Alternate: Angela Johnson PH: (407) 521-2339 x2057258

### REGIONAL WORKFORCE DEVELOPMENT

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PH: (407) 531-1231

Alternate: Adilh Trotman-Diaz

### REPRESENTATIVE FOR PERSONS WITH DISABILITIES

**Marilyn Baldwin**

Alternate: Shelia Young

### REPRESENTATIVE FOR THE ELDERLY (OVER 60)

**Linda Levine-Silverman**

Alternate: Cheryl Stone

### SENIOR RESOURCE ALLIANCE (AREA AGENCY ON AGING OF CENTRAL FLORIDA)

**Karla Radka** 3319 Maguire Boulevard  
Orlando, Florida 32803  
PH: (407) 514-1802

Alternate: Sarah Lightell PH: (407) 228-1800

### STATE COORDINATING COUNCIL OF EARLY CHILDHOOD DEVELOPMENT

**Wilfredo Raices** 3500 West Colonial Drive  
Orlando, Florida 32808

Alternate: Kevin Paulin

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### VETERANS

**Alnita Whitt**

Orange County Veterans Services  
2100 East Michigan Street  
Orlando, Florida 32806  
PH: (407) 836-8990

Alternate:

### ORANGE COUNTY EMS

**Crystal Ford, Non-voting Member**

2002-A East Michigan Street  
Orlando, Florida 32806

Alternate: Tom Daniels

### LYNX

**Mr. Norman Hickling, Director of Mobility Services**

455 North Garland Avenue, Ste. 400  
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PH: (407) 254-6146

Ms. Dana Baker, Chief Operating Officer

PH: (407) 254-6161

Alternate: Selita Stubbs

PH: (407) 254-6054

Alternate: Nanette Stephens

### LYNX – TAC REPRESENTATIVE

**VACANT, Non-voting Member**

Alternate:

### SUNRAIL CAC REPRESENTATIVE

**James Grzesik**

5600 Sand Lake Road, MP-16  
Orlando FL 32819  
PH: (407) 356-8172

Insert Roll Call Voting Sheet



## INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the Transportation Disadvantaged (TD) and serves as a framework for transit service performance evaluation.

As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of older adults, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective and efficient, transportation services within its service area. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB). The TDSP outlines a strategy for meeting the state of Florida requirements through service planning, development and implementation of transportation resources and includes the following sections.

- Development Plan
- Service Plan
- Quality Assurance Section
- Cost/Revenue Allocation and Rate Structure Justification

As part of this TDSP annual update, the Development Plan has been revised to include the latest needs assessment relating to TD services and progress updates for the goals, objectives, and strategies as well as the implementation plan. The rate model summary and worksheets have also been updated and included to reflect FY 2022.

This annual update also highlights some of the progress and accomplishments over the last year while providing transportation services during the COVID-19 pandemic. In the role of the CTC, LYNX staff implemented policies and procedures quickly in response to the needs resulting from the pandemic. Some of the services that were provided by ACCESS LYNX over the past year are listed below and highlighted throughout this annual report.

- Provided special COVID-19 quarantine trips in support of the Florida Department of Transportation (FDOT) to transport passengers to residences throughout state.
- Performed more than 600 trips to vaccination sites in the service area, including the Orange County Convention Center, Osceola County vaccination site, and the Valencia College West Campus.
- Established "Social Distancing" guidelines and practices for scheduling and performing all Mobility Services Trips.

- Loaned two paratransit vehicles to Orange County Emergency Medical Services for transport of individuals requiring COVID-19 testing trips.
- Assisted with manpower for 100 percent bus fleet sanitization.
- Provide 20 paratransit vehicles and operators for strategic bus standby in support of transportation fixed routes.
- Established separate contract agreements for specialized COVID-19 testing trips for both Access LYNX clients and Emergency Operations Center requests.
- Developed process to transport COVID-19 positive unhoused population to rehabilitation facilities.
- Peer Agency communication sharing remote call center operation - Pinellas Suncoast Transit Authority.
- Developed Standard Operating Procedures to facilitate COVID-19 trips in cooperation with dialysis center located in the service area.
- Supported employees at Advent Health and Orlando Health facilities.

## I. Development Plan

The Development Plan component of the TDSP outlines the goals and objectives for delivery of the TD services in Orange, Osceola, and Seminole counties. The data presented herein reviews the history, current

programming, and plans for the continued delivery of quality TD services.

A. Introduction to Service Area

1. Background of the Transportation Disadvantaged Program

The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population throughout the State of Florida. The program was established shortly after FDOT and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the transportation disadvantaged as:

"...those persons who because of physical or mental disability, income status, or age 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 children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes."

The Coordinating Council was established within FDOT to implement the Transportation Disadvantaged Program. The CTD, established as an independent commission, replaced the Coordinating Council in 1989, when the Florida Legislature made extensive modifications to Chapter 427. The Commission was authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund (TDTF), the source of which was a fifty-cent license tag fee.

#### *Federal Level Roles and Responsibilities*

As a federally funded fixed route transit system, and in accordance with the 1964 Civil Rights Act, LYNX is required to offer complementary transit service to persons with disabilities who live within  $\frac{3}{4}$  mile of the fixed route system and are unable to use the service due to a disability. Transportation Disadvantaged efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

In August 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally-developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit-human services transportation plan. The minimum required plan contents include:

- Identification of current providers and services;
- Assessment of transportation needs of older adults, persons with disabilities, and individuals with lower incomes, as appropriate;
- Identification of strategies and/or activities to address those needs and service gaps; and
- Implementation priorities, based on time, resources and feasibility.

In July 2012, Congress authorized the Moving Ahead for Progress in the 21st Century Act (MAP-21); with its provisions taking effect October 1, 2012. One of the impacts of MAP-21 was the consolidation of the Section 5316 Job Access and Reverse Commute (JARC) into the Urbanized Mass Transit Formula Program (section 5307) and the Rural Transit Formula Funding Program (Section 5311). The New Freedom (Section 5317) grant program was incorporated into the Section 5310 grant program. MAP-21 continues

the provision that projects selected for funding must be included in the Locally Developed and Coordinated Human Services Transportation Plan.

LYNX completed an update to its Human Services Transportation Plan in 2019. The LYNX Human Services Transportation Plan has been incorporated into this TDSP as Attachment 6.

### *Local Level Roles and Responsibilities*

MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish the TDLCB to provide information, advice, and direction to the CTC. MetroPlan Orlando performs this role with its TDLCB which reviews and makes recommendations on the delivery of TD services for Orange, Osceola, and Seminole counties. The TDLCB meets quarterly, at a minimum, to review and provide recommendations on service, safety, eligibility, and grievances which may be brought to them regarding the service delivery. The TDLCB is also responsible for reviewing and approving the five-year TDSP and the associated annual updates at the local level. After TDLCB approval, the CTC completes the TDSP review and approval process.

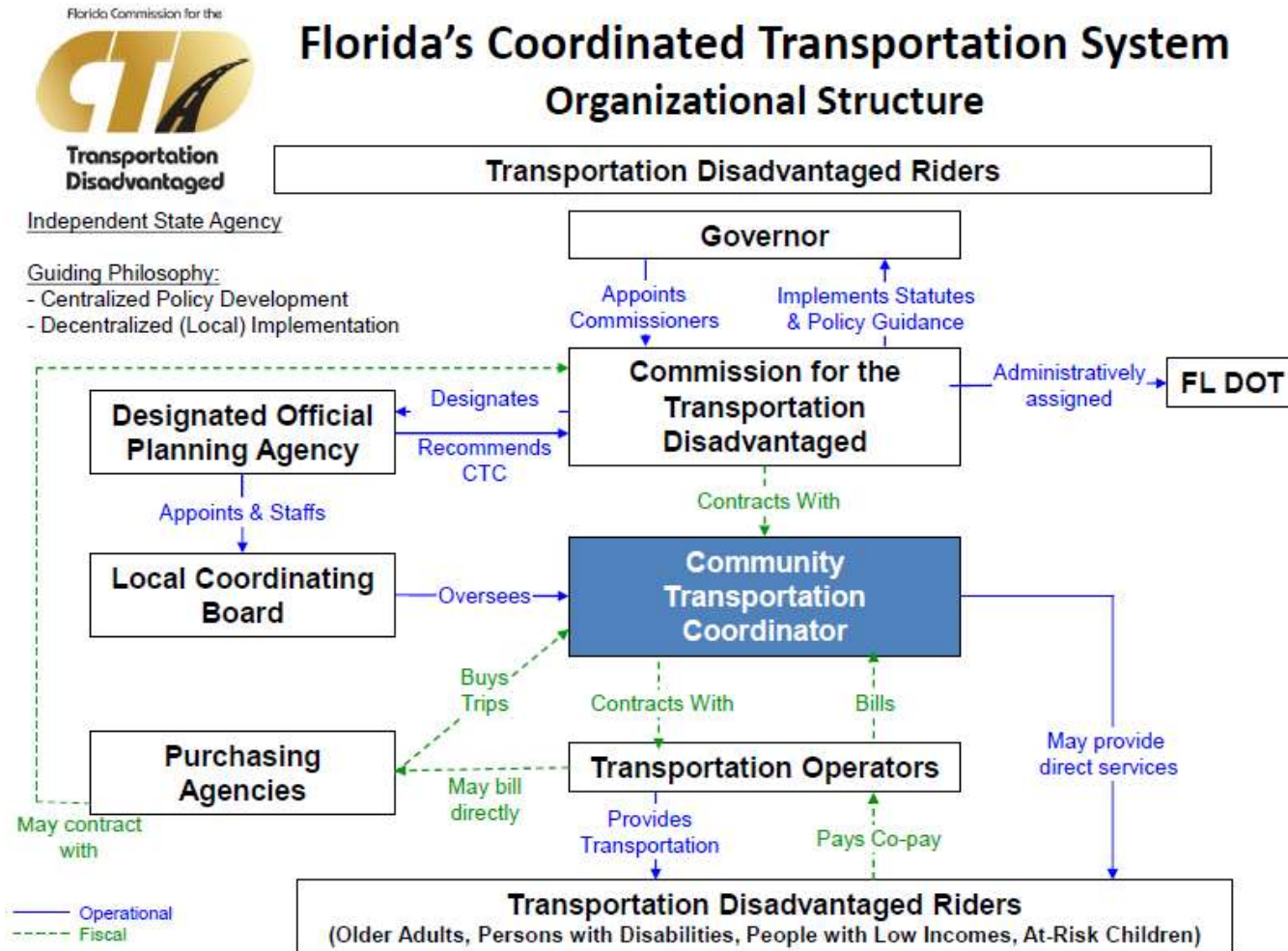
Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for

short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area. The CTC reviews all Transportation Operator contracts annually before renewal, to ensure the effectiveness and efficiency of the operator and to determine compliance with the standards of the Commission. Community Transportation Coordinators also have the following powers and duties:

- Collect annual operating data for submittal to the Commission.
- Review all transportation operator contracts annually.
- Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with TDTF dollars.



Figure 1: Transportation Disadvantaged Program Concept Chart



## 2. Community Transportation Coordinator Designation Date and History

LYNX has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The Florida Commission for the Transportation Disadvantaged entered into a Memorandum of Agreement (MOA), dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide non-sponsored transportation to the transportation disadvantaged persons in the area.

Consistent with the national trends and the elimination of state-sponsored provision of transportation services for Medicaid clients, in March 2015, ACCESS LYNX stopped providing Medicaid services, as a result of Medicaid transitioning to Management Care organizations providing transportation services.

LYNX provides TD trips using the ACCESS LYNX paratransit service. ACCESS LYNX operates under the Mobility Services Division of LYNX. Passenger trips are provided using LYNX paratransit vehicles. However, individuals who can utilize non-ACCESS LYNX vehicles may be offered trips through Transportation Network Companies (TNCs) or taxi services in an effort to provide passengers with various mobility options.

### 3. Organizational Charts

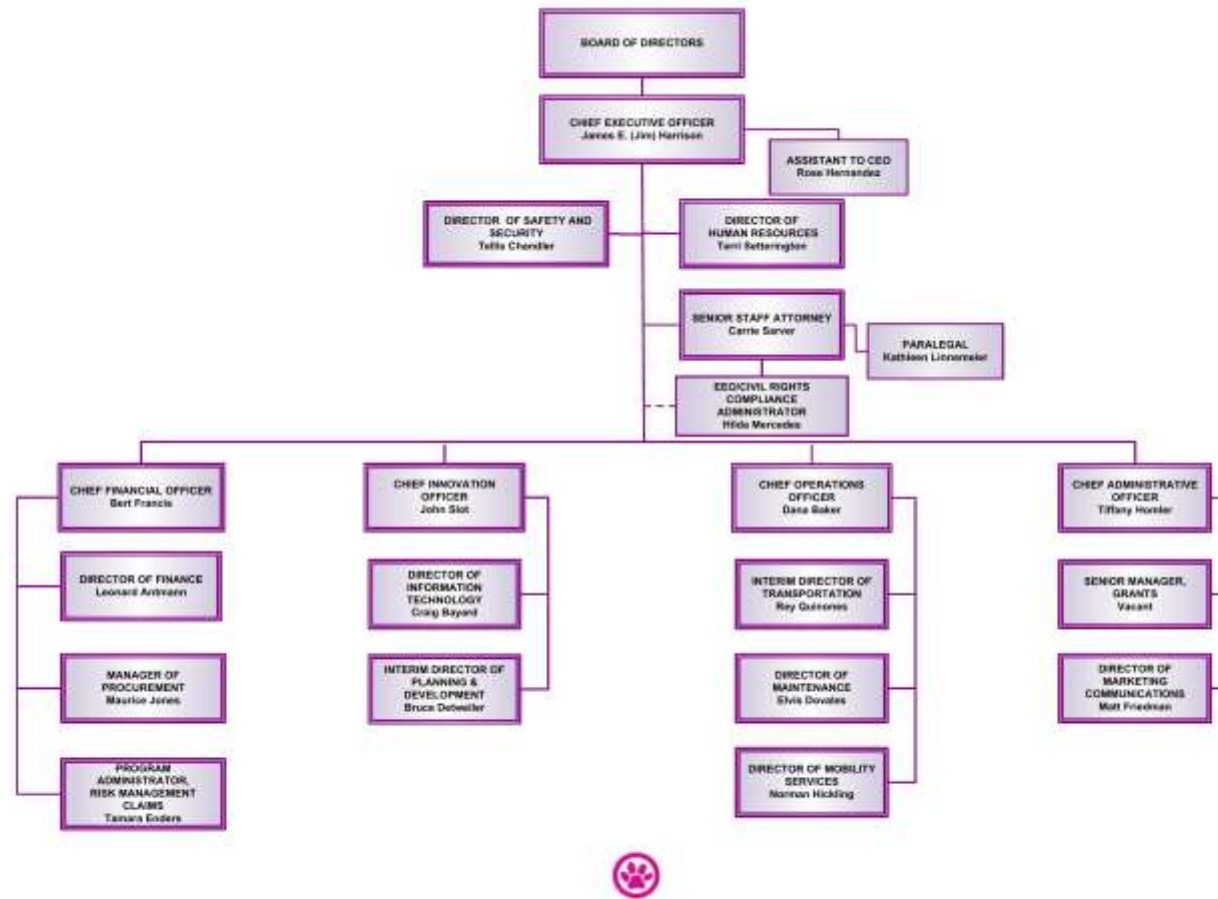
LYNX' paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area.

Following are organizational charts for the LYNX and LYNX' Mobility Services Division.

In addition to the Mobility Services Division organizational chart, all service providers report to the Director of Mobility Services.

Figure 4 presents the LYNX service area.

Figure 2: LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART  
April 5, 2021

Figure 3: Mobility Services Organizational Chart

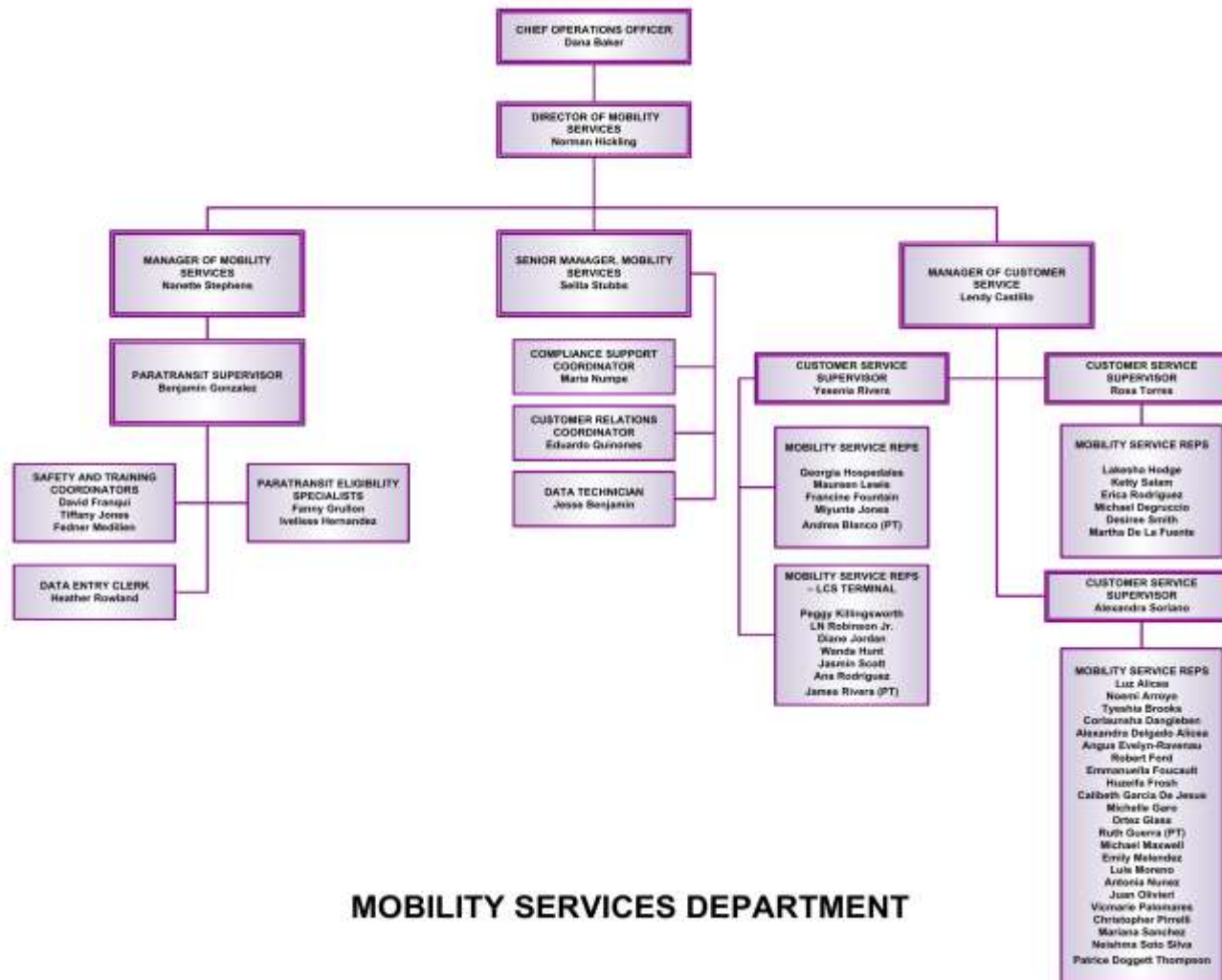
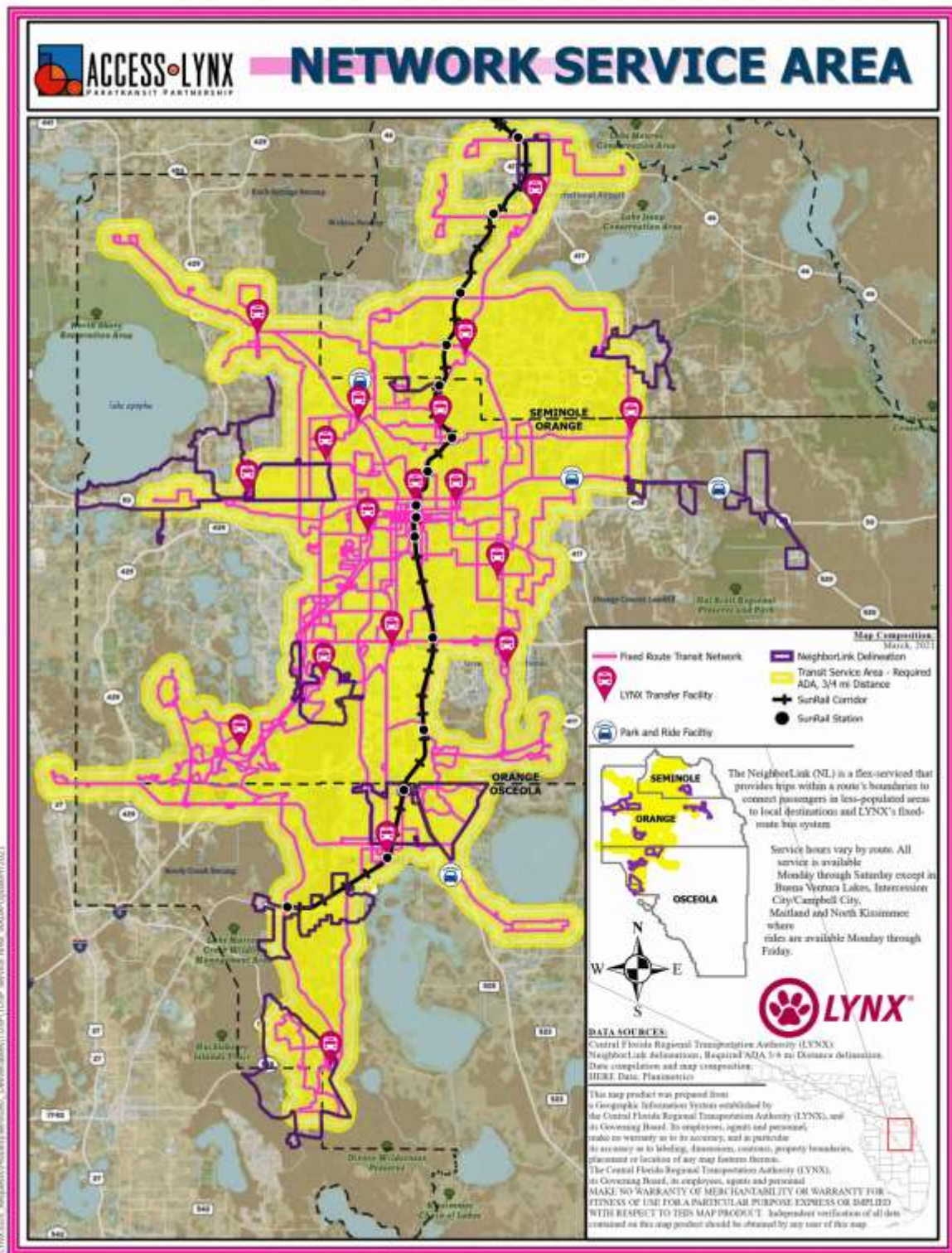




Figure 4: Service Area



#### 4. Consistency Review of Other Plans

As required for the TDSP, LYNX has reviewed various local planning documents to ensure consistency among the planning processes and collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole counties). This section documents the review of the following documents:

- LYNX Transit Development Plan Major Update 2018-2027. As a major component of this document, a Route Optimization Study (ROS) was completed to identify recommendations to restructure the LYNX fixed route and NeighborLink services. Some of these recommendations included route realignments, new service (including NeighborLink expansion), expanded service, increased frequencies, increased hours of service, and related new and expanded paratransit and TD service. Capital project types include fleet replacement, passenger facility upgrade/expansion, ADA facility upgrades, maintenance/support facility upgrade/expansion, and technology/software systems deployment.

In addition, transit policies from the Orange, Osceola, and Seminole County comprehensive plans were reviewed and summarized as part of the development of the LYNX TDP to ensure consistency.

- LYNX Transit Development Plan (Annual Update completed in 2020), which presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP annual update covers fiscal years 2021 through 2030. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10<sup>th</sup> year.
- Commission for the Transportation Disadvantaged Five (5) Year/20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.
- MetroPlan Orlando's Long Range Transportation Plan (LRTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2045 LRTP was adopted in December 2020. The 2045 Plan will be guided by five overarching goals that together advance the vision for a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality.
  - Safety & Security - Provide a safe and secure transportation system for all users.
  - Reliability & Performance - Leverage innovative solutions to optimize system performance.



- Access & Connectivity - Enhance communities and lives through improved access to opportunities.
- Health & Environment - Protect and preserve our region's public health and environmentally sensitive areas.
- Investment & Economy - Support economic prosperity through strategic transportation investment.
- MetroPlan Orlando's Transportation Improvement Program (TIP), the five-year implementation plan for the region to support transportation projects. Projects included in the FY2020/21-2024/25 TIP were reviewed to ensure consistency with this TDSP annual update.

## 5. Local Coordinating Board Certification



**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

APPROVED BY  
METROPLAN ORLANDO  
*L. Smith 3/10/2021*

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:** *Viviana Janer*  
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	-

## B. Service Area Profile and Demographics

### 1. Service Area Description

The TD service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions.

### 2. Demographics

#### *Land Use*

The Central Florida region has been moving towards a renewed emphasis on the use of transit and pedestrian supportive land use mixes in new projects on key corridors as well as an improved jobs-to-housing balance. Local municipalities have begun implementing smart growth best practices and are encouraging transit-oriented development, redevelopment, and mixed-use neighborhood development.

More recently, Florida is experiencing a housing crisis that has worsened due to the COVID-19 pandemic. According to the Florida Housing Coalition,

unemployment and the high-priced housing market have increased the need for affordable housing units. Two separate reports issued by the National Low Income Housing Coalition and the Home Matters Report indicate similar statistics on the housing shortage. One report stated that for every 100 Extremely Low-Income (ELI) renters there are only 37 units available and the other stated that for every 100 ELI renters there are only 25 units available for the renters who need them, respectively.

### *Population and Composition*

There is no one size fits all transit approach that can be applied in every metropolitan area across the country. Therefore, it is important to understand the make-up and demographics of the community that transit intends to serve. This includes understanding the makeup and location of underserved populations, minorities, elderly and younger groups, and income levels. Table 1 includes the demographic summary of the LYNX service area by county.

*Table 1: LYNX Service Area Demographic Summary*

	Orange County		Osceola County		Seminole County		Total Service Area	
<b>Total Population</b>	1,393,452		375,751		471,826		2,241,029	
<b>Population as a percent of the service area</b>	62%		17%		21%		100%	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
<b>Female</b>	710,286	51%	189,095	50%	244,363	52%	<b>1,143,744</b>	<b>51%</b>
<b>Male</b>	683,166	49%	186,656	50%	227,463	48%	<b>1,097,285</b>	<b>49%</b>
<b>Hispanic or Latino</b>	455,295	32.7%	209,796	55.8%	105,947	22.5%	<b>771,038</b>	<b>34%</b>
<b>Non-Hispanic or Latino</b>	938,157	67.3%	165,955	44.2%	365,879	77.5%	<b>1,469,991</b>	<b>66%</b>
<b>Under 18 Years Old</b>	306,014	22.0%	90,599	24.1%	98,971	21.0%	<b>495,584</b>	<b>22%</b>
<b>20 to 24 years</b>	103,090	7.4%	27,726	7.4%	27,986	5.9%	<b>158,802</b>	<b>7%</b>
<b>25 to 34 Years</b>	234,299	16.8%	52,744	14.0%	68,314	14.5%	<b>355,357</b>	<b>16%</b>
<b>35 to 44 Years</b>	200,209	14.4%	57,948	15.4%	65,968	14.0%	<b>324,125</b>	<b>14%</b>
<b>45 to 54 Years</b>	180,159	12.9%	46,081	12.3%	63,355	13.4%	<b>289,595</b>	<b>13%</b>
<b>55 to 64 Years</b>	158,536	11%	41,053	11%	61,534	13%	<b>261,123</b>	<b>12%</b>
<b>65 and Older</b>	170,997	12.3%	50,781	13.5%	75,115	15.9%	<b>296,893</b>	<b>13%</b>
<b>African American</b>	296,070	21%	45,340	12.1%	59,469	12.6%	<b>400,879</b>	<b>18%</b>
<b>American Indian &amp;</b>	4,334	0.3%	692	0.2%	2,021	0.4%	<b>7,047</b>	<b>&lt;1%</b>

LYNX TDSP - MINOR UPDATE 2021

	Orange County		Osceola County		Seminole County		Total Service Area	
<b>Alaska Native</b>								
<b>Asian</b>	75,180	5.4%	10,167	2.7%	22,594	4.8%	<b>107,941</b>	<b>5%</b>
<b>Native Hawaiian and Pacific Islander</b>	1,614	0.1%	135	0.0%	175	0.0%	<b>1,924</b>	<b>&lt;1%</b>
<b>White</b>	885,765	63.6%	269,428	71.7%	337,829	71.6%	<b>1,493,022</b>	<b>67%</b>
<b>Other</b>	78,188	5.6%	38,838	10.3%	36,774	7.8%	<b>153,800</b>	<b>7%</b>
<b>Identified by Two or More</b>	52,301	3.8%	11,151	3.0%	12,964	2.7%	<b>76,416</b>	<b>3%</b>
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
<b>Total Units</b>	556,898		162,677		193,938		<b>913,513</b>	
<b>Occupied Units</b>	457,949	82%	111,539	69%	181,142	93%	<b>750,630</b>	<b>79%</b>
<b>Owner-Occupied Units</b>	262,330	47%	69,399	43%	117,029	60%	<b>448,758</b>	<b>46%</b>
<b>Renter-Occupied Units</b>	195,619	35%	42,140	26%	64,113	33%	<b>301,872</b>	<b>33%</b>

Note: 2019 American Community Survey

As shown in Table 1, the total estimated population for the three counties is 2,241,029 an increase of 6 percent from the demographics included in the previous TDSP annual update that was based on 2018 ACS estimates. The total number of housing units increased by 6 percent.

When comparing the results of the population distribution by age group from the previous TDSP to



the demographic summary included in Table 1, the distribution remains consistent, with the age groups of 55 to 64 and 65 and over both showing slight increases of 1 percent, at 11 percent and 12 percent of the total population distribution, respectively.

Underserved populations have a higher potential for public transit use. Classifying areas as underserved is based on aggregating several factors that are typical indicators of disadvantaged groups. These factors include population below poverty, zero-vehicle households, minorities, population under 18 and over the age of 65, as well as population with limited English proficiency. Federal law requires that transit agencies meet Title VI, environmental justice (EJ) and limited English proficiency (LEP) mandates, making it important to ensure that areas with high proportions of minorities and non-English speakers are not excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Population below poverty is one of the primary components in determining underserved populations. The concentrations of residents in this situation are consistent with the underserved population. Income by itself is one of the leading influencers in travel decisions. According to the 2014 American Community Survey (ACS) 1-Year Public Use Microdata Sample (PUMS), transit and other forms of alternative transportation are critical for many Florida residents.

Thirty-five percent of renter households with incomes below 30% of the average median income (extremely low-income, or ELI) have no vehicle at home, including 58% of ELI renters age 75 and older. Due to less disposable income available, research shows that low income households are less likely to own one vehicle per licensed driver or able to make fewer discretionary trips, and therefore, may be more dependent on public transit, particularly for non-essential or recreational trips.

According to the Bureau of Economic and Business Research (BEBR), Florida is one of the fastest growing states in the nation. For counties, the projections start with the population estimate constructed by BEBR for April 1, 2019. Projections were made for each county using five different techniques. After 2020, the projections were made in five-year increments using five different techniques (linear, exponential, share-of-growth, shift-share, and constant population) and three historical base periods.

More detail on the methodology can be found in “Projections of Florida Population by County, 2020-2045” by Stefan Rayer and Ying Wang in Florida Populations Studies, Volume 53, Bulletin 186 (January 2020).

*Table 2: Population Projections (BEBR Medium Series)*

Census				Projected					
County	2010	2018	% Change between 2010 and 2018	2019	2020	2025	2035	2045	% Change between 2018 and 2045
<b>Orange</b>	1,145,956	1,321,194	<b>15.3%</b>	1,386,080	1,418,900	1,573,000	1,797,400	1,972,200	<b>49.3%</b>
<b>Osceola</b>	268,685	338,169	<b>25.9%</b>	370,552	384,800	452,100	558,900	642,600	<b>90.0%</b>
<b>Seminole</b>	422,718	455,086	<b>7.7%</b>	471,735	478,800	510,700	556,900	590,400	<b>29.7%</b>
<b>Total</b>	1,836,859	2,114,449	<b>15.1%</b>	2,228,367	2,282,500	2,535,800	2,913,200	3,205,200	<b>51.5%</b>

*Note: BEBR Projections of Florida Population By County, 2020–2045, With Estimates For 2019.*

The 2020 population estimates BEBR compared to 2019 show a slight increase in population for the three-county service area. As reported in the last year's TDSP annual update, Osceola County continues to have the highest projected growth in comparison to Orange and Seminole counties. The latest report issued by BEBR, "Florida Estimates of Population 2020," ranked Osceola County with the 2nd largest percent change in population from 2010 to 2020 and Orange County with the 5<sup>th</sup> largest percent change in population compared to all other Florida counties.

#### *LABOR FORCE AND EMPLOYMENT*

In the past years, the Central Florida labor market has continued to improve from an unemployment rate of

9.1 percent in 2014 decreasing to 4.9 percent in 2018. The most recent data available is 2019 ACS data indicating another decrease in the unemployment rate from 4.9 percent in 2018 to 4.1 percent in 2019 for the Orlando-Kissimmee-Sanford Metropolitan Area. Prior to the pandemic, LYNX was experiencing an increase in transportation demand for employees in the region.

However, with the economic conditions that resulted from Covid-19, it is expected that there will be an increase in the number of unemployed persons and overall unemployment rate when 2020 data is released.

Another factor impacting the labor force in Osceola, Orange and Seminole Counties is the availability of affordable housing units. According to U.S. News & World Report, Orlando rated 78<sup>th</sup> in attractive places to live due to the high cost of housing and low wages. The importance of public transit and transportation for low-income, elderly and disabled clients is compounded due to the lack of affordable housing located near transit routes and facilities. It is estimated that low-income workers spend more than 30 percent of their income on transportation costs. Given the reality of the Orlando metropolitan region housing-to-jobs mismatch, the critical services provided by ACCESS LYNX and other LYNX transit services are even more essential today, than in past years.

Table 3 shows the 2019 labor force and unemployment rates for the State of Florida and the Orlando-Kissimmee-Sanford Metropolitan Area.

*Table 3: Labor Force and Unemployment*

Civilian Labor Force and Unemployment (April 2018)			
Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,369,329	56,237	4.1%
State of Florida	10,500,485	471,449	4.5%

*Source: 2019 American Community Survey*

### 3. Major Trip Generators

Prior to the COVID-19 pandemic, many major tourist attractions, shopping centers, and the Orlando International Airport were major trip generators on the LYNX system and reported in the TDSP. Some of the major destinations are listed below.

- Walt Disney World
- Sea World
- Universal Studios
- International Drive
- downtown Orlando
- Mall at Millenia
- Fashion Square Mall
- Altamonte Mall
- Florida Mall

- Oviedo Crossings
- Seminole Town Center
- West Oaks Mall
- Colonial Mall
- Winter Park Village
- Winter Garden Village at Fowler Groves

Major non-work related trip generators include dialysis, medical, personal/ recreational, education/ training/ adult daycare, and shopping. These trips account for approximately 75 percent of all trips transportation disadvantaged trips provided by ACCESS LYNX. Currently, there are more than 30 renal dialysis centers in the tri-county region. Table 4 contains a list of the major trip generators for TD trips provided in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period. While not typical, the number of trips to the dialysis centers has slightly declined from 2019 to 2020.

*Table 4: Major Trip Generators by Location (2020)*

Facility	CY20 Trips
LIGHTHOUSE KUNZE	10,531
DIALYSIS KISSIMMEE	9,214
DIALYSIS W COLONIAL	7,698
DIALYSIS DAVITA EAST	7,474
DIALYSIS DSCF SANFORD	7,156
ADVENT HEALTH HOSPITAL SOUTH ROLLINS ST	6,687
DIALYSIS POINCIANA	6,650
DIALYSIS DAVITA CENTRAL ORLANDO	6,299
DIALYSIS CENTRAL FL KIDNEY ERNESTINE	6,117
DIALYSIS FLORIDA CENTER	5,548
DIALYSIS DSCF EAST	5,505
DIALYSIS STURTEVANT	5,297
DIALYSIS DAVITA OCOEE	5,037
DIALYSIS WEST ORANGE WINTER GARDEN	4,802
WINTER GARDEN FAMILY HLTH	4,802
DIALYSIS E COLONIAL	4,566
DIALYSIS VINELAND	4,287
DIALYSIS DAVITA APOPKA	4,285
DIALYSIS CENTRAL FL KIDNEY CHICKASAW	4,133
DIALYSIS DAVITA AIRPORT	4,111
DIALYSIS TOWN LOOP	3,745
UNIVERSAL EMPLOYEE PARKING	3,717
DIALYSIS DAVITA LAKE MARY	3,675
DIALYSIS BUENA VENTURA	3,641
DIALYSIS OVIEDO	3,629
DIALYSIS WINTER PARK	3,421
ORLANDO HEALTH & REHAB	3,336
DIALYSIS WEST ORANGE MAITLAND	3,296
DIALYSIS ALT SPRINGS	3,226
DIALYSIS ST CLOUD	3,136
ADVENT HEALTH HOSPITAL NORTH ALTAMONTE DR	3,104
DIALYSIS LK ELLENOR	3,052
DIALYSIS DAVITA KIRKMAN	2,995
DIALYSIS LANDSTAR	2,850
DIALYSIS GOLDENROD	2,847
DIALYSIS DAVITA CASSELBERRY	2,842
DIALYSIS CELEBRATION	2,816
ADANSON CANCER REHAB	2,748
DIALYSIS DAVITA ADANSON	2,748
DIALYSIS APOPKA	2,741



## Service Analysis

### Forecasts of TD Population

The State of Florida recognizes two categories of transportation disadvantaged persons. The first category consists of persons who have a disability or low-income status, but who also may have some access to self-supported transportation, or are eligible for transportation services under dedicated federal, state, or local funding sources.

The second category of transportation disadvantaged persons are those who meet Florida's statutory definition of transportation disadvantaged, which includes those who, because of age, income, or disability, cannot provide for or arrange their own transportation. While this distinction may seem subtle, the intent of the Florida Legislature is to ensure that trust fund monies are used specifically for those persons who cannot be sponsored under other funding sources, so that our truly disadvantaged citizens receive the services they need.

Tables 5 through 7 are the projected TD population figures developed by CUTR through the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, and reported in the Florida Statewide Transportation Disadvantaged Plan Population Demand and Forecasts. Table 5 presents *potential* TD population forecasts by market segment

by county. Table 6 presents TD population forecasts by market segment by county. Table 7 forecasts, by county, the number of trips that will be demanded and supplied.

*Table 5: Forecast of Potential Transportation Disadvantaged by County (2018)*

County	Disabled Non-Eld. Low Inc.	Disabled Non-Eld. Non-Low Inc.	Disabled Elderly Low Inc.	Disabled Elderly Non-Low Inc.	Non-Dis. Elderly Low Inc.	Non-Dis. Elderly Non-Low Inc.	Non-Dis. Non-Eld. Low Inc.	Total
2018								
Orange	25,277	69,435	8,280	51,935	10,590	91,045	146,579	<b>403,141</b>
Osceola	9,512	28,893	2,429	16,847	2,166	26,391	35,205	<b>121,443</b>
Seminole	5,935	20,578	1,339	20,403	2,942	48,050	35,723	<b>134,970</b>
<b>Total</b>	<b>40,724</b>	<b>118,906</b>	<b>12,048</b>	<b>89,185</b>	<b>15,698</b>	<b>165,486</b>	<b>217,507</b>	<b>659,554</b>

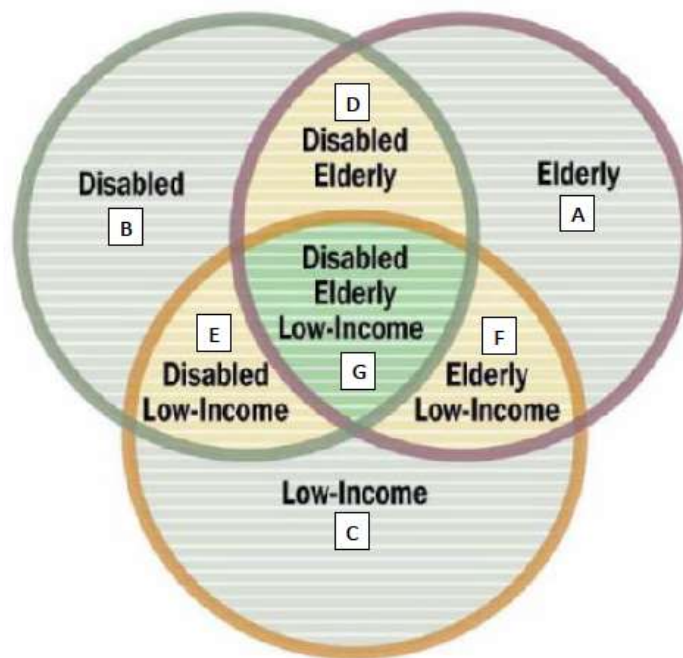


Table 6: Forecast of Transportation Disadvantaged Population by County (2018)

Orange County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	83,836	6.1%	20,617	1.5%	1,366	0.9%	1,072	3.19%
5-17	221,118	16.1%	26,881	2.0%	11,896	0.9%	3,829	0.28%
18-34	374,121	27.3%	62,402	4.6%	20,810	1.5%	4,569	0.33%
35-64	528,446	38.6%	61,956	4.5%	60,640	4.4%	15,807	1.15%
Total Non Elderly	1,207,521	88.2%	171,856	12.5%	94,712	6.9%	25,277	1.85%
65-74	98,926	7.2%	10,570	0.8%	25,433	1.9%	2,987	0.22%
75+	62,924	4.6%	8,300	0.6%	34,782	2.5%	5,293	0.39%
Total Elderly	161,850	11.8%	18,870	1.4%	60,215	4.4%	8,280	0.60%
Total	1,369,371	100%	190,726	13.9%	154,927	11.3%	33,557	2.45%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		25,277	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		69,435	
G - Estimate elderly/disabled/low income					From Base Data (I14)		8,280	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		51,935	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		10,590	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		91,045	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		146,579	
Total - Non-Duplicated							403,141	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		403,141		29.4%				

## Osceola County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	23,107	6.3%	2,868	0.8%	430	0.7%	430	3.60%
5-17	65,662	18.0%	13,570	3.7%	8,608	2.4%	2,960	0.81%
18-34	86,917	23.8%	10,867	3.0%	6,644	1.8%	2,338	0.64%
35-64	141,985	38.8%	17,412	4.8%	22,723	6.2%	3,784	1.04%
Total Non Elderly	317,671	86.9%	44,717	12.2%	38,405	10.5%	9,512	2.60%
65-74	30,002	8.2%	3,351	0.9%	8,393	2.3%	1,508	0.41%
75+	17,831	4.9%	1,244	0.3%	10,883	3.0%	921	0.25%
Total Elderly	47,833	13.1%	4,595	1.3%	19,276	5.3%	2,429	0.66%
Total	365,504	100%	49,312	13.5%	57,681	15.8%	11,941	3.27%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		9,512	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		28,893	
G - Estimate elderly/disabled/low income					From Base Data (I14)		2,429	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		16,847	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		2,166	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		26,391	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		35,205	
Total - Non-Duplicated							121,443	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		121,443		33.2%				

# Seminole County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	24,699	5.3%	3,827	0.8%	0	0.0%	0	0.00%
5-17	83,954	17.9%	9,156	2.0%	4,682	1.0%	1,126	0.24%
18-34	96,268	20.6%	12,014	2.6%	5,231	1.1%	4,809	1.03%
35-64	190,177	40.7%	16,661	3.6%	16,600	3.5%	0	0.00%
Total Non Elderly	395,098	84.5%	41,658	8.9%	26,513	5.7%	5,935	1.27%
65-74	42,822	9.2%	2,774	0.6%	9,568	2.0%	1,339	0.29%
75+	29,912	6.4%	1,507	0.3%	12,174	2.6%	0	0.00%
Total Elderly	72,734	15.5%	4,281	0.9%	21,742	4.6%	1,339	0.29%
Total	467,832	100%	45,939	9.8%	48,255	10.3%	7,274	1.55%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		5,935	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		20,578	
G - Estimate elderly/disabled/low income					From Base Data (I14)		1,339	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		20,403	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		2,942	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		48,050	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		35,723	
Total - Non-Duplicated							134,970	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		134,970	28.9%					

**Table 7: Forecast of General and Critical Need Transportation Disadvantaged Populations (2018-2028)**

### Orange County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Overlapping Circle Component</b>											
<b>E</b> - Estimate non-elderly/disabled/ low income	25,277	25,826	26,387	26,960	27,546	28,144	28,755	29,380	30,018	30,670	31,336
<b>B</b> - Estimate non-elderly/ disabled/not low income	69,435	70,943	72,484	74,059	75,667	77,311	78,990	80,706	82,459	84,250	86,080
<b>G</b> - Estimate elderly/disabled/low income	8,280	8,460	8,644	8,831	9,023	9,219	9,419	9,624	9,833	10,047	10,265
<b>D</b> - Estimate elderly/ disabled/not low income	51,935	53,063	54,216	55,393	56,596	57,826	59,082	60,365	61,676	63,016	64,385
<b>F</b> - Estimate elderly/non-disabled/low income	10,590	10,820	11,055	11,295	11,541	11,791	12,047	12,309	12,576	12,850	13,129
<b>A</b> - Estimate elderly/non-disabled/not low income	91,045	93,023	95,043	97,108	99,217	101,372	103,574	105,824	108,122	110,471	112,870
<b>C</b> - Estimate low income/not elderly/not disabled	146,579	149,763	153,016	156,340	159,735	163,205	166,750	170,372	174,073	177,854	181,717
<b>TOTAL GENERAL TD POPULATION</b>	<b>403,141</b>	<b>411,898</b>	<b>420,844</b>	<b>429,986</b>	<b>439,325</b>	<b>448,868</b>	<b>458,618</b>	<b>468,580</b>	<b>478,758</b>	<b>489,157</b>	<b>499,782</b>
<b>TOTAL POPULATION</b>	<b>1,369,371</b>	<b>1,399,115</b>	<b>1,429,505</b>	<b>1,460,556</b>	<b>1,492,281</b>	<b>1,524,695</b>	<b>1,557,812</b>	<b>1,591,650</b>	<b>1,626,222</b>	<b>1,661,545</b>	<b>1,697,636</b>

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<b>Disabled</b>	33,349	34,073	34,814	35,570	36,342	37,132	37,938	38,762	39,604	40,465	41,343
<b>Low Income Not Disabled No Auto/Transit</b>	15,304	15,637	15,977	16,324	16,678	17,040	17,411	17,789	18,175	18,570	18,973
<b>Total Critical Need TD Population</b>	<b>48,654</b>	<b>49,710</b>	<b>50,790</b>	<b>51,893</b>	<b>53,021</b>	<b>54,172</b>	<b>55,349</b>	<b>56,551</b>	<b>57,779</b>	<b>59,034</b>	<b>60,317</b>
<b>Daily Trips - Critical Need TD Population</b>											
<b>Severely Disabled</b>	1,634	1,670	1,706	1,743	1,781	1,819	1,859	1,899	1,941	1,983	2,026
<b>Low Income - Not Disabled - No Access</b>	29,063	29,695	30,340	30,999	31,672	32,360	33,063	33,781	34,515	35,264	36,030
<b>Total Daily Trips Critical Need TD Population</b>	<b>30,697</b>	<b>31,216</b>	<b>31,744</b>	<b>32,280</b>	<b>32,826</b>	<b>33,407</b>	<b>33,998</b>	<b>34,600</b>	<b>35,212</b>	<b>35,835</b>	<b>36,398</b>
<b>Annual Trips</b>	<b>11,204,525</b>	<b>11,393,881</b>	<b>11,586,438</b>	<b>11,782,248</b>	<b>11,981,368</b>	<b>12,193,439</b>	<b>12,409,263</b>	<b>12,628,907</b>	<b>12,852,438</b>	<b>13,079,926</b>	<b>13,285,281</b>

## Osceola County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Overlapping Circle Component</b>											
<b>E</b> - Estimate non-elderly/disabled/ low income	9,512	9,845	10,189	10,545	10,914	11,296	11,691	12,100	12,523	12,962	13,415
<b>B</b> - Estimate non-elderly/ disabled/not low income	28,893	29,904	30,950	32,032	33,153	34,312	35,513	36,755	38,040	39,371	40,748
<b>G</b> - Estimate elderly/disabled/low income	2,429	2,514	2,602	2,693	2,787	2,885	2,986	3,090	3,198	3,310	3,426
<b>D</b> - Estimate elderly/ disabled/not low income	16,847	17,436	18,046	18,677	19,331	20,007	20,707	21,431	22,181	22,957	23,760
<b>F</b> - Estimate elderly/non-disabled/low income	2,166	2,242	2,320	2,401	2,485	2,572	2,662	2,755	2,852	2,952	3,055
<b>A</b> - Estimate elderly/non-disabled/not low income	26,391	27,314	28,270	29,258	30,282	31,341	32,437	33,572	34,746	35,962	37,220
<b>C</b> - Estimate low income/not elderly/not disabled	35,205	36,436	37,711	39,030	40,395	41,808	43,271	44,784	46,351	47,972	49,650
<b>TOTAL GENERAL TD POPULATION</b>	<b>121,443</b>	<b>125,691</b>	<b>130,088</b>	<b>134,638</b>	<b>139,347</b>	<b>144,222</b>	<b>149,266</b>	<b>154,488</b>	<b>159,892</b>	<b>165,484</b>	<b>171,273</b>
<b>TOTAL POPULATION</b>	<b>365,504</b>	<b>378,289</b>	<b>391,521</b>	<b>405,216</b>	<b>419,391</b>	<b>434,060</b>	<b>449,244</b>	<b>464,958</b>	<b>481,222</b>	<b>498,054</b>	<b>515,476</b>

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<b>Disabled</b>	11,285	11,680	12,089	12,511	12,949	13,402	13,871	14,356	14,858	15,378	15,916
<b>Low Income Not Disabled No Auto/Transit</b>	4,330	4,482	4,638	4,801	4,969	5,142	5,322	5,509	5,701	5,901	6,107
<b>Total Critical Need TD Population</b>	<b>15,616</b>	<b>16,162</b>	<b>16,727</b>	<b>17,312</b>	<b>17,918</b>	<b>18,544</b>	<b>19,193</b>	<b>19,864</b>	<b>20,559</b>	<b>21,278</b>	<b>22,023</b>
<b>Daily Trips - Critical Need TD Population</b>											
<b>Severely Disabled</b>	553	572	592	613	635	657	680	703	728	754	780
<b>Low Income - Not Disabled - No Access</b>	8,223	8,511	8,808	9,117	9,435	9,766	10,107	10,461	10,827	11,205	11,597
<b>Total Daily Trips Critical Need TD Population</b>	<b>8,776</b>	<b>8,924</b>	<b>9,075</b>	<b>9,229</b>	<b>9,385</b>	<b>9,551</b>	<b>9,720</b>	<b>9,892</b>	<b>10,067</b>	<b>10,245</b>	<b>10,406</b>
<b>Annual Trips</b>	<b>3,203,286</b>	<b>3,257,422</b>	<b>3,312,472</b>	<b>3,368,453</b>	<b>3,425,380</b>	<b>3,486,009</b>	<b>3,547,711</b>	<b>3,610,506</b>	<b>3,674,412</b>	<b>3,739,449</b>	<b>3,798,158</b>

## Seminole County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Overlapping Circle Component</b>											
<b>E</b> - Estimate non-elderly/disabled/ low income	5,935	6,014	6,094	6,175	6,258	6,341	6,426	6,511	6,598	6,686	6,775
<b>B</b> - Estimate non-elderly/ disabled/not low income	20,578	20,852	21,130	21,412	21,697	21,986	22,279	22,576	22,877	23,182	23,490
<b>G</b> - Estimate elderly/disabled/low income	1,339	1,357	1,375	1,393	1,412	1,431	1,450	1,469	1,489	1,508	1,529
<b>D</b> - Estimate elderly/ disabled/not low income	20,403	20,675	20,950	21,230	21,512	21,799	22,090	22,384	22,682	22,984	23,291
<b>F</b> - Estimate elderly/non-disabled/low income	2,942	2,981	3,021	3,061	3,102	3,143	3,185	3,228	3,271	3,314	3,358
<b>A</b> - Estimate elderly/non-disabled/not low income	48,050	48,690	49,339	49,997	50,663	51,338	52,022	52,715	53,417	54,129	54,851
<b>C</b> - Estimate low income/not elderly/not disabled	35,723	36,199	36,681	37,170	37,665	38,167	38,676	39,191	39,713	40,243	40,779
<b>TOTAL GENERAL TD POPULATION</b>	<b>134,970</b>	<b>136,768</b>	<b>138,591</b>	<b>140,438</b>	<b>142,309</b>	<b>144,205</b>	<b>146,127</b>	<b>148,074</b>	<b>150,047</b>	<b>152,046</b>	<b>154,072</b>
<b>TOTAL POPULATION</b>	<b>467,832</b>	<b>474,066</b>	<b>480,383</b>	<b>486,784</b>	<b>493,270</b>	<b>499,843</b>	<b>506,503</b>	<b>513,253</b>	<b>520,092</b>	<b>527,022</b>	<b>534,044</b>

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<b>Disabled</b>	11,085	11,233	11,383	11,535	11,688	11,844	12,002	12,162	12,324	12,488	12,654
<b>Low Income Not Disabled No Auto/Transit</b>	4,659	4,721	4,784	4,848	4,912	4,978	5,044	5,111	5,179	5,248	5,318
<b>Total Critical Need TD Population</b>	<b>15,744</b>	<b>15,954</b>	<b>16,167</b>	<b>16,382</b>	<b>16,601</b>	<b>16,822</b>	<b>17,046</b>	<b>17,273</b>	<b>17,503</b>	<b>17,736</b>	<b>17,973</b>
<b>Daily Trips - Critical Need TD Population</b>											
<b>Severely Disabled</b>	543	550	558	565	573	580	588	596	604	612	620
<b>Low Income - Not Disabled - No Access</b>	8,847	8,965	9,085	9,206	9,328	9,453	9,579	9,706	9,836	9,967	10,100
<b>Total Daily Trips Critical Need TD Population</b>	<b>9,391</b>	<b>9,549</b>	<b>9,711</b>	<b>9,875</b>	<b>10,042</b>	<b>10,219</b>	<b>10,400</b>	<b>10,584</b>	<b>10,772</b>	<b>10,962</b>	<b>11,134</b>
<b>Annual Trips</b>	<b>3,427,564</b>	<b>3,485,490</b>	<b>3,544,395</b>	<b>3,604,295</b>	<b>3,665,208</b>	<b>3,730,082</b>	<b>3,796,104</b>	<b>3,863,296</b>	<b>3,931,676</b>	<b>4,001,266</b>	<b>4,064,086</b>



### *Summary*

The tables presented in this section displays the forecasts of the general and critical need TD population for Orange, Osceola, and Seminole counties. The projections are based on BEBR data. As shown in the tables using pre-pandemic population projections, trip demand is expected to increase over the projected period for all three counties.

### Needs Assessment

By definition, the Transportation Disadvantaged (TD) are those persons who, because of physical or cognitive 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 handicapped or high risk.

As LYNX expands its portfolio of transportation providers, customers have access to modes of transportation best suited for their needs. LYNX offers a demand response program to those TD customers who cannot provide for their own transportation and are not able to access fixed-route service.

The need for transportation among all segments of the Transportation Disadvantaged population are constantly growing and are anticipated to grow even more. This growth rate is occurring at a much higher rate than the growth of funding for these services. For these reasons, LYNX in collaboration with the TDLCB and the TD application review working group, has updated the TD program eligibility process for screening customers. After researching and reviewing eligibility processes from other agencies, the working group established that TD eligibility will be based on meeting **two of the three** following criteria.

- Have no access to a fixed route.
- Have a disability.
- Have an income level at or below 185 percent of the Federal Poverty level.

LYNX will also continue efforts to transition customers off of the more costly paratransit service to fixed-route bus service and TNC trips, when appropriate and efficient. This is accomplished through incentive programs, needs assessments, and travel training efforts which will continue to be engaged by LYNX staff in response to the shift from a traditional paratransit model to the mobility management model.

As the Community Transportation Coordinator (CTC), LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) with TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit

eligibility process to include an assessment of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. Through a critical evaluation of services, LYNX determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation, patient evaluation and transit services. Accordingly, LYNX contracts with ADARide.com, which utilizes Select Physical Therapy to provide eligibility assessments for clients.

LYNX is also in the process of initiating a General Transit Feed Specification (GTFS) that will provide a real time and static feed of bus stop accessibility information to outside vendors, such as Google. The GTFS will provide passengers with data on sidewalk available and any changes to wheelchair accessibility at the bus stops ahead of their trip. The technology is in test mode and should be fully functional by May 2021.

In addition to the needs identified above, in coordination with the TDSP major update process, LYNX updates its Human Services Transportation Plan to identify the needs of older adults and individuals with disabilities. This plan is based on a comprehensive public outreach process and derived from public input relating to the coordination of transportation services.

The plan development process provides an opportunity to identify the needs and develop potential solutions/projects that may be considered as funding becomes available through the Section 5310 grant. The plan and public participation documentation is included as Attachment 6.

### Barriers to Coordination

The most serious issue facing the Transportation Disadvantaged program is a lack of consistent and enforceable legislation and policies to ensure that all agencies mandated to purchase transportation through the coordinated transportation systems are doing so. So much attention and effort was given over the past several years to garner additional funding for the Transportation Disadvantaged Trust Fund that other issues, particularly those affecting policy and service requirements and standards, were virtually ignored. It is imperative that participating agencies compromise on service policies so that the CTCs can develop cost-effective and efficient systems that can meet the goals of all agencies.

### Goals, Objectives, and Strategies

The overall goal of the Coordinated Transportation System in the tri-county area is:

To coordinate and provide seamless access to transportation services to meet the mobility needs of those who, because of age, income, or disability, can neither provide nor arrange for their own transportation.

The overall CTC goal provides direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are encapsulate the vision and guiding priorities of the LYNX Mobility Services Division.

Objectives provide the specific actions that will be taken by LYNX to achieve the goals while the strategies identify the tasks to be completed to meet the objectives. The goals and objectives have established targets based on measures which are quantifiable and qualified through regular review and analysis. The strategies in this section are the quality assurance measures listed in Section III of this document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form. Annual progress towards achieving each goal is also shown in this section.

**Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.**

Objective: Identify eligible TD riders for best transportation solution.

Strategy: Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ program. Provide information for ACCESS Plus+ program by sending letters, emails, and calls to TD clients.

Target: Increase number of TD clients enrolled in ACCESS Plus+ program.

Measure: Number of ACCESS Plus+ Trips provided each month.

*Status: The LYNX Mobility Management model helps to identify the most appropriate mode of transportation for each passenger. LYNX has also implemented a the ACCESS Plus+ program to help assist those able to use the fixed route system with learning how to access and navigate the routes. This program allows both the rider and a companion to ride the fixed route for free. The preliminary results of the pilot were extremely successful prior to the pandemic. However, following the COVID-19 public health crisis and decline in overall ridership, the program has slowed and has not been*

*expanded during this reporting period due to lower demand. As service returns to normal levels, LYNX will continue to pursue opportunities to enroll passengers in this ACCESS Plus+ program and look for ways to expand the program.*

**Goal 2: Customer outreach and education.**

**Objective:** Increase customer awareness of fixed route and accessibility on fixed routes.

**Strategy:** Provide educational sessions/webinars and in-person events to show TD users how to use fixed route services, download and use apps.

**Target:** Participate in at least two community events each quarter to educate Transportation Disadvantaged region on mobility resources.

**Measure:** Number of sessions/webinars/events and Perform survey of participants at community events who learn about mobility management.

*Status: Many events have been postponed over the last year due to safety concerns affecting LYNX's ability to participate. Attendance at various community events to provide information and training on the*

*ACCESS LYNX system will remain a top priority for the Mobility Services department.*

**Goal 3: Improve community perception of public transportation.**

Objective: Reduce the number of customer concerns for Transportation Disadvantaged service.

Strategy: Reduce turnaround time for concern resolution.

Target: Respond and close out all TD complaints within 14 days of original concern.

Measure: Average Number of days to close out (annual average).

*Status: The review of annual data indicates that on average complaints/cases were closed out within 9.29 days.*



**Goal 4: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.**

Objective: Standardize Transportation Disadvantaged Procedures for the Mobility Services Division.

Strategy: Document all TD service guidelines, standards, processes and procedures.

Target: Create basic Guidelines Documentation for Mobility Service Division

Measure: Complete project by August 2021

*Status: LYNX is in the process of updating its How to Ride Guide and the document is currently in draft format.*

**Goal 5      Provide transit services that support regional mobility options and changing travel demands.**

Strategy:      Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning.

Target:      On-Going meetings with the Planning and Development department to ensure communication.

Measure:      Completed Communications meeting.

*Status: The LYNX Mobility Services and Planning Departments communicate regularly in the planning of future services to ensure that coordination is considered across the departments and modes. The departments will continue to meet, as needed, to discuss mobility options and transportation disadvantaged planning efforts.*

Implementation Plan

1.      Five-Year      Transportation      Disadvantaged  
Improvement Program

LYNX, as the CTC for the tri-county region, uses Trapeze PASS transportation management software

application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations. The PASS system has also allowed LYNX to pinpoint passengers' who reside within reasonable distance of the fixed-route services to promote more use of that option.

*Table 8: Implementation Schedule*

<b>Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.</b>			
<b>Action</b>	<b>Begin</b>	<b>End</b>	<b>Individual Responsible</b>
Study and improve ways to evaluate customer eligibility.	June 2020	Ongoing	Supervisor of Mobility Services
Implement new ACCESS Plus+ program for TD clients	June 2020	Ongoing	Manager of Mobility Services
Add TD procedures to existing ACCESS Plus+ program	June 2020	Ongoing	Mobility Services Leadership Team

<b>Goal 2: Customer outreach and education.</b>			
Identify target audiences (human service agencies, customers, other stakeholders)	July 2018	Ongoing	Senior Manager of Mobility Services
Develop a standardized presentation package to include TD program	July 2020	August 2021	Mobility Service staff and Marketing
Schedule presentation opportunities	September 2018	Ongoing	Customer Service Manager

**Goal 3: Improve community perception of public transportation.**

Obtain baseline status of key performance indicators	July 2018	Ongoing	Supervisor – Mobility Services
Review trends of prior month TD customer concerns based on category volume	June 2020	Ongoing	Manager of Mobility Services/ Manager of Customer Service
Develop a corrective action plan for recording TD concerns and timeline for implementation	April 2020	Ongoing	Senior Manager of Mobility Services

**Goal 4: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.**

Identify which service guidelines, standards, and processes and procedures are needed.	July 2018	August 2021	Mobility Services Leadership Team
Document TD service guidelines, standards, processes and procedures.	August 2018	August 2021	Mobility Services Leadership Team
Create a Mobility Services Division operating manual	September 2018	August 2021	Mobility Services Leadership Team

**Goal 5: Provide transit services that support regional mobility options and changing travel demands.**

On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2018	Ongoing	Senior Manager of Mobility Services/ Director of Mobility Services
Share TD requests with Service Planning	July 2020	Ongoing	Senior Management Team

## II. SERVICE PLAN

### A. Operations

Types, Hours, and Days of Service

The ACCESS LYNX Consolidated System offers demand response, subscription, fixed-route paratransit, group trips, and special care services to ambulatory and non-ambulatory persons. These

services are designed to meet the needs of any sponsor approaching LYNX for services.

ACCESS LYNX paratransit and TD services are available to customers twenty-four hours a day, seven days a week.

Sponsors of service, through the coordinated system, transport the full range of transportation disadvantaged customers.

- LYNX sponsors the ADA complementary paratransit service which is designed for persons with disabilities in the service area who cannot navigate or access regular fixed-route services;
- Transportation Disadvantaged is a state sponsored program. The TD funds are used to provide trips for people who have no other way of providing for their own transportation needs.

Agencies that have coordination agreements with LYNX to provide services to their own clients are listed in Table 10.

Due to traffic conditions in Central Florida, customers are encouraged to travel during off-peak times of 10:00 a.m. to 2:00 p.m.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their



appointment. They will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time.

“Will calls” are discouraged, but accepted. A will call is defined as a trip in which the customer did not specify a return time, but he/she plans on calling when ready. ACCESS LYNX’ policy requires a will call trip be picked up within ninety minutes of the call requesting the return.

TD subscription service for life sustaining medical, other medical, or employment is offered based on availability. A subscription trip is defined as trips going from the same location to the same destination on the same day(s) of the week on an ongoing basis. In keeping with the concept of a standing order, customers are allowed to modify their subscription no more than once in any thirty day period.

### Accessing Services

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available twenty-four hours a day, seven days a week. The peak call times are 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.

(407) 423-8747 Reservations and Customer Service  
(407) 517-9537 FAX  
711 Florida Relay Service

Agencies have the option of faxing TD trips requests to ACCESS LYNX. In order to assure faxed information has been received, the information is faxed back to the sending agency with a confirmation number, estimated pick-up time, and cost of the trip.

ACCESS LYNX services are offered origin to destination. The driver cannot assist the customer beyond the front door of any building. At the customer's residence, the customer is expected to be waiting on the first floor. The driver may not enter the residence. Drivers will not assist wheelchair passengers down more than one step, nor will they attempt to push a wheelchair through grass or sand. Customers may bring items on-board the vehicle with them, but they are limited to what they can carry unassisted.

ACCESS LYNX requests that a customer give twenty-four hour notice of cancellation, but will accept one hour notice. A "no show" is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time, driver is unable to locate customer, or customer cancels at the door. TD trips that are considered "no show" from the customer's residence will automatically have the return trip cancelled unless otherwise notified by the customer.

ACCESS LYNX has begun to enforce a suspension policy for customers who engage in willful and chronic “no-show” habits. Upon review, “no show” occurrences for individuals can be reversed for missed trips that are beyond the rider’s control. Each offense is carefully investigated and verified by ACCESS LYNX on a monthly basis.

This rigorous process allows us to pinpoint patterns that affect service for all riders. For example, it is very important for customers to notify ACCESS LYNX when they go into the hospital for an extended period of time, move away from the service area, or no longer require transportation services. Often customer have subscription service scheduled with ACCESS LYNX, therefore service will continue for these customers until we are notified that service is no longer needed. You may ask “why” ACCESS LYNX continues the service. Thousands of monthly trips, hundreds of individual drivers, and several service providers make it difficult to find a pattern of no show for each individual, therefore it is the customer’s responsibility to notify us as soon as they become aware they will not be able to ride.

ACCESS LYNX has taken a proactive approach to educate first and help customers avoid suspension by sending personal notification letters to those who have more than five occurrences each month. ACCESS LYNX reviews each customer’s “no shows” on a case

by case basis. The total number of “no shows” system-wide has seen a dramatic decrease, resulting in more efficient service for all ride-share customers.

Customer may appeal a no-show finding by following the appeal process.

Customers who are using the service for life-sustaining medical purposes will not be suspended unless they engage in violent, illegal, or disruptive behavior.

Persons guilty of violent, disruptive or illegal behavior, if they carry weapons or controlled substances, and/or if they harass, verbally or physically abuse, assault or create an unsafe environment for other passengers, staff, operators, or the public, will be suspended.

*Table 9: Operating Policies*

	<b>Transportation Disadvantaged</b>	<b>Americans with Disabilities Act</b>
Maximum Advance Reservation	One (1) day	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips Only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles=\$2.50 5-9.9 miles=\$3.50 10+ miles =\$4.50	\$4.00 for ADA trips \$7.00 for premium trips
Attendant	No	Yes, one at no charge
Companion	Yes, same as for rider	Yes, same as for rider

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969). Customers with hearing impairments may use the 711 Florida Relay Service.

## Eligibility

Customers requesting transportation by the ACCESS LYNX program must first complete the appropriate eligibility application and submit it, completed, to the ACCESS LYNX Eligibility Section. LYNX Eligibility staff will then date stamp and review the form according to eligibility guidelines for final eligibility determination (See Attachment 2). Customers will be instructed by telephone and by letter as to their status and progress.

## Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible through the application process. The applicant must meet two of the three categories following categories to be eligible as developed by ACCESS LYNX and approved by the Local Coordinating Board (LCB).

1. **Have no access to a fixed route.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment. For applicants outside the three-quarter mile radius, ACCESS LYNX demand

response service will be offered as a feeder service to fixed-route or as direct transport.

**2. Have a disability.** As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.

**3. Have an income level at or below 185 percent of the Federal Poverty Level based on the individual applicant's income – not household income.** The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income status will be requested. Acceptable forms of income verification are listed on the TD Program Application (presented in the appendices)

All eligible clients will be re-certified every two (2) years to ensure that ACCESS LYNX has the most recent information for each customer.

## American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit eligibility based on the relevant Federal Administrative Code. LYNX determines ADA eligibility by using a service area of  $\frac{3}{4}$  of a mile proximity to fixed-route bus service and categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The four categories of ADA eligibility are:

*Unconditional Eligibility.* Persons unable to use fully-accessible fixed-route services. Any individual with a disability who is unable, as a result of a physical or cognitive impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

*Conditional Eligibility.* Any individual who is able to use the fixed-route buses for *some* of their trips and qualify for paratransit service for other trips. Persons who cannot navigate *some* architectural or environmental barriers such as: lack of curb



cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

*Transitional Eligibility (temporary).* Any individual who has a health condition or disability that **temporarily** prevents him/her from using the fixed-route bus system. An example would be persons whose previous health condition or disability has changed due to therapy, corrective surgery or other. Travel Training can assist these individuals in learning how to access fixed-route, eventually eliminating the need for paratransit use.

*Visitor Eligibility (temporary).* Any individual visiting our area may request paratransit service by providing the appropriate documentation (see page 44) for a time period of up to 21 days.

## **Functional Assessment and Travel Training for ADA**

The ACCESS LYNX Eligibility Section is the “gatekeeper” for ADA paratransit entry.

A Functional Assessment is used and provides a detailed method to determine whether ADA applicants are capable of using conventional public transportation.

Various types of eligibility determination processes are acceptable for ADA: self-certification with medical documentation, one-on-one interview, or functional assessments provided by a third party. Self-certification is performed for all ADA applicants 80 year of age or older, certified legally blind (corrected visual acuity of greater than 20/200), quadriplegic, or reside in a skilled nursing facility. Documentation may be requested.

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The assessment is currently provided by ADARide.com, an organization that partners with our community in assisting individuals to become self-sufficient through an existing assessment and through Travel Training. The Travel Training program portion assists those able to utilize the public bus system in maneuvering throughout our tri-county area. When determining eligibility for paratransit service, ACCESS LYNX and ADARide.com will consider each client's physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-one by a certified trainer. This assessment is a fair and equitable

process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

### *Appeals Process For ADA*

If a customer has been denied eligibility for ACCESS LYNX ADA paratransit service, they have the right of appeal.

- Step 1. Customer must contact the Manager of Mobility Services to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.
- Step 2. Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal are located at Attachments 3 and 4, respectively.

*Visitors (ADA customers visiting the area from another area)*

ACCESS LYNX provides complementary ADA paratransit service to visitors. A visitor is defined as someone who does not reside in the tri-county region served by LYNX. For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

A visitor can become eligible in one of two ways. The visitor may present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith credibility to the ID card or other documentation from the visitor. If the individual has no such documentation, LYNX may require the provision of proof of visitor status (i.e., proof of residence) and, if the individual's disability is not apparent, proof of the disability (i.e., a letter from a doctor or rehabilitation professional).

Once documentation is found to be satisfactory, LYNX will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system. Eligibility will be for any twenty-one (21) days within a 365 day period, after which the customer must apply for ACCESS LYNX eligibility.

*Other Sponsors of Service*

Other sponsors of service within the ACCESS LYNX program make their own eligibility determinations. These sponsors of service determine which of their customers are eligible for service and notify ACCESS LYNX of service needs on a trip-by-trip basis. All requests must be made by an authorized person, which is verified when the trip is taken.

*Trip Prioritization*

Since the definition of Transportation Disadvantaged entails people who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of Trust Fund monies. Subscription and demand response trips provided via ACCESS LYNX paratransit will continue to be the primary mode of trips provided with Trust Funds. The following breakdown of trips are based on TD trips only.

45%	<u>Subscription trips</u> are generated by the scheduling software the same day and time every week.
55%	<u>Demand response trips</u> are random trips not automatically generated by the scheduling software.

Prioritization of Trust Fund trips (if necessary due to available grant funds) within each category is as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented
2. Other medical trips
3. Employment trips

Demand Response Trips

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

## **D. LYNX' Mobility Management Operating Model**

Effective December 1, 2017, LYNX changed the way we deliver transportation services to our customers. We adopted a mobility management model of transportation service provision.

The following have or will take place:

- Call center functions will now be operated directly by LYNX for better ACCESS LYNX program management. Call center staff are cross trained on all LYNX services and anyone who answers an incoming call will be able to assist the customer directly, without transferring the call.
- For customers who are able to use other modes of transportation, we will be looking at trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use the fixed route system.
- More trips are being provided by taxi.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX' fixed route bus and NeighborLink programs.
- LYNX has developed a fare payment smart phone application which allows customers to pay their fare on a smart phone.
- LYNX developed a smart phone app exclusively for ACCESS LYNX customers.

- ACCESS LYNX replaced 1/3 of its fleet vehicles (63 paratransit vehicles) and 100 percent fleet of its NeighborLink vehicles (15 vehicles).

## Transportation Operators and Coordination Contractors

### Operator Capability

The selection process for paratransit service operator includes consideration of relevant experience of the provider, vehicle fleet, record-keeping procedures, financial stability, cost and ability to mobilize for service.

### *Driver Training*

The Access LYNX providers have comprehensive professional driver training programs in place to assure the consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and FTA.

In addition, before a driver is placed into service for the ACCESS LYNX program they must pass U.S. Department of Transportation physical and pre-employment drug screening. All drivers must have a valid Florida driver's license appropriate for the type and size of vehicle they will be operating, acceptable motor vehicle operating record, and acceptable



criminal background check. Drivers must be at least 21 years of age and speak, read, and write English.

### *Coordinated Providers*

LYNX developed a Coordination Contract for those agencies that can provide their own transportation more efficiently than LYNX. In the contract, each agency agrees to provide transportation to customers eligible for their respective programs subject to a Scope of Services. In the Scope, operators meet the following criteria for service:

- Hours and days of service
- Vehicle standards for ambulatory and non-ambulatory customers
- Provide sources of transportation funding
- Passenger assistance
- Safety requirements
- System safety program plan
- Drug testing and drug free work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
  - Complaints
  - Accidents
  - Operating and financial data
  - Vehicle inventory
  - Record keeping
  - Monitoring and auditing

*COORDINATION CONTRACT APPROVAL POLICY*

Rule Chapter 41-2.002 defines a Coordination Contract as “a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.”

The rule further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C.”

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms

and coordination contracts. The Director of Mobility Services must approve all potential coordination contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach.

- What percentage of their transportation disadvantaged services is the agency proposing to transport?
- What are the anticipated funding sources?
- What are the unique and diverse needs of the customer?
- Is the requestor compliant with all the requirements of reporting insurance, safety, and other terms that apply equally to any transportation operator?
- Any other relevant factors?

All requests from agencies interested in entering into a Coordination Contract with the CTC must submit the request in writing to:

Director of Mobility Services  
LYNX  
455 North Garland Avenue  
Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency

contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 10 contains a list of providers within LYNX' coordinated system.

*Table 10: Provider Information*

Aspire Health Partners,  
Inc.  
1800 Mercy Dr.  
Orlando, FL 32808

Brenda Greene –  
Elquanah Group Home,  
Inc.  
10410 Westley Way  
Orlando, FL 32825

Central Florida Group  
Homes, LLC  
1890 S. R. 436, Suite #  
300  
Winter Park, FL 32792

Crystal Lake Supportive  
Environments (Attain  
Inc.)  
2710 Staten Ave  
Orlando, FL 32804

Florida Mentor  
5035 Edgewater Dr  
Orlando, FL 32810

Good Samaritan Society  
1550 Aldersgate Dr.  
Kissimmee, FL 34743

Meals on Wheels, Etc.  
2801 S. Financial Ct.  
Sanford, FL 32773

Osceola ARC  
The Opportunity Center,  
Inc.  
310 N. Clyde Ave.  
Kissimmee, FL 34741

Osceola County Council  
on Aging  
700 Generation Point  
Kissimmee, FL 34744

Pachot Group Home,  
Inc.  
3905 Timber Trail  
Orlando, FL 32808

Primrose Center, Inc.  
2733 S. Ferncreek Ave.  
Orlando, FL 32806

Quest, Inc.  
500 E. Colonial Dr.  
Orlando, FL 32803

Renewed Hope Group  
Home, Inc.  
429 Bloomfield Dr.  
Kissimmee, FL 34758

Seniors First, Inc.  
5395 L. B. McLeod  
Road  
Orlando, FL 32811

Trinity Home Care  
Facility, Inc.  
2502 Greywall Ave.  
Ocoee, FL 3476

## Public Transit Utilization

ACCESS LYNX is committed to the use of fixed-route service therefore, our goal is to transition as many customers from paratransit to fixed routes as possible. LYNX also offers travel training to help customers make the transition from paratransit service to fixed-route.

## School Bus Utilization

Each school board provided to LYNX as the Community Transportation Coordinator their reports of Vehicle Availability for use within the Coordinated System, and in each case the prices provided were greater than prices charged by private operators under the Coordinated System.

The barrier to use of school bus services is that of availability. School Bus services are available between the hours of 9:30 a.m. and 1:00 p.m. This is the time frame of least demand within the system.

Table 11 presents the inventory of LYNX vehicles used to provide paratransit and NeighborLink services.

*Table 11: Vehicle Inventory (Paratransit)*

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2015	FORD	1FDEE4FL8EDB10564	Lift	4	12
2015	FORD	1FDEE4FL0EDB10932	Lift	4	12
2015	FORD	1FDEE4FL3EDB10925	Lift	4	12
2015	FORD	1FDEE4FL1EDB10566	Lift	4	12
2015	FORD	1FDEE4FL4EDB10934	Lift	4	12
2015	FORD	1FDFE4FS4FDA28117	Lift	4	12
2015	FORD	1FDEE4FL8FDA35303	Lift	4	12
2015	FORD	1FDFE4FS5FDA28112	Lift	4	12
2015	FORD	1FDFE4FS6FDA28121	Lift	4	12
2015	FORD	1FDFE4FS0FDA28129	Lift	4	12
2015	FORD	1FDFE4FSXFDA28137	Lift	4	12
2015	FORD	1FDFE4FS3FDA28125	Lift	4	12
2015	FORD	1FDFE4FS8FDA28119	Lift	4	12
2015	FORD	1FDFE4FS2FDA28133	Lift	4	12
2015	FORD	1FDFE4FSXFDA28123	Lift	4	12
2015	FORD	1FDFE4FS4FDA28120	Lift	4	12
2015	FORD	1FDFE4FS3FDA28111	Lift	4	12
2015	FORD	1FDFE4FS6FDA28135	Lift	4	12
2015	FORD	1FDFE4FS0FDA28132	Lift	4	12
2015	FORD	1FDFE4FS7FDA28127	Lift	4	12
2015	FORD	1FDFE4FS1FDA28110	Lift	4	12
2015	FORD	1FDFE4FS8FDA28136	Lift	4	12
2016	FORD	1FDFE4FS6GDC57108	Lift	4	12
2016	FORD	1FDFE4FS4GDC57110	Lift	4	12
2016	FORD	1FDFE4FSXGDC57113	Lift	4	12
2016	FORD	1FDFE4FS8GDC57112	Lift	4	12
2016	FORD	1FDFE4FS6GDC57111	Lift	4	12
2016	FORD	1FDFE4FS8GDC57109	Lift	4	12
2018	FORD	1FDFE4FS8HDC39923	Lift	4	12

**LYNX TDSP - MINOR UPDATE 2021**

<b>Year</b>	<b>Make</b>	<b>VIN</b>	<b>Wheelchair Lift or Ramp</b>	<b>Wheelchair Capacity</b>	<b>Seat Capacity</b>
2018	FORD	1FDFE4FS0GDC55340	Lift	4	12
2018	FORD	1FDFE4FS9GDC57118	Lift	4	12
2018	FORD	1FDFE4FS4HDC57562	Lift	4	12
2018	FORD	1FDFE4FS0GDC57119	Lift	4	12
2018	FORD	1FDFE4FS5HDC58879	Lift	4	12
2018	FORD	1FDFE4FS1HDC41674	Lift	4	12
2018	FORD	1FDFE4FSXHDC57565	Lift	4	12
2018	FORD	1FDFE4FS7HDC58883	Lift	4	12
2018	FORD	1FDFE4FS1HDC58880	Lift	4	12
2018	FORD	1FDFE4FS7HDC57569	Lift	4	12
2018	FORD	1FDFE4FS9HDC58884	Lift	4	12
2018	FORD	1FDFE4FS6HDC57563	Lift	4	12
2018	FORD	1FDFE4FS8HDC57564	Lift	4	12
2018	FORD	1FDFE4FS7GDC57117	Lift	4	12
2018	FORD	1FDFE4FS3HDC53051	Lift	4	12
2018	FORD	1FDFE4FS5HDC57568	Lift	4	12
2018	FORD	1FDFE4FS3HDC57567	Lift	4	12
2018	FORD	1FDFE4FSXHDC39924	Lift	4	12
2018	FORD	1FDFE4FS0HDC58885	Lift	4	12
2018	FORD	1FDFE4FS5HDC58882	Lift	4	12
2018	FORD	1FDFE4FS3HDC57570	Lift	4	12
2019	FORD	1FDFE4FS6KDC10038	Lift	4	12
2019	FORD	1FDFE4FS3JDC43464	Lift	4	12
2019	FORD	1FDFE4FS4KDC10037	Lift	4	12
2019	FORD	1FDFE4FS1JDC41891	Lift	4	12
2019	FORD	1FDFE4FS2KDC17357	Lift	4	12
2019	FORD	1FDFE4FS2KDC10036	Lift	4	12
2019	FORD	1FDFE4FS3JDC41875	Lift	4	12
2019	FORD	1FDFE4FS1JDC41874	Lift	4	12
2019	FORD	1FDFE4FS4JDC41884	Lift	4	12



LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2019	FORD	1FDFE4FSXJDC41887	Lift	4	12
2020	FORD	1FDFE4FSXKDC51384	Lift	4	12
2020	FORD	1FDFE4FS3KDC51386	Lift	4	12
2020	FORD	1FDFE4FS1KDC51385	Lift	4	12
2020	FORD	1FDWE3F69KDC72790	Lift	3	10
2020	FORD	1FDWE3F66KDC72763	Lift	3	10
2020	FORD	1FDWE3F68KDC72764	Lift	3	10
2020	FORD	1FDWE3F64KDC72776	Lift	3	10
2020	FORD	1FDWE3F64KDC72762	Lift	3	10
2020	FORD	1FDWE3F62KDC72761	Lift	3	10
2020	FORD	1FDWE3F65KDC72768	Lift	3	10
2020	FORD	1FDWE3F62KDC72758	Lift	3	10
2020	FORD	1FDWE3F65KDC72785	Lift	3	10
2020	FORD	1FDWE3F61KDC72766	Lift	3	10
2020	FORD	1FDWE3F6XKDC72765	Lift	3	10
2020	FORD	1FDWE3F67KDC72786	Lift	3	10
2020	FORD	1FDWE3F61KDC72783	Lift	3	10
2020	FORD	1FDWE3F64KDC72759	Lift	3	10
2020	FORD	1FDWE3F69KDC72787	Lift	3	10
2020	FORD	1FDWE3F63KDC72784	Lift	3	10
2020	FORD	1FDWE3F62KDC72775	Lift	3	10
2020	FORD	1FDWE3F60KDC72760	Lift	3	10
2020	FORD	1FDWE3F67KDC72772	Lift	3	10
2020	FORD	1FDWE3F60KDC72774	Lift	3	10
2020	FORD	1FDWE3F66KDC72777	Lift	3	10
2020	FORD	1FDWE3F63KDC72770	Lift	3	10
2020	FORD	1FDWE3F69KDC72773	Lift	3	10
2020	FORD	1FDWE3F67KDC72769	Lift	3	10
2020	FORD	1FDWE3F66KDC72780	Lift	3	10
2020	FORD	1FDWE3F60KDC72788	Lift	3	10

**LYNX TDSP - MINOR UPDATE 2021**

<b>Year</b>	<b>Make</b>	<b>VIN</b>	<b>Wheelchair Lift or Ramp</b>	<b>Wheelchair Capacity</b>	<b>Seat Capacity</b>
2020	FORD	1FDWE3PN9MDC20750	Lift	3	10
2020	FORD	1FDWE3F68KDC72778	Lift	3	10
2020	FORD	1FDWE3F68KDC72781	Lift	3	10
2020	FORD	1FDWE3F6XKDC72782	Lift	3	10
2021	FORD	1FDWE3FN1MDC20774	Lift	3	10
2021	FORD	1FDWE3FN6MDC20771	Lift	3	10
2021	FORD	1FDWE3FN4MDC20770	Lift	3	10
2021	FORD	1FDWE3FN2MDC20766	Lift	3	10
2021	FORD	1FDWE3FN9MDC20764	Lift	3	10
2021	FORD	1FDWE3FN7MDC20763	Lift	3	10
2021	FORD	1FDWE3FN3MDC20761	Lift	3	10
2021	FORD	1FDWE3FN2MDC20749	Lift	3	10
2021	FORD	1FDWE3F65KDC72771	Lift	3	10
2021	FORD	1FDWE3F63KDC72767	Lift	3	10
2021	FORD	1FDWE3FN2MDC20752	Lift	3	10
2021	FORD	1FDWE3FN0MDC20751	Lift	3	10
2021	FORD	1FDWE3FN3MDC20775	Lift	3	10
2021	FORD	1FDWE3FN6MDC20768	Lift	3	10
2021	FORD	1FDWE3FN3MDC20758	Lift	3	10
2021	FORD	1FDWE3FN1MDC20757	Lift	3	10
2021	FORD	1FDWE3FNXMDC20756	Lift	3	10
2021	FORD	1FDWE3FN6MDC20754	Lift	3	10
2021	FORD	1FDWE3FN4MDC20753	Lift	3	10
2021	FORD	1FDWE3FN0MDC20765	Lift	3	10
2021	FORD	1FDWE3FN5MDC20762	Lift	3	10
2021	FORD	1FDWE3FN8MDC20755	Lift	3	10
2021	FORD	1FDWE3FN8MDC20769	Lift	3	10
2021	FORD	1FDWE3FN5MDC20759	Lift	3	10
2021	FORD	1FDWE3FN8MDC20772	Lift	3	10
2021	FORD	1FDWE3FN5MDC20776	Lift	3	10

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2021	FORD	1FDWE3FN0MDC20779	Lift	3	10
2021	FORD	1FDWE3FN7MDC20777	Lift	3	10
2021	FORD	1FDWE3FN9MCD20778	Lift	3	10
2021	FORD	1FDWE3FN4MDC20767	Lift	3	10
2021	FORD	1FDWE3FN1MDC20760	Lift	3	10
2021	FORD	1FDWE3FNXMDC20773	Lift	3	10
2018	DODGE	2C7WDGCGXJR176581	Ramp	1	3
2018	DODGE	2C7WDGCG5JR176584	Ramp	1	3
2018	DODGE	2C7WDGCG4JR176592	Ramp	1	3
2018	DODGE	2C7WDGCG6JR176593	Ramp	1	3
2018	DODGE	2C7WDGCG6JR176576	Ramp	1	3
2018	DODGE	2C7WDGCG7JR176585	Ramp	1	3
2018	DODGE	2C7WDGCG4JR176589	Ramp	1	3
2018	DODGE	2C7WDGCG1JR176579	Ramp	1	3
2018	DODGE	2C7WDGCG8JR176577	Ramp	1	3
2018	DODGE	2C7WDGCG0JR176587	Ramp	1	3
2018	DODGE	2C7WDGCG9JR176572	Ramp	1	3
2018	DODGE	2C7WDGCG0JR176573	Ramp	1	3
2018	DODGE	2C7WDGCG8JR176594	Ramp	1	3
2018	DODGE	2C7WDGCGXJR176595	Ramp	1	3
2018	DODGE	2C7WDGCG8JR176580	Ramp	1	3
2018	DODGE	2C7WDGCG1JR176582	Ramp	1	3
2018	DODGE	2C7WDGCG2JR176588	Ramp	1	3
2018	DODGE	2C7WDGCG0JR176590	Ramp	1	3
2018	DODGE	2C7WDGCG1JR176596	Ramp	1	3
2018	DODGE	2C7WDGCG2JR176591	Ramp	1	3
2018	DODGE	2C7WDGCG2JR176574	Ramp	1	3
2018	DODGE	2C7WDGCG4JR176575	Ramp	1	3
2018	DODGE	2C7WDGCGXJR176578	Ramp	1	3
2018	DODGE	2C7WDGCG3JR176583	Ramp	1	3

**LYNX TDSP - MINOR UPDATE 2021**

<b>Year</b>	<b>Make</b>	<b>VIN</b>	<b>Wheelchair Lift or Ramp</b>	<b>Wheelchair Capacity</b>	<b>Seat Capacity</b>
2018	DODGE	2C7WDGCGXJR337902	Ramp	1	3
2018	DODGE	2C7WDGCG3JR337899	Ramp	1	3
2018	DODGE	2C7WDGCG6JR337900	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337903	Ramp	1	3
2018	DODGE	2C7WDGCG8JR337901	Ramp	1	3
2018	DODGE	2C7WDGCG9JR337907	Ramp	1	3
2018	DODGE	2C7WDGCG9JR337910	Ramp	1	3
2018	DODGE	2C7WDGCG7JR337906	Ramp	1	3
2018	DODGE	2C7WDGCG0JR337908	Ramp	1	3
2018	DODGE	2C7WDGCG3JR337904	Ramp	1	3
2018	DODGE	2C7WDGCG2JR337912	Ramp	1	3
2018	DODGE	2C7WDGCG2JR337909	Ramp	1	3
2018	DODGE	2C7WDGCG4JR337913	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337898	Ramp	1	3
2018	DODGE	2C7WDGCG5JR337905	Ramp	1	3
2018	DODGE	2C7WDGCG0JR337911	Ramp	1	3
2018	DODGE	2C7WDGCG6JR337914	Ramp	1	3
2018	DODGE	2C7WDGCG8JR337915	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337917	Ramp	1	3
2018	DODGE	2C7WDGCG5JR337919	Ramp	1	3
2018	DODGE	2C7WDGCGXJR337916	Ramp	1	3
2018	DODGE	2C7WDGCG3JR337918	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337920	Ramp	1	3
2018	DODGE	2C7WDGCGXJR337897	Ramp	1	3

*Table 12: Vehicle Inventory (NeighborLink)*

Model Year	Make	VIN	Wheelchair Lift or Ramp	WC capacity	Miles	Seat Capacity	Fuel
2011	Chevy, 4500	1GB6G5BG2B1183156	Lift	2	193,065	14	Gasoline
2011	Chevy, 4500	1GB6G5BG6B1166196	Lift	2	193,790	14	Gasoline
2015	Chevy, 4500	1GB6G5BG3G1230068	Lift	2	24,344	14	Gasoline
2015	Chevy, 4500	1GB6G5BG9G1232634	Lift	2	24,393	14	Gasoline
2015	Chevy, 4500	1GB6G5BGXF1232030	Lift	2	27,536	14	Gasoline
2015	Chevy, 4500	1GB6G5BG2F1231566	Lift	2	206,757	14	Gasoline
2020	Ford, E450	1FDFE4FS0KDC75242	Lift	3	137,829	12	Gasoline
2020	Ford, E450	1FDFE4FS4KDC75244	Lift	3	200,249	12	Gasoline
2020	Ford, E450	1FDFE4FS8KDC75246	Lift	3	191,213	12	Gasoline
2020	Ford, E450	1FDFE4FS9KDC75238	Lift	3	23,989	12	Gasoline
2020	Ford, E450	1FDFE4FS9KDC75241	Lift	3	23,525	12	Gasoline
2020	Ford, E450	1FDFE4FS7KDC75240	Lift	3	25,025	12	Gasoline
2020	Ford, E450	1FDFE4FS6KDC75245	Lift	3	20,659	12	Gasoline
2020	Ford, E450	1FDFE4FS3KDC75249	Lift	3	25,077	12	Gasoline
2020	Ford, E450	1FDFE4FS1KDC75248	Lift	3	23,234	12	Gasoline
2020	Ford, E450	1FDFE4FS0KDC75239	Lift	3	15,447	12	Gasoline
2020	Ford, E450	1FDFE4FS2KDC75243	Lift	3	20,830	12	Gasoline
2020	Ford, E450	1FDFE4FS1KDC75251	Lift	3	16,779	12	Gasoline
2020	Ford, E450	1FDFE4FSXKDC75247	Lift	3	19,264	12	Gasoline
2020	Ford, E450	1FDFE4FSXKDC75250	Lift	3	13,721	12	Gasoline
2020	Ford, E450	1FDFE4FS3KDC75252	Lift	3	22,643	12	Gasoline
2018	Ford, Odyssey	1FDFE4FS3HDC58881	Lift	3	20,915	12	Gasoline
2018	Ford, Odyssey	1FDFE4FS1HDC57566	Lift	3	27,798	12	Gasoline
2018	Ford, Odyssey	1FDFE4FS9HDC53054	Lift	3	21,190	12	Gasoline

## System Safety Program Plan

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement a System

Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. According to this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

- Carrier and CTC Management
- Vehicles and equipment
- Operational functions
- Driving requirements
- Maintenance and training\Equipment for transporting wheelchairs
- Federal, state and local regulations, ordinances, or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for vehicles is:

- Seat belts
- Wheelchair securement systems and restraining devices (lap-type body belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits

- Two-way radios

The SSPP limits the number of consecutive hours a driver can work, requires defensive driving, and passenger assistance/sensitivity training for all drivers. It further requires all subcontracted service providers be certified before providing service in the coordinated transportation system and requires vehicles undergo bi-annual safety inspections. The SSPP also includes driver and accident policies.

Extensive record keeping by the CTC and the individual subcontractors is also required, including personnel data, operational reports, dispatching logs, driver trip sheets and reports of accidents, incidents and service delays.

### Revision History

Revision Number	Revision Date	Summary of Changes	Author
Revision 18	8-12-2019	Updated the plan to reflect change in CEO	Author
Revision 17	7-18-2018	Updated the plan to reflect FDOT's recommendations from the Triennial Review	Author
Revision 16	5-1-2018	Updated system description, positions and added criminal background checks-section 4.2.3	Risk Management, Safety & Security
Revision 15	12-01-2015	Update to include FDOT BSS requirements	Risk Management, Safety & Security
Revision 14	3-01-2014	Update to include Grapefruit LYMMO	Risk Management and Safety
Revision 13	8-1-2013	Plan Update and FDOT BSS Requirements	Risk Management and Safety
Revision 12	2-1-2010	Plan Update	Safety and Security
Revision 1	2-1-1993	Initial Version	Operations

### Document Location

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### Adoption

This document requires the following approvals:

Name	Title	Signature
James E. Harrison	Chief Executive Officer	
Name	Title	Signature
Tellis Chandler	Director, Safety& Security	

### Distribution

This document has been distributed to:

Name	System Safety Program Plan
File	Risk Management, Safety & Security Division
InLYNX	Risk Management, Safety & Security Division

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## 1 Safety Management Policy


### 1.1 Mission and Policy Statement

All levels of LYNX management, employees, contractors, and partner agencies are accountable and responsible for upholding the best safety performance, starting with the Executive Director as the Accountable Executive, the Director of Risk Management Safety & Security is the agency's designated Chief Safety Officer (CSO), has the oversight authority and responsibility for implementation of the agency's safety management system (SMS) and reports directly to the Executive Director. The CSO is responsible for providing resources and executive-level safety advocacy and direction to the Safety Department for managing day-to-day implementation and operation of the agency's SMS.

LYNX commits to:

- **Support** the risk and safety management program through the provision of appropriate resources and visible top-level commitment to safety;
- **Foster** positive safety cultures and inserts best practices among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- **Establish** a systematic and comprehensive approach to identify, analyze, evaluate, and mitigate safety risk activities associated with transit system operations and related maintenance activities to meet or exceed the acceptable level of safety performance;
- **Integrate** risk and safety management system into the departmental standard operating procedures and actively manages safety with the same attention to results as of the other management systems of the organization;
- **Implement** an effective employee safety reporting and communication program, and encourage participation and contribution of frontline personnel in the management of safety. We ensure that no action is taken against any employee who discloses a safety concern through our safety reporting system unless such a disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Provide** adequate and appropriate safety-related information and job-specific safety training for all employees, and ensure that they are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Establish and measure** our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Comply with**, and wherever possible exceed, legislative and regulatory requirements and standards;
- **Continuously improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support our operations are delivered meeting our safety performance standards



  
James Harrison, Executive Director

  
Date

## Document Location

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## Approvals

Name	Title	Signature
James E. Harrison	Accountable Executive (CEO)	
Tellis Chandler	Director, Safety & Security (CSO)	
Buddy Dyer	Chairman, Board of Directors	

## Distribution

This document has been distributed to:

Name	Agency Safety Plan
File	Risk Management, Safety & Security Division
InLYNX	Risk Management, Safety & Security Division

## Executive Summary

The Central Florida Regional Transit Authority (LYNX) improves people's quality of life with Passion, Pride and Performance. LYNX's transportation services are locally based and regionally connected with bus service throughout Orange, Osceola, Seminole and Polk County.

Managing risk and safety is at the core of our safety culture and an essential part of our business activities. LYNX has adopted a Safety Management Systems (SMS) framework as an explicit element of the agency's responsibility by establishing safety policy; identifying hazards and controlling risks; goal setting, planning, prioritizing resources and measuring performance. Furthermore, the agency's SMS is a mean to foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

To ensure transit safety and in order to comply with Federal Transit Administration (FTA) requirements, LYNX has developed this Public Transit Agency Safety Plan (PTASP or the "Plan") to comply with FTA regulations established by Section 5329(d), which includes setting performance targets based on the performance criteria established in the National Public Transportation Safety Plan (NPTSP), (January 2017, Version 1.0). The PTASP for LYNX is consistent with and supports the safety management system (SMS) approach to safety risk management. SMS is an integrated collection of the agency's policies, processes, and behaviors that ensure a formalized, proactive and data-driven approach to safety risk management.

LYNX's PTASP aim to increase the safety of transit systems by proactively implement the four components of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. The strategic approach is flexible and scalable, depends on the circumstance, to effectively meet its safety performance targets and established standards. The PTASP for LYNX addresses the following elements:

<b>Safety Objectives</b>	Specify measurable and attainable safety objectives to reach the agency's safety goal.
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## System Safety Program Plan (SSPP)

### 1.0 Management Safety Commitment and Policy Statement

MV Transportation Access Lynx is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, MV Transportation has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

MV Transportation management is authorized and responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management commits to maintain and implement the SSPP and comply with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to disciplinary actions. Management is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.

Signature  
  
 Chris York  
 General Manager  
 MV Transportation MV ACCESS LYNX  
 Date: July 29, 2019

## Inter-county Services

LYNX does not coordinate transportation disadvantaged services with other counties outside of our three county service areas. However, LYNX staff maintains professional working relationships with other Community Transportation Coordinators throughout the state.

## Natural Disaster/Emergency Procedures

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) and Emergency Support Function #8 (Public Health and Human Services) for Orange County. This designation carries the responsibility of evacuating all special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then ACCESS LYNX will notify the contractor of the situation.

## Marketing

Each month ACCESS LYNX participates in community outreach activities. These are primarily community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program. While these events have been postponed more recently due to the public health



issues, ACCESS LYNX will participate as community events are rescheduled.

### Acceptable Alternatives

LYNX has been active in transitioning passengers from paratransit to fixed-route. The LYNX travel training program assists passengers with training on how to access and use the paratransit service. As additional resources become available, LYNX will review the recommendations from the LYNX TDP and how best to provide new NeighborLink services and better accessibility to increase the number of mobility options available. However, there are no recommended alternatives to the LYNX existing coordinated system that can be reported in this annual update.

### Service Standards

Table 13 presents the current service standards for the ACCESS LYNX paratransit service.

*Table 13: Service Standards*

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Advance Reservations Requirements</b>	Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service.
<b>Advance Reservations Limit</b>	When calling to schedule appointments, ADA customers should call as far in advance as you can, (we have up to a 7-day advance

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
	reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
<b>Accidents</b>	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
<b>Air Conditioning/ Heating</b>	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
<b>Billing Requirements</b>	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes).

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Call Hold Time</b>	It is LYNX' goal to have average hold times for inbound telephone of no more than three minutes (3:00) for any given hourly period of the day. This three minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.
<b>Cardio-pulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>Complaints</b>	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Contract Monitoring</b>	<p>ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.</p> <p>Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.</p>
<b>Driver Criminal Background Screening</b>	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
<b>Driver Identification</b>	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.



<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>No-Show Policy</b>	<p>A customer may have no more than 5 no-shows within any 30-day period, which will result in an offense. A letter is sent to each customer to help them understand how important it is to call and cancel trips. During the review process, the subscription privilege may be cancelled if a customer has excessive valid no show occurrences. A customer may request for the subscription to be re-established. After a review of the past trips, a subscription may be re-instated if there have been no infractions for ninety (90) day period.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No Show.</p>
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Out of Service Area Trips</b>	ACCESS LYNX does not provide transportation services outside of our three county service area.
<b>Passenger Assistance</b>	<p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door (with the exception of stretcher customers).</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Passenger Property</b>	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
<b>Passenger/ Trip Database</b>	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
<b>Pick-up windows</b>	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Public Transit Ridership</b>	Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is to refer at a minimum 10% of individuals applying for service to fixed route service.
<b>Reservation Hours</b>	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
<b>Road Calls</b>	No more than 1 every 10,000 miles.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.
<b>Smoking, Eating, and Drinking</b>	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Subscriptions</b>	The current policy provides for a change of a subscription only once within a 30 day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
<b>Transport of Personal Care Attendant and Dependent Children Policy</b>	<p>Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>A PCA must accompany all children under the age of fifteen. Only one PCA may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See “Use and Responsibility of Child Restraint Devices” below.)</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Trip Negotiations</b>	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to please wait until we are outside that window before a call is placed regarding the pick up.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Trip Request Limit</b>	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.
<b>Two-Way Communications</b>	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
<b>Unscheduled Stops</b>	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Use and Responsibility of Child Restraint Devices</b>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
<b>Vehicle Cleanliness</b>	<p>All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.</p>
<b>Vehicle Transfer Points</b>	<p>No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.</p>



STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Will Calls</b>	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but with a goal of 90 minutes or less.</p>

The length of time that customers are on hold has improved significantly since the previous annual update. As of December 2020, the total number of calls received had decreased by 30 percent in comparison to December 2019. In addition, the average time to answer calls went from 5 minutes and 41 seconds in December 2019 to 58 second in December 2020. The improvements are due to both the implementation of new technologies as well as the overall decline in call demand and trips following COVID-19. Due to safety concerns related to COVID, the Mobility Services Department quickly transitioned the Mobility Customer Service staff to a remote work setup.

The availability of the online reservation system called WebACCESS allows ACCESS LYNX customers to manage their own trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations, and to access and edit the customer's information 24 hours a day, 7 days a week. LYNX has also provided tutorial video on its website to assist customers with learning how to use the new system.

The assessment of new call center technologies will consider the technologies already in place as well as capabilities to accommodate remote work.

#### Local Grievance Procedures/Process for TD

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.

ACCESS LYNX in conjunction with the Local Coordinating Board, has developed and implemented rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and settle disputes concerning service rendered. It should be noted that the LCB holds jurisdiction only over TD

concerns. ADA concerns are under the jurisdiction of the FTA.

A Grievance Subcommittee has been appointed by the Local Coordinating Board Chair and consists of at least three voting members of the Board and may include other appointed volunteers. The procedures and examples of the grievance forms are in Attachment 5.

CTC Monitoring Procedures of Operators and Coordination Contractors

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitorings of the calendar year, 25 percent of all records are randomly selected for review. The fourth quarterly monitoring of the calendar year, 100 percent of all records are reviewed.

LYNX monitors coordination agency providers annually for state and federal regulation compliance.

#### COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The CTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY21/22. The model considers the costs and revenues for operating service, including administrative expenses for the following:

- Coordination Contractor Inspections
- Coordination Contractor Monitoring
- Coordination Contractor Reporting
- Monthly Reporting
- Road Supervision
- Contract compliance

Table 14 presents the CTD calculated rates.

*Table 14: Transportation Disadvantaged Trip and Equipment Calculated Rates*

<b>Service Type</b>	<b>Unit</b>	<b>Rate</b>
Ambulatory	Per trip	\$41.94
Wheelchair	Per trip	\$71.90

### III. QUALITY ASSURANCE

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually and is based on the established service standards presented in Table 13. These standards have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

#### CTC Evaluation Process

The purpose of the Annual Review is to evaluate the CTC's performance over the previous year. This is conducted using the Commission for the Transportation Disadvantaged *Evaluation Workbook for Community Transportation Coordinators*. Modules include Competition, Cost Effectiveness and Efficiency, and Availability.

The CTC uses this evaluation as a means to detect areas within the CTC that excel and those areas that need improvement. Lastly, this is used as a means to develop future goals and objectives.

The TDLCB is currently in the process of completing the annual CTC review. The results of the FY 2018-19 review completed in May 2020 did not indicate any findings in need of corrective action.

## Planning Agency Evaluation Process

In addition to the annual CTC evaluation, the FCTD completed a triennial Quality Assurance and Program Evaluation (QAPE) to monitor the TD service in May 2020.

## Attachment 1: Glossary of Terms

The following glossary is intended to coordinate terminology with the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used that the definition is universally acknowledged.

Glossary of Terms	
Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.



Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the “coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.

Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination	<p>The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service.</p> <p>Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.</p>
Coordination Contract	<p>A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.</p>

Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).

Dispatcher	The person responsible for having every schedule leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.



Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board (LCB)	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.

Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
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.

Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.



Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.

Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
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).
Standard	Established by authority, custom, or general consent as a model or example.

Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds	Any local government, state, or federal funds that are used for transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.

Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.



U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

## Attachment 2: LYNX Eligibility Application



### 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:

To be eligible for the TD program, the applicant must meet **two of the three** following criteria:

1. Have no access to a fixed route.
2. Have a disability.
3. Have an income level at or below 185% of Federal Poverty level.

(Pursuant to the 2020 Federal Poverty Guideline, 185% of the Federal Poverty Level is \$23,606.)

The income level used for this criteria is the **individual** applicant's income - not the applicant's household income.

If the disability criteria is applicable, the Medical section of this application (Section 4) must be completed and signed by a Florida licensed physician. You may attach supporting documentation to this application.

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.

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. Please be sure to sign this application where appropriate, and attach a copy of your Florida ID or Driver's license along with all other required supporting documentation.

#### 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)**



**Central Florida Regional Transportation Authority**

455 N. Garland Avenue | Orlando | Florida | 32801 | [www.galynx.com](http://www.galynx.com)

1

## LYNX TDSP - MINOR UPDATE 2021

FOR OFFICE USE ONLY:	DATE RECEIVED _____
Client ID: _____	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 _____	
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"/> Walker         | <input type="checkbox"/> Portable Oxygen     | <input type="checkbox"/> Wide Wheelchair                             |
| <input type="checkbox"/> Cane             | <input type="checkbox"/> Hearing Loss   | <input type="checkbox"/> Mental Impairment   | <input type="checkbox"/> Mental Impairment (Do not Leave Unattended) |
| <input type="checkbox"/> Sight Impairment | <input type="checkbox"/> Deaf           | <input type="checkbox"/> Manual Wheelchair   |  |
| <input type="checkbox"/> Assist Walking   | <input type="checkbox"/> Need Attendant | <input type="checkbox"/> Power Wheelchair    |  |
| <input type="checkbox"/> Crutches         | <input type="checkbox"/> Power Scooter  | <input type="checkbox"/> Blind/Legally Blind |  |



**Central Florida Regional Transportation Authority**

455 N. Garland Avenue | Orlando | Florida | 32801 | [www.golynx.com](http://www.golynx.com)

2

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 ¼ 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 income. Acceptable forms of income verification include the following:

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) \$ \_\_\_\_\_

\*A Self-Declaration will not be accepted as proof of lack of income.

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

Additional documentation may be required to support individual income.



**LYNX**

**Central Florida Regional Transportation Authority**

455 N. Garland Avenue | Orlando | Florida | 32801 | [www.golynx.com](http://www.golynx.com)

## Applicant's Verification of Completion and Release: (SECTION 3)

### Application Checklist:

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

### Acknowledgments, Authorization, and Release by Applicant

I understand that the purpose of this application including the request for supporting documentation is to determine my eligibility for "Transportation Disadvantaged" Service. I understand that the information about my disability (if any) contained in Section 4 of this application and in any supporting documents will be kept confidential and shared only with LYNX employees and 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 including without limitation the information requested in Section 4 of this application.

I affirm that the information in this application package is true and correct to the best of my knowledge. 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



**Central Florida Regional Transportation Authority**

455 N. Garland Avenue | Orlando | Florida | 32801 | [www.golynx.com](http://www.golynx.com)

**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 the expected duration? \_\_\_\_\_

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

- ☐ Orientation      ☐ Monitoring time      ☐ Gait or balance  
☐ Problem Solving      ☐ Judgment      ☐ Inconsistent performance  
☐ Short-term Memory      ☐ Communication      ☐ Long-term memory  
☐ Inappropriate social behavior      ☐ Do Not Leave Unattended  
☐ Other (please explain) \_\_\_\_\_

If applicant is currently taking prescribed medication(s), do any of the medications 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

\_\_\_\_\_  
 Contact Address



**Central Florida Regional Transportation Authority**  
 455 N. Garland Avenue | Orlando | Florida | 32801 | [www.gotynx.com](http://www.gotynx.com)





**ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES**

**Instructions to Applicant or Proxy:**

1. Please read the enclosed paratransit eligibility criteria carefully. If you feel that you meet these criteria, please fill out the Applicant sections of this form.
2. Please be sure to print and complete all information requested and sign where appropriate.
3. Have the Professional Verification section completed and signed by an approved health care professional. All provided information will be verified and confirmed. You may attach supporting documentation.
4. Completing this application does not automatically certify you for paratransit services. Some applicants may be required to go through a functional assessment to assist us in determining your level of eligibility. All applicants will be notified by mail of the outcome of their application.

**WHEN COMPLETED, PLEASE RETURN THIS FORM TO:**

**ACCESS LYNX  
455 N Garland Avenue  
Orlando, Florida 32801-1518  
Attention: Eligibility  
Phone: (407) 423-8747 - Select Option 6  
Fax: (407) 849-6759**

A large, empty rectangular box with a thin black border, intended for the applicant to provide a return address.

## LYNX TDSP - MINOR UPDATE 2021

<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>					
Applicant Name					
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>					
Date of Birth		Social Security Number		Medicaid Number	
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	
Last Name		First Name		Middle Initial	M/F
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>
Home Address				Apartment Number	
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>				<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	
City		County		State	Zip Code
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>
Complex/Subdivision/Facility Name		Nearest Intersecting Street		Nearest Bus Route	
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	
If this is a gated community, please provide Gate Code <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>					
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>					
Home Phone		Work Phone		Cell Phone	E-Mail Address
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>
Mailing Address		Apt. Number	City	County	State
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>
Emergency Contact Name		Relationship			Phone Number
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>			<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>
Address		Apt. Number	City	County	State
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>
<b>Please check all that apply to you.</b>					
<input type="checkbox"/> Portable Oxygen		<input type="checkbox"/> Assist Walking		<input type="checkbox"/> Needs Escort	<input type="checkbox"/> Wheelchair
<input type="checkbox"/> Sight Impairment		<input type="checkbox"/> Cane		<input type="checkbox"/> Crutches	<input type="checkbox"/> Walker
<input type="checkbox"/> Service Animal		<input type="checkbox"/> Stretcher		<input type="checkbox"/> Mental Imp.	<input type="checkbox"/> Hearing Loss
Do you have weekly scheduled medical appointments? <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>					
How many medical appointments do you have in a month? <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>					
How do you currently travel to your destination?					
<input type="checkbox"/> LYNX Bus		<input type="checkbox"/> Taxi		<input type="checkbox"/> Drive yourself	<input type="checkbox"/> Other
<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>		<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>	<hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/>

Do you have relatives or friends who can take you? \_\_\_\_\_

What is your annual household income? \_\_\_\_\_

How many people, including yourself, are in your household? \_\_\_\_\_

Have you, in the past 2 years, qualified for public assistance? \_\_\_\_\_

Would you ride the bus if you were provided with a bus pass? \_\_\_\_\_

How far is the nearest bus stop? \_\_\_\_\_

Do you currently have a LYNX Advantage ID card? \_\_\_\_\_ Yes \_\_\_\_\_ No

#### Functional Ability

Without the assistance of someone else, can you:

Board a bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Read/understand directions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Handle coins and transfers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel on a sidewalk?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Travel to nearest bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Stand at a bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identify the correct bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Walk ¼ mile?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Climb a 12 inch step?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cross a street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Balance while seated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Grip handles and railings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Give address and phone number?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Recognize landmarks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wait outside for more than 15 minutes?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel through crowds?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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

\_\_\_\_\_ None.

\_\_\_\_\_ The bus stop is too far or the bus does not run where I need to go.

\_\_\_\_\_ My disability prevents me from using the regular fixed route bus system.

\_\_\_\_\_ I need transportation to and from medical appointments only.

Applicant Name \_\_\_\_\_

**Medical Verification To be completed by a licensed professional.**

Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or cognitive limitation, which prevents the use of our fixed route bus service. The diagnosis of a potentially limiting illness or condition is not sufficient determination for paratransit services.

What is the applicant's disability? \_\_\_\_\_

How does the condition functionally prevent the applicant from using regular bus service?

If temporary, what is the duration? \_\_\_\_\_

Signature of Medical Professional \_\_\_\_\_ Date \_\_\_\_\_

Professional License # \_\_\_\_\_ State Issued \_\_\_\_\_

Print Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone # \_\_\_\_\_ Extension \_\_\_\_\_

Contact person \_\_\_\_\_

**Applicants Release:**

I understand that the purpose of this evaluation form is to determine my eligibility for paratransit 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. 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 paratransit services.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

If applicant is unable to sign this form, he/she may have someone sign on his/her behalf.

Signing for Applicant \_\_\_\_\_ Relationship \_\_\_\_\_ Date \_\_\_\_\_

### Attachment 3: ACCESS LYNX Appeal Process



LYNX

Attn: Eligibility Coordinator  
455. North Garland Ave.  
Orlando, FL 32801-1518  
407-423-TRIP (8747), Option 6

### **ACCESS LYNX ADA APPEAL PROCESS**

Pursuant to US Department of Transportation regulations implementing ADA paratransit requirements (USC 49 Part 37 Subpart F. Section 37.125) ACCESS LYNX service may appeal:

- A determination that an applicant is not eligible for ADA paratransit service
- Conditions placed upon eligibility for use of ACCESS LYNX service
- Denial of a particular trip request due to conditional eligibility to any particular trip request

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

## Filing An Appeal

1. All appeals must be filed in writing within 60 calendar days of the receipt of the original determination letter of ineligibility or conditional eligibility, suspension of service notification letter or denial of a specific trip request. If the 60<sup>th</sup> day after the original determination or trip denial is on a weekend or a legal holiday, an appeal will be accepted on the next subsequent business day.
2. The Authority will enclose an appeals form with the notification letter, time frame that the appeal is to be submitted, and who the appeal is to be submitted to. If, due to disability, the appellant is unable to send written notification of appeal, the Authority may designate a staff member to submit the appeal in the appellant's own words. The appellant also has the option of having the same source that filled out the original application write out the appeal.
3. The applicant shall identify in writing, their name, address, telephone number, and the facts in support of their appeal. In describing the appeal, the applicant shall clearly and concisely state why they believe determination does not accurately

reflect their ability to use fixed route, or why suspension is inappropriate. Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 455 North Garland Avenue, Orlando, Florida, 32801.

4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
  - a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.



- b. If an appeal is taken based upon a determination of trip eligibility, service for the trip in question will be provided until an appeal hearing is concluded.
  - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.
  - d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
- 6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
  - 7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
  - 8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all



proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.

9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff will present information on why the determination of eligibility, suspension or no shows was made.
10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
12. All materials that are written will be provided in a format accessible by the appellant.
13. The appeals process is the final decision within the Authority.

All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing.

Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.

All session are audio taped. Tapes along with supporting materials will remain the property of ACCESS LYNX for five (5) years at which time they will be destroyed. Copies of these tapes and materials will be made and released only through the process of legal discovery (fact-finding) undertaken in any subsequent legal action.

**Other accessible formats available upon request.**

## Attachment 4: ACCESS LYNX Request for Appeal

**PURPOSE:** To apply for review of the decision to deny individual ADA Paratransit eligibility whether temporary or permanent.

### **To File An Appeal of Your Individual Eligibility for Paratransit Services:**

Step 1. Complete the "Eligibility Determination Appeals Request Form". Completed forms must be submitted within sixty (60) calendar days of the date of denial stated on the "letter of denial". For example, if your denial date is March 1st, the deadline for submittal of the Eligibility Determination Appeals Request is May 1st.

### **Appeals Request**

The appeal request must include a complete form and any additional information documenting the individuals individual eligibility for Paratransit services.

Step 2. The Appeals Request Form and any additional information must be submitted to the Manager of the Paratransit Intake Department or to an appointed representative. It must be submitted in an envelope, addressed to:

**Paratransit Eligibility Appeals  
Paratransit Operations, Intake Dept.  
Manager  
455 North Garland  
Orlando, Florida 32801**

Upon receipt by Manager, the Appeals Request Form is immediately date-stamped

Step 3. Upon receipt, the intake Manager reviews the Appeal Form for completeness and notes any additional information submitted. The Request Manager then completes and returns Response Letter to the appellant.

Step 4. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal.

A. The Appeals Panel Representatives Pool is as follows:

- One representative of a Transit Operator
- One representative of the medical profession
- One representative user of:
  - a. Fixed Route
  - b. Lift-Van /Ramped Taxi
  - c. Taxi
  - d. Agency Receiving Services

There will be three to five total Panel Members

B. Panel Members have an opportunity to review the Appeal Request Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.

C. The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by one representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.

D. An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.

E. On the day of the hearing:

1. The staff introduces appellant to panel members and reviews determination of eligibility for paratransit.

2. The appellant and staff each have equal time (10 minutes) to present information specific to eligibility before Appeals Panel.

3. The panel members may ask questions after the presentations by the staff and

appellant at their discretion.

4. Upon completion of questions, the appellant is informed:

a. A decision on eligibility status will be made within thirty days.

b. If a panel decision is not made by the 31st day, appellant may request use of Paratransit services until decision is made.

5. Panel members discuss applicant's case and all other information provided as part of the hearings after applicant and staff are excused.

6. Panel members may:

a. Come to a common conclusion on eligibility;

b. Vote on determination of eligibility; or

c. State reasons for decision, special conditions for eligibility or denial of service.

## Attachment 5: Grievance Procedure



**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

**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



## GRIEVANCE FORM - CONTINUED

=====

### GRIEVANCE INFORMATION

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

## GRIEVANCE FORM - CONTINUED

=====

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

I hereby attest that these statements are true and correct,

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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.

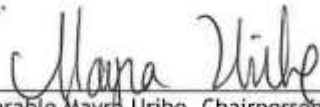
- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within 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



## Attachment 6: LYNX Human Services Transportation Plan

## Attachment 7: Rate Calculation Worksheets

**TAB 3**



## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA/LYNX

**County** (Service Area): Orange, Osceola, and Seminole

**Contact Person:** Norm Hickling

**Phone #** 407-254-6169

Throughout this version you will see red triangles that include explanatory comments for your review. Please hover your cursor over the triangle to see the comment.

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

☒  
☐  
☐

Governmental

Private Non-Profit

Private For Profit

#### NETWORK TYPE:

☒  
☐  
☐

Fully Brokered

Partially Brokered

Sole Source

**Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"**

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2019</b> to June 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of ▼ <b>2021</b> to June 30th of <b>2022</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

Farebox	\$ 1,056,967	\$ 1,607,700	\$ 1,576,094	52.1%	-2.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 6,254,963	\$ 6,254,963	\$ 6,254,963	0.0%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 546,575	\$ 892,300	\$ 1,054,889	63.3%	18.2%	
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 5,220,679	\$ 5,069,090	\$ 4,698,696	-2.9%	-7.3%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						\$12.857M and \$2.57M is LYNX's allocation of CARES funding to cover
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)	\$ 969,943	\$ 2,500,000	\$ 2,500,000	157.7%	0.0%	
Block Grant						
Service Development	\$ 224,224	\$ 300,000	\$ 300,000	33.8%	0.0%	
Commuter Assistance						
Other DOT (specify in explanation)	\$ 12,857,000	\$ 2,570,000	\$ 70,000	-80.0%	-97.3%	
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						AHCA - Para Agency Rev. - ADA TNC's
Other AHCA (specify in explanation)	\$ 220,041	\$ 1,228,821	\$ -	458.5%	-100.0%	
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2019</b> to June 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2021</b> to June 30th of <b>2022</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## DOE (state)

Carl Perkins  
Div of Blind Services  
Vocational Rehabilitation  
Day Care Programs  
Other DOE (specify in explanation)  
**Bus Pass Program Revenue**

## AWI

WAGES/Workforce Board  
Other AWI (specify in explanation)  
**Bus Pass Program Revenue**

## DOEA

Older Americans Act  
Community Care for Elderly  
Other DOEA (specify in explanation)  
**Bus Pass Program Revenue**

## DCA

Community Services  
Other DCA (specify in explanation)  
**Bus Pass Admin. Revenue**

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2019</b> to June 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of 2021 to June 30th of <b>2022</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## APD

Office of Disability Determination  
Developmental Services  
Other APD (specify in explanation)  
**Bus Pass Program Revenue**

## DJJ

(specify in explanation)

**Bus Pass Program Revenue**

## Other Fed or State

Total ADA Compl. Services \$ 13,829,980 \$ 13,829,980 \$ 13,829,980 0.0% 0.0% Local ADA Funding for - Orange, Seminole and Osceola  
xxx  
xxx  
**Bus Pass Program Revenue**

## Other Revenues

Interest Earnings  
xxxx  
xxxx  
**Bus Pass Program Revenue**

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve \$ 710,111 \$ 4,415,577

Balancing Revenue is Short By =

None

None

Total Revenues = \$41,180,372 \$34,962,965 \$34,700,199 -15.1% -0.8%

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor \$ 1,053,944 \$ 1,182,009 \$ 1,255,857 12.2% 6.2%  
Fringe Benefits \$ 498,493 \$ 522,717 \$ 556,181 4.9% 6.4%  
Services \$ 423,855 \$ 667,994 \$ 690,902 57.6% 3.4%  
Materials and Supplies \$ 1,866,492 \$ 2,666,970 \$ 2,676,770 42.9% 0.4%  
Utilities \$ 35,940 \$ 29,120 \$ 141,560 -19.0% 386.1%  
Casualty and Liability  
Taxes  
Purchased Transportation:  
Purchased Bus Pass Expenses  
School Bus Utilization Expenses  
Contracted Transportation Services \$ 24,043,189 \$ 29,591,515 \$ 29,363,409 23.1% -0.8%  
Other \$ 3,736 \$ 14,640 \$ 15,520 291.9% 6.0%  
Miscellaneous  
Operating Debt Service - Principal & Interest  
Leases and Rentals \$ 270,900 \$ 288,000 \$ - 6.3% -100.0%  
Contrib. to Capital Equip. Replacement Fund  
In-Kind, Contributed Services \$ - \$ - \$ -  
Allocated Indirect

### Capital Expenditures

Equip. Purchases with Grant Funds  
Equip. Purchases with Local Revenue

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2019</b> to June 30th of <b>2020</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <span>▼</span> <b>2021</b> to June 30th of <b>2022</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Equip. Purchases with Rate Generated Rev.  
Capital Debt Service - Principal & Interest

**ACTUAL YEAR GAIN**

Total Expenditures =

**\$12,983,823**  
**\$28,196,549    \$34,962,965    \$34,700,199**  
24.0%    -0.8%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

**ACTUAL** year GAIN (program revenue) **MUST** be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.



# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues
	from
	July 1st of
	<b>2021</b>
	to
	June 30th of
	<b>2022</b>
<b>1</b>	<b>2</b>

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<b>3</b>	<b>4</b>	<b>5</b>

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$	1,576,094
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	6,254,963
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	1,054,889
Other In-Kind, Contributed Services	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### CTD

Non-Spons. Trip Program	\$	4,698,696
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	2,500,000
Block Grant	\$	-
Service Development	\$	300,000
Commuter Assistance	\$	-
Other DOT	\$	70,000
<b>Bus Pass Program Revenue</b>	\$	-

### AHCA

Medicaid	\$	-
Other AHCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOEA

\$	677,720	\$	898,374
	\$	-	
	\$	-	
\$	-	\$	-
	\$	-	
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
	\$	6,254,963	
\$	-	\$	-
	\$	-	
\$	-	\$	-
	\$	1,054,889	
\$	-	\$	-
\$	-	\$	-

\$	4,698,696	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
	\$	-		\$	-
\$	-	\$	-		

\$	-	\$	-	
\$	-	\$	-	\$
	\$	-	-	
\$	-	\$	2,500,000	\$ 2,500,000
\$	-	\$	-	
\$	-	\$	300,000	
\$	-	\$	-	
	\$	70,000		
\$	-	\$	-	

\$	-	\$	-
	\$	-	
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
	\$	-	
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
	\$	-	
\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
	\$	-	
\$	-	\$	-

\$	-	\$	-
	\$	-	
\$	-	\$	-

local match req.

\$ 522,077  
\$ -  
\$ -

\$ -  
\$ 277,778

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3

2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues
	from
	July 1st of
	<b>2021</b>
	to
	June 30th of
	<b>2022</b>
<b>1</b>	<b>2</b>

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
DCA	
Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> <b>Excluded from</b> the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<b>3</b>	<b>4</b>	<b>5</b>

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	



Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA/LYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues			
	from	What amount of the <u>Budgeted Revenue</u>		What amount of the <u>Subsidy Revenue</u> in
	July 1st of	in col. 2 will be		col. 4 will come from
	<b>2021</b>	generated at the rate	Budgeted Rate	funds to purchase
	to	per unit determined	<u>Subsidy Revenue</u>	equipment, OR will
	June 30th of	by this spreadsheet,	<b>Excluded from</b>	be used as match
	<b>2022</b>	OR used as local	<b>the Rate Base</b>	for the purchase of
		match for these type		equipment?
		revenues?		
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

# Worksheet for Program-wide Rates

CTC: CFRTA/LYNX Version 1.4  
County: Orange, Osceola, and Seminole

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips ( **GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

## PROGRAM-WIDE RATES

Total Projected Passenger Miles = 10,663,781

Rate Per Passenger Mile = \$ 3.25

Total Projected Passenger Trips = 686,215

Rate Per Passenger Trip = \$ 50.57

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length = 15.5 Miles

## Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 6.00

Rate Per Passenger Trip = \$ 93.30

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

## Worksheet for Program-wide Rates

CTC: CFRTA/LYNX Version 1.4  
County: Orange, Osceola, and Seminole

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips ( **GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead  
Operator training, and  
Vehicle maintenance testing, as well as  
School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4  
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
How many of the total projected Passenger Miles relate to the contracted service?  
How many of the total projected passenger trips relate to the contracted service?

Leave Blank	Leave Blank	Leave Blank	Leave Blank

Effective Rate for **Contracted Services**:  
per **Passenger Mile** =  
per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be **less** than per trip rate in #3 above =  
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

## Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4  
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....  

☐ Yes  
☒ No

Skip #2 - 4 and  
Section IV and  
Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....  
per passenger mile?.....  

☒ Pass. Trip  
☐ Pass. Mile

**Leave Blank**
3. If you answered Yes to #1 and completed #2, for how many of the projected  
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  **Leave Blank**
4. How much will you charge each escort?.....  **Leave Blank**

### SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank).....   
**Do NOT  
Complete  
Section IV**
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate  
0.00 to 1.00**

### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2021 - 2022			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	10,663,781	7,592,612	3,071,169	0	0
Rate per Passenger Mile =		\$2.70	\$4.63	\$0.00	\$0.00
		per passenger per group			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	686,215	488,585	197,629	0	
Rate per Passenger Trip =		\$41.94	\$71.90	\$0.00	\$0.00
		per passenger per group			
		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					\$0.00
Rate per Passenger Mile for Balance =		\$2.70	\$4.63	\$0.00	\$0.00
		per passenger per group			

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$4.98	\$8.54	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$77.38	\$132.65	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				



**TAB 4**



# Mobility Services CTC Report

Transportation Disadvantaged Local Coordinating Board Meeting  
Quality Assurance Task Force meeting

4/27/2021

## 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”)

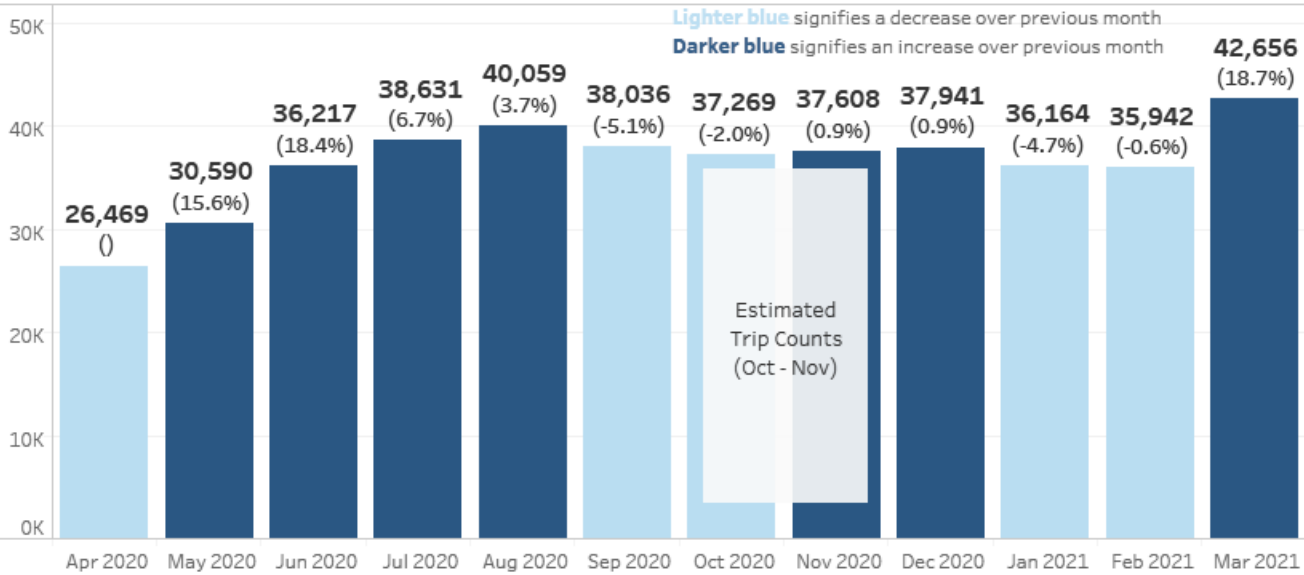


- Trip Performance and Analysis
- Funding Allocation
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives

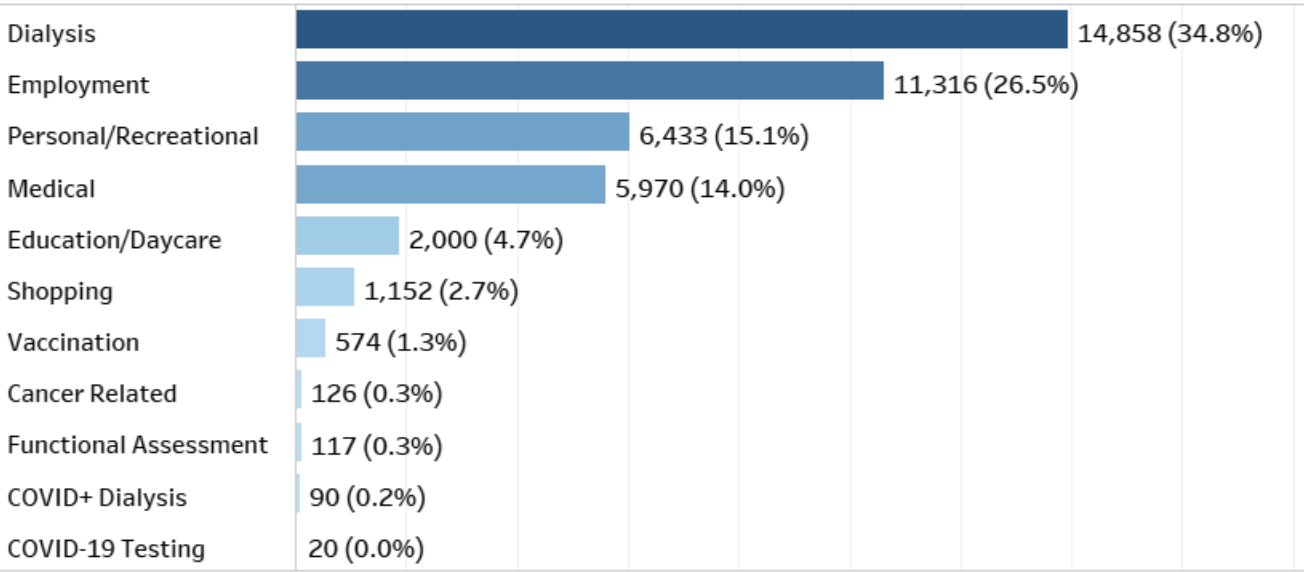


# AccessLYNX Month to Month Analysis - March 2021

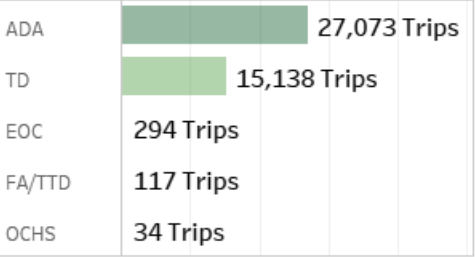
Paratransit trips per month (with percentage change over previous month)



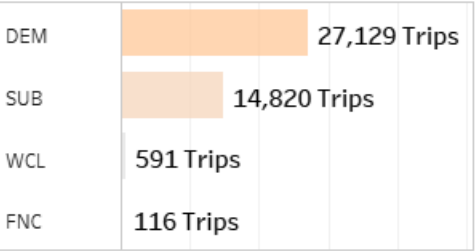
March's Distribution



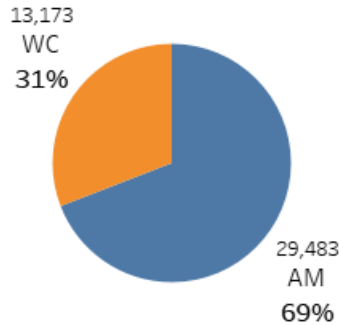
Funding Source



Trip Type



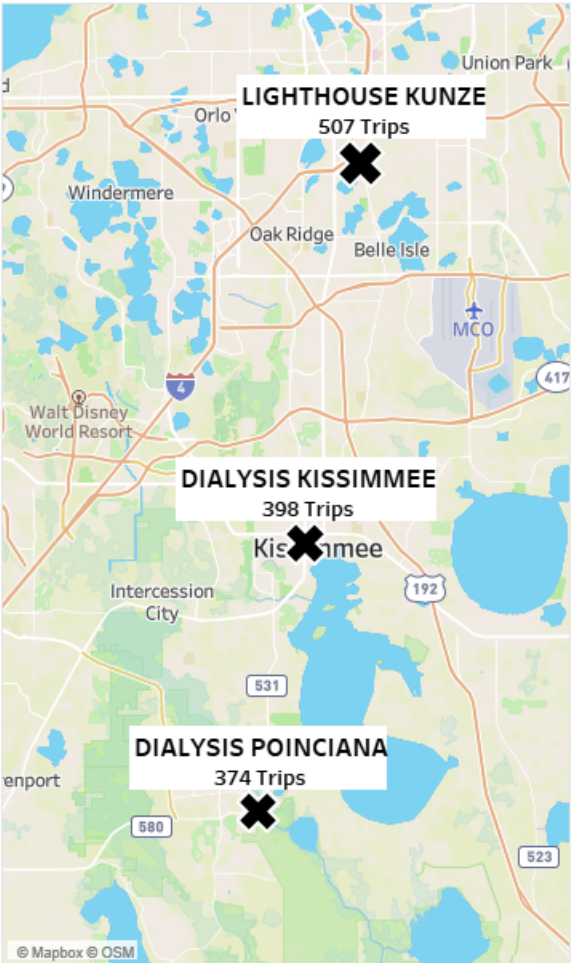
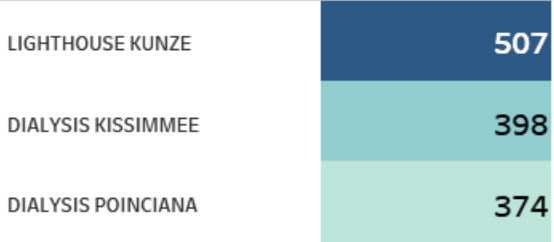
Provider



Clients Served



March's Busiest Pickup Locations

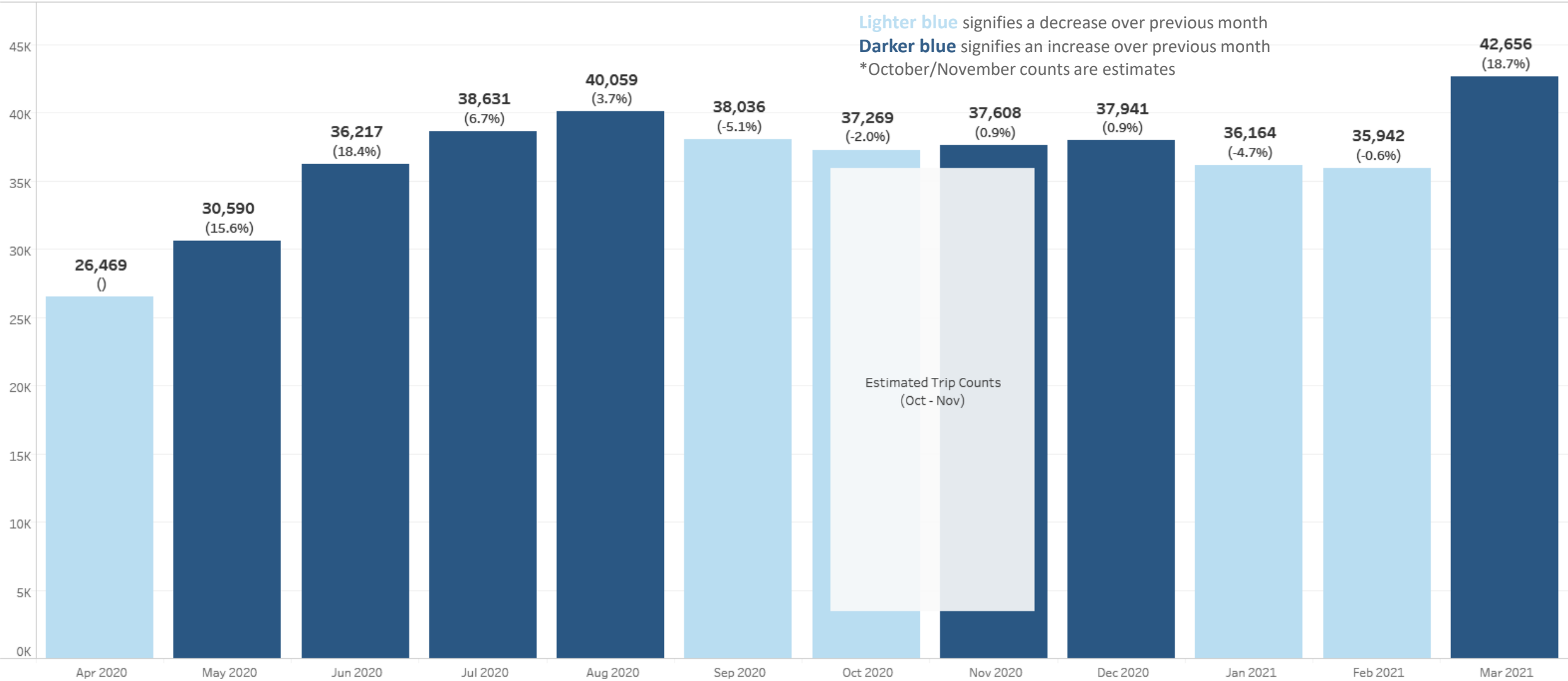


# Mobility Services CTC Report

## Trip Performance – Month-to-Month Analysis



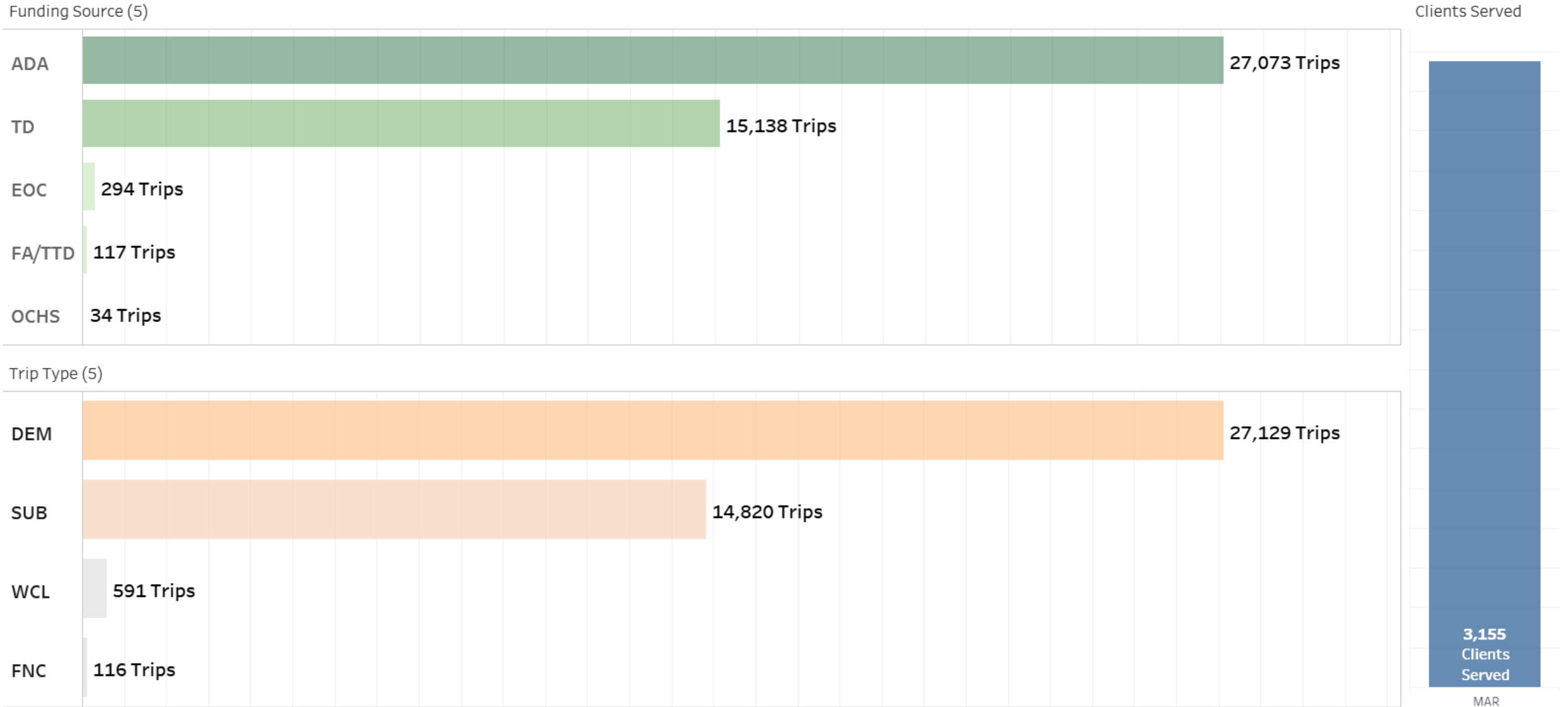
Paratransit trips per month (with percentage change over previous month)



# Mobility Services CTC Report



## Trip Performance – Funding Source and Client Analysis

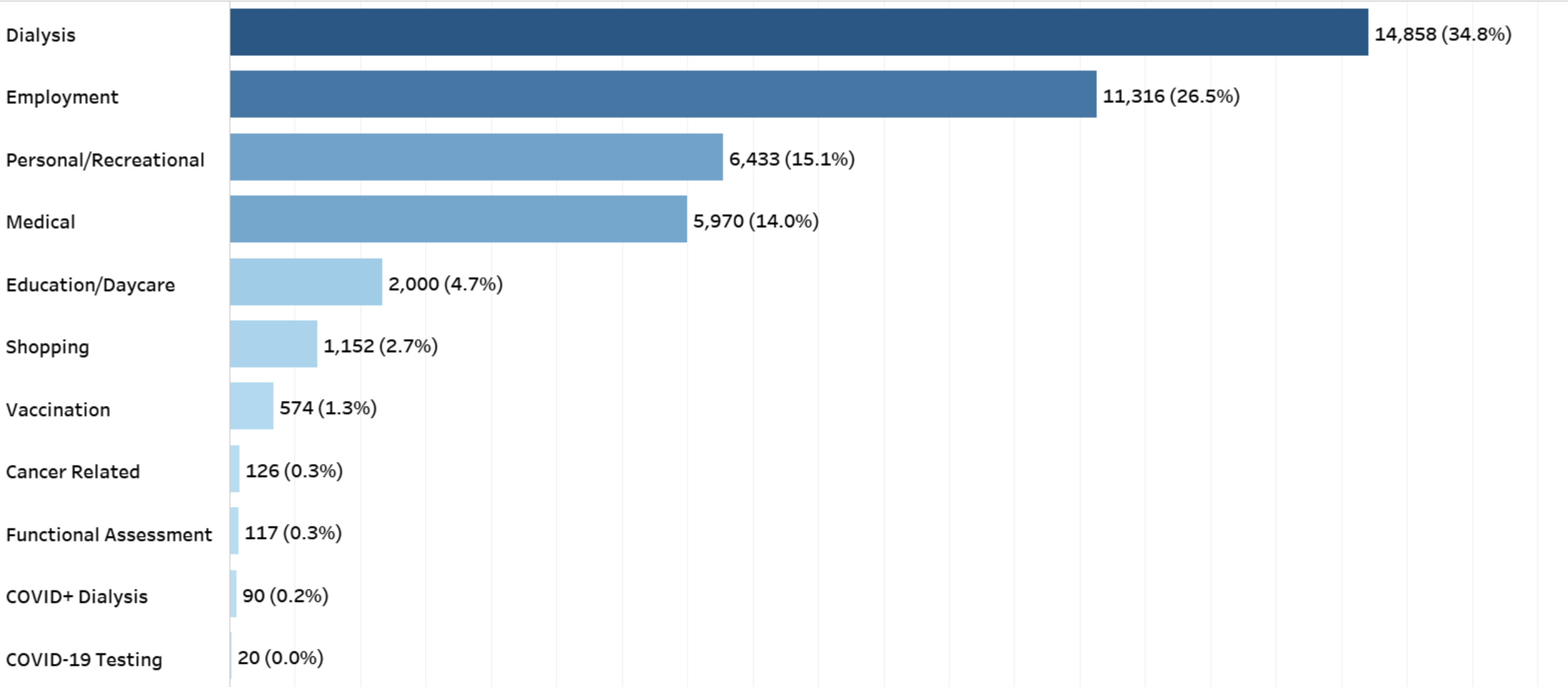


# Mobility Services CTC Report

## Trips Performance – Trip Purpose Analysis

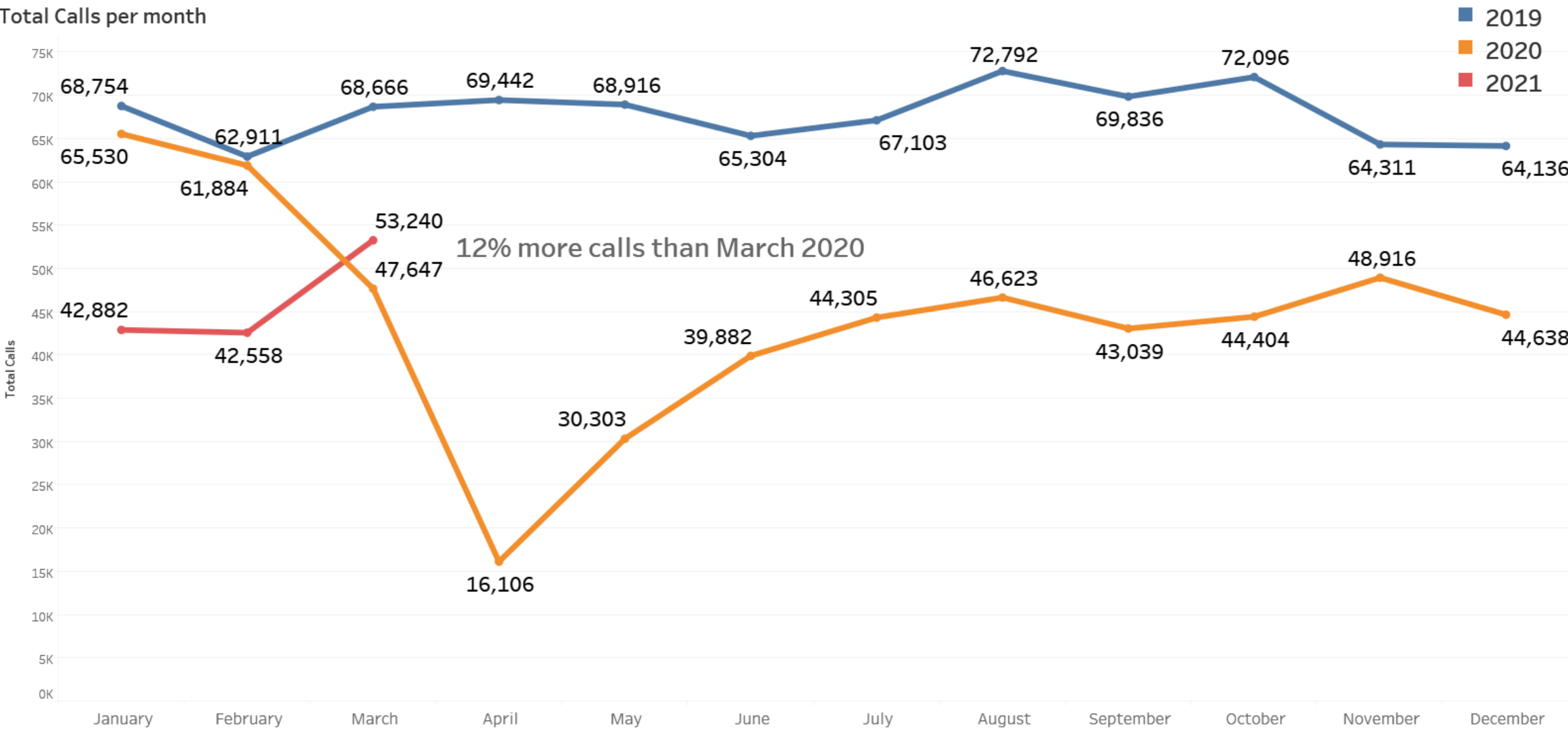


March's Distribution (2)



# Mobility Services CTC Report

## Call Center Performance – Total Calls Per Month



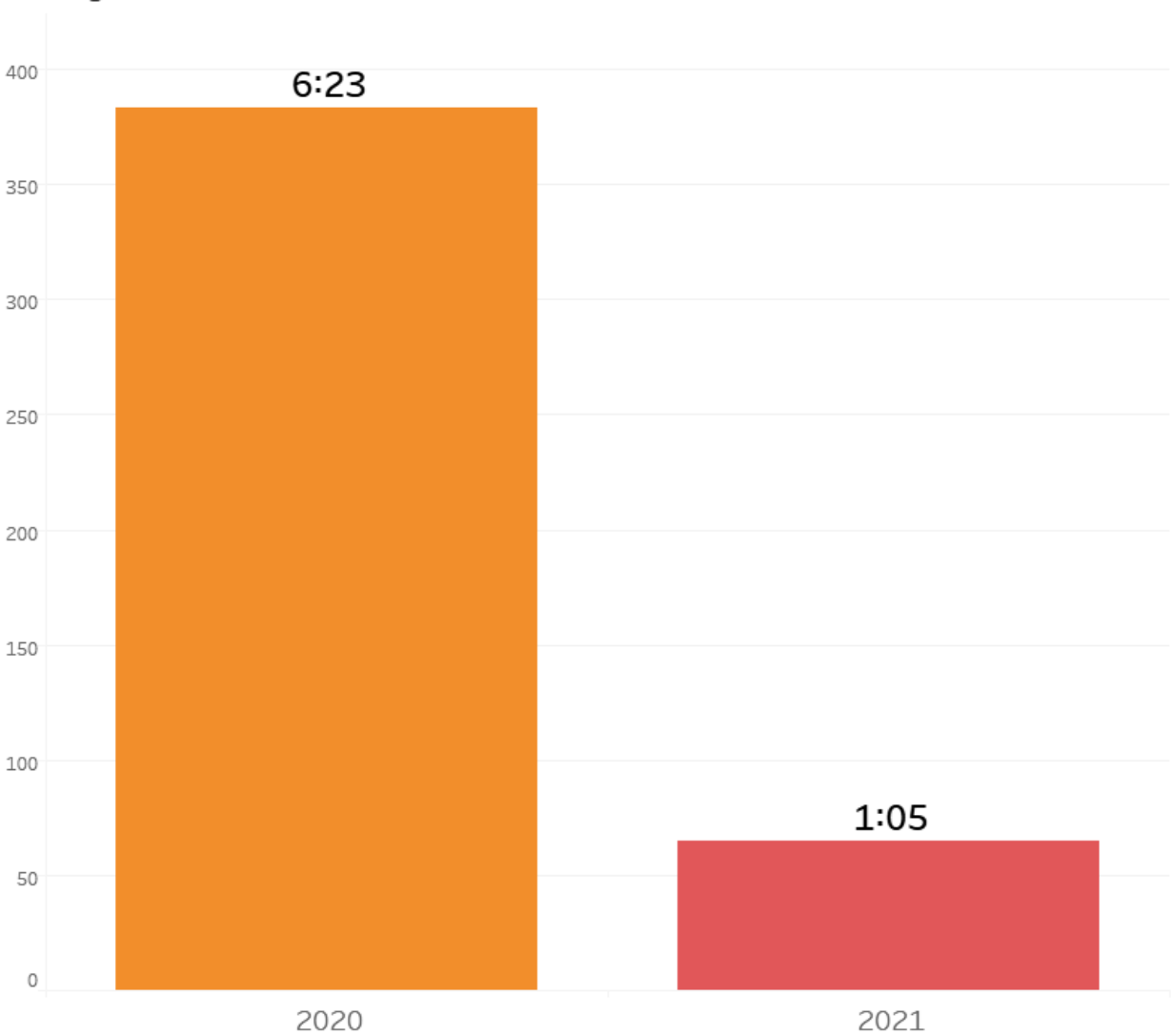


# Mobility Services CTC Report

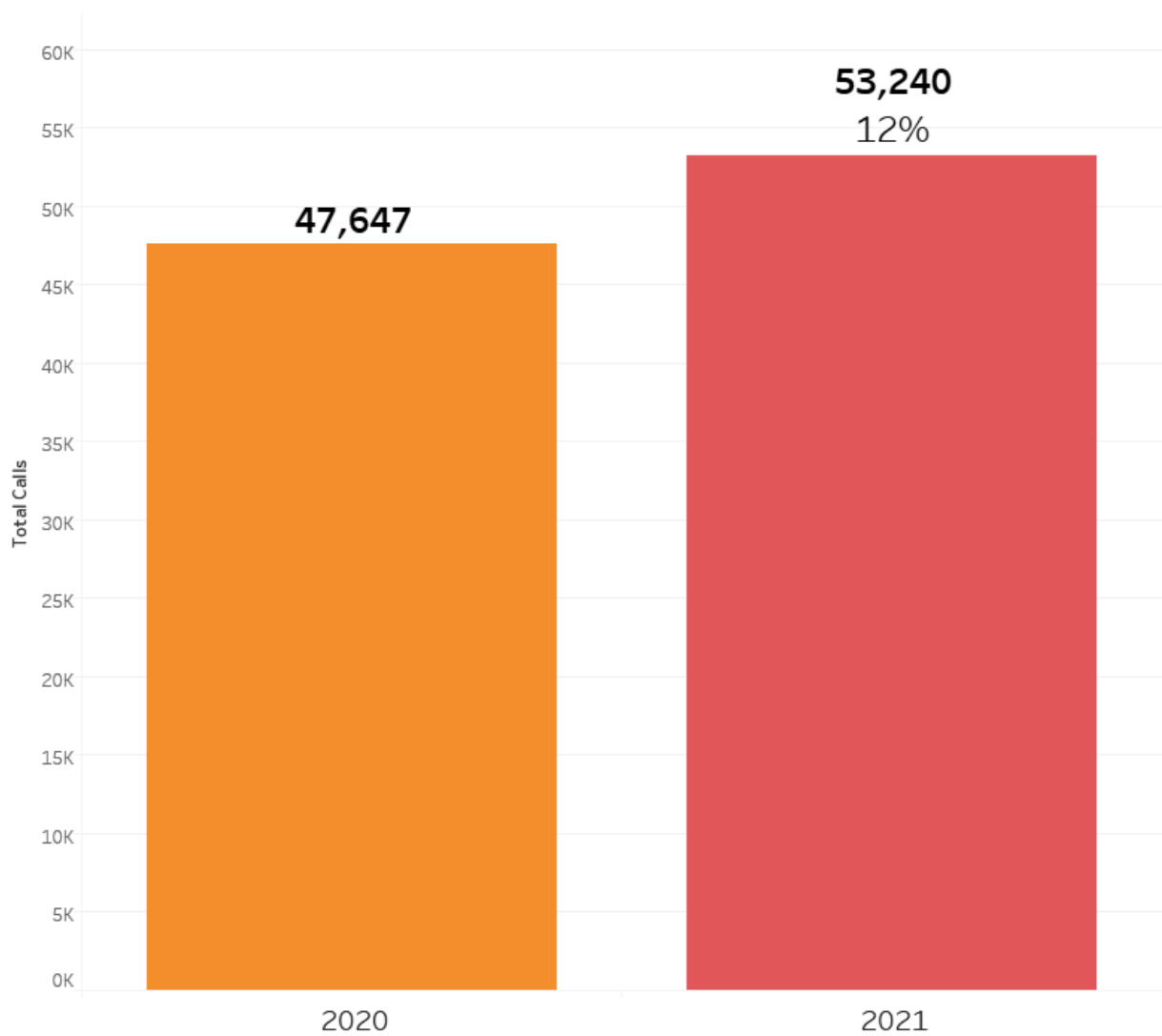
## Call Center Performance – Year-to-Year comparison



Average Answer Rate - March 2020 vs March 2021



Total Calls - March 2020 vs March 2021



# Mobility Services CTC Report

## Call Center Performance - Statistics



Average Speed Of Answer

1m 5s



Average Talk Time

3m 3s



Average Handle Time

4m 17s



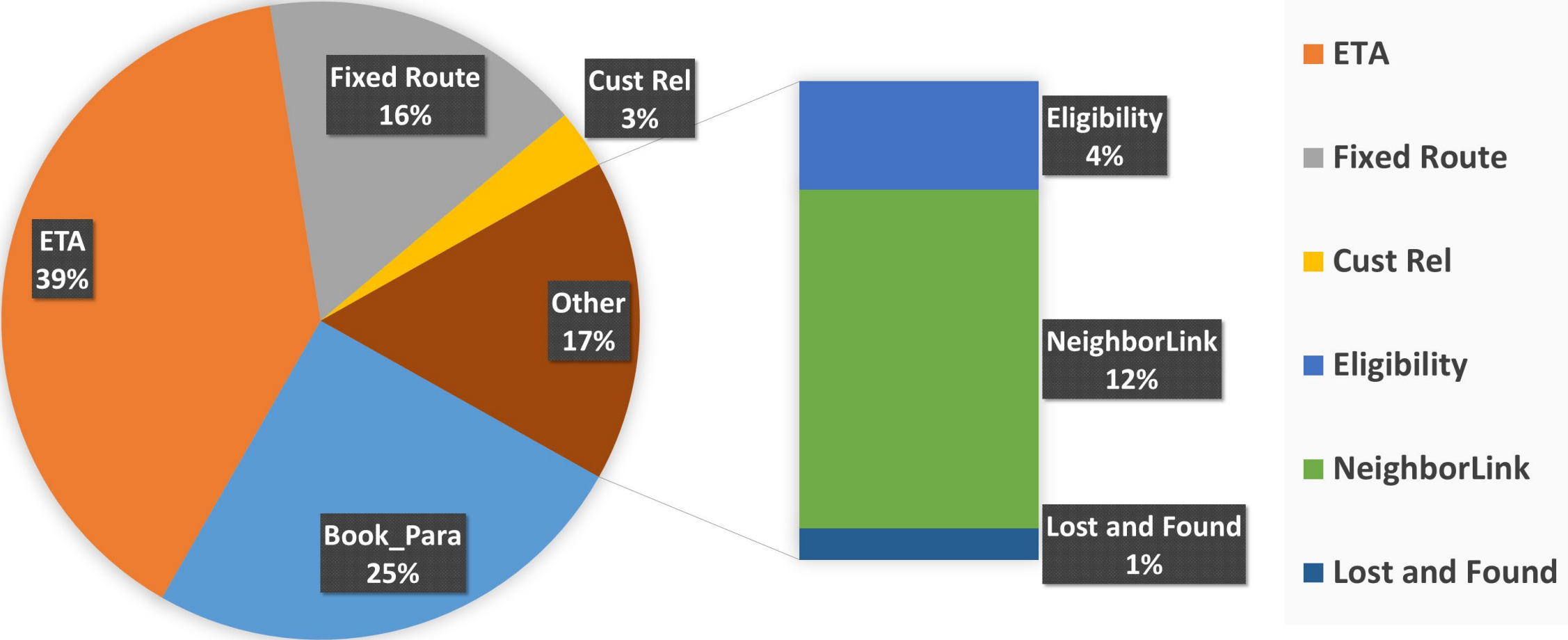
### Contact Resolution Totals

Abandoned (5%)	3110
Timed out (0%)	0
Handled (94%)	50130

Total calls 53240

# Mobility Services CTC Report

Call Center Performance – Call Type Analysis

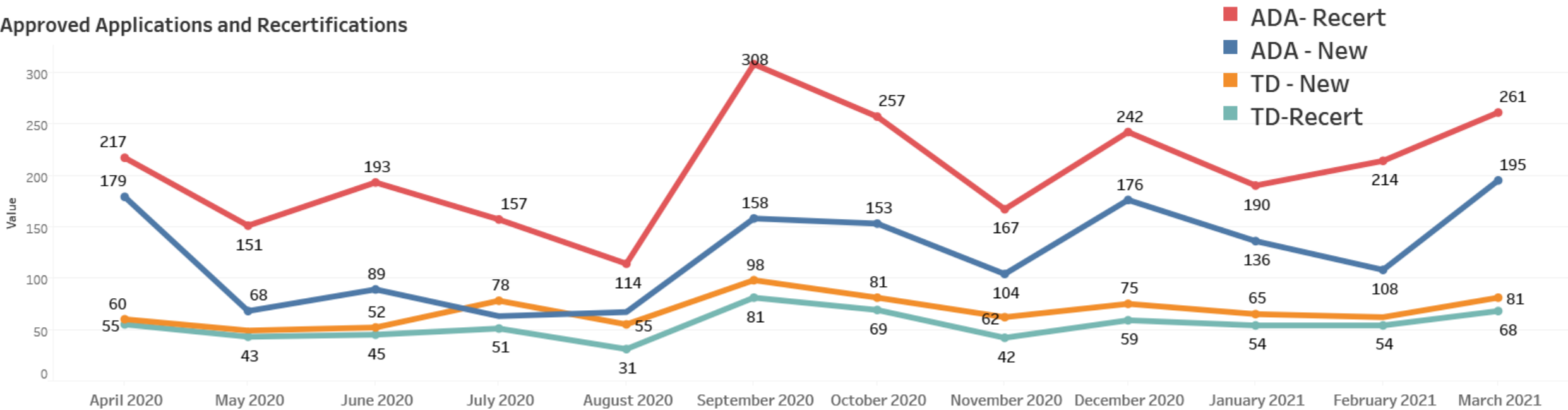


# Mobility Services CTC Report

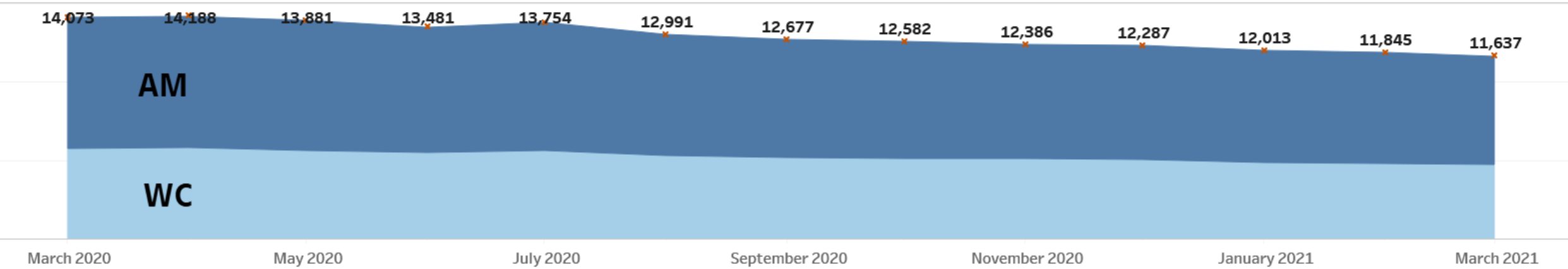
## Access LYNX Eligibility – Application Processing



Approved Applications and Recertifications



Total Eligible Clients by month



# Mobility Services CTC Report

## Program Status and Initiatives

---



- Follow-up to Past QATF/TDLCB Meetings:
  - No Show counts for March 2021 – 1,760 (3.9%)
  - Uncollected Fares for March 2021 - \$327 (1.9%)
  - OneMV application
- Implemented process for COVID-19 vaccination trips
  - Access LYNX eligible clients and Emergency Operations Center (EOC) support
    - As of April 14, 2021 = 412 constituents served with 670 trips
  - Continue COVID-19 testing trips for both eligible clients and EOC request
- Phone and customer contact system
  - Request for Proposal (RFP) package is prepared for release.

# Mobility Services CTC Report

## Program Status and Initiatives

---



- Surveillance Camera RFP in DBE review
- Implementation of new TD application and process
- Review and streamline ADA Recertification process (2021)
  - Working group
  - New ADA Application

Note: There are currently 8,734 eligible ACCESS LYNX ADA clients. Approximately 1,214 clients potentially have identified permanent disability.



# Mobility Services CTC Report

## Program Status and Initiatives (Continued)



- **Fleet Update**

- 165 paratransit Vehicles in current fleet
- 1/3<sup>rd</sup> of fleet being renewed
  - Every two years
- 63 new paratransit vehicles delivered to LYNX
- FY20/21 19 replacement paratransit vehicles in procurement process
- FY22 15 new vehicles planned for purchase



**TAB 5**





# TASK 3



## **QUALITY ASSURANCE TASK FORCE VIRTUAL WORKSHOP NOTICE**

**DATE:** Tuesday, January 26, 2021 at 10:00 a.m.

**PUBLIC ACCESS:** To join the meeting from your computer, tablet or smartphone, please use this link:  
<https://us02web.zoom.us/j/83357945686?pwd=b2tLczBpRmhPa2tVUHlaZkZVaTBbdz09>  
Passcode: 056275

To dial in, please see the calendar item for this meeting:  
[Quality Assurance Task Force Virtual Workshop \(metroplanorlando.org\)](https://metroplanorlando.org/QualityAssuranceTaskForceVirtualWorkshop)

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

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

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

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

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## **Agenda**

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- I. Call to Order – Chairperson Marilyn Baldwin
- II. Roll Call/Confirmation of Quorum – Ms. Lisa Smith
- III. Agenda Review/Announcements – Ms. Whittington
- IV. Public Comments (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 an Electronic Speakers Introduction Card. Each speaker is limited to two minutes.

- |       |  |       |
|-------|--|-------|
| V.    | Review and Recommendation: Revised ACCESS LYNX Eligibility Application | Tab 1 |
| VI.   | Annual TDLCB Bylaws Review   | Tab 2 |
| VII.  | Annual Review of TDLCB Grievance Procedures                            | Tab 3 |
| VIII. | Review of CTC Evaluation Process                                       | Tab 4 |
| IX.   | CTC Update   |       |
| X.    | Member Comments/Discussion   |       |
| XI.   | Public Comments (General)  |       |

Comments from the public of a general nature will be heard at this time. People wishing to speak must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes.

**XII. Adjournment**

*In accordance with the **Americans with Disabilities Act (ADA)**, if any person with a disability as defined by 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](mailto: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](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.*

Order ID: 6858874

\* Agency Commission not included

**GROSS PRICE \* :** **\$245.00**

**PACKAGE NAME:** Orlando Sentinel

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Order ID: 6858874

\* Agency Commission not included

**GROSS PRICE \* :** \$245.00

**PACKAGE NAME:** Orlando Sentinel

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**Product(s):** Orlando Sentinel, Affidavit, Floridapublicnotices.com

**AdSize(s):** 1 Column

**Run Date(s):** Monday, January 18, 2021

**Color Spec.** B/W

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**Preview**

**VIRTUAL MEETING NOTICE**

MetroPlan Orlando, The Metropolitan Planning Organization for the Orlando Urban Area, announces the following virtual public meeting of the Quality Assurance Task Force (QATF), to which all persons are invited:

**Date:** Tuesday, January 26, 2021

**Time:** 10:00 a.m.

**Place:** This meeting will be conducted on the Zoom platform. For information on accessing the meeting by computer or phone, see [MetroPlanOrlando.org/virtualmeetings](http://MetroPlanOrlando.org/virtualmeetings)

**Purpose:** Regularly Scheduled Subcommittee Meeting

For information about the meeting and agenda, contact Ms. Lisa Smith, Board Services Coordinator, MetroPlan Orlando, (407) 481-5672 extension 307 or by email: [lsmith@metroplanorlando.org](mailto:lsmith@metroplanorlando.org).

This meeting is held in accordance with the Emergency Declaration and Order issued by the Florida Commission for the Transportation Disadvantaged on December 17, 2020. The order shall remain in effect until June 30, 2021.

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](mailto: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](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.



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/transportation-disadvantaged-local-coordinating-board-hybrid-meeting)

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

In order to safely accommodate all attendees and observe social distancing guidelines at a hybrid meeting, in-person access to will be limited to staff, board/committee members, and members of the public wishing to make in-person public comments. **All in-person attendees must RSVP** at least two business days prior to the meeting to ensure we are able to safely accommodate your attendance. You should also submit an [electronic speaker introduction card](#) by 5:00 p.m. 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](https://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](https://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 26<sup>th</sup>. 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](mailto: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](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.*



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

**DATE:** Thursday, February 11, 2021

**TIME:** 10:00 a.m.

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

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Commissioner Mayra Uribe, Chair, Presiding

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**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  
Mr. James Grzesik, SunRail CAC  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA

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  
Mr. Benjamin Gonzalez, ACCESS LYNX  
Mr. David Darm, Executive Director, Florida Commission for the Transportation Disadvantaged

**Members not in attendance:**

Ms. Karla Radka, Senior Resource Alliance

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

**I. CALL TO ORDER**

**II. PLEDGE OF ALLEGIANCE**

Mr. Wilfredo Raices 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 noted that there are no changes to today’s agenda.

**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 that the QATF met in the virtual workshop format on January 26, 2021. The QATF members reviewed and provided a consensus recommendation of approval to the revised ACCESS LYNX Eligibility application, the 2021 TDLCB bylaws, and Grievance procedures. She said that the QATF members also reviewed the criteria that will be used to conduct the upcoming CTC evaluation and Mr. Norm Hickling, ACCESS LYNX, provided quarterly CTC update. The QATF is scheduled to meet again on April 27, 2021.

## **VII. CONSENT AGENDA**

### **A. Approval of minutes of previous meeting**

Staff requests approval of the minutes of the November 12, 2020 Transportation Disadvantaged Local Coordinating Board meeting.

### **B. Acknowledgement of public meeting comments**

Staff requests acknowledgement of the summary of public comments received during the annual public meeting held on November 12, 2020.

**MOTION:** Commissioner Fisher moved to approve the November 12<sup>th</sup> meeting minutes, and to acknowledge the November 12<sup>th</sup> public meeting comments. Mayor Bates seconded the motion, which passed unanimously.

## **VIII. AGENDA ITEMS**

### **A. Approval of TDLCB Membership Certification**

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 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.

**MOTION:** Marilyn Baldwin moved to approve TDLCB Membership Certification. Dianne Arnold seconded the motion, which passed unanimously.

### **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

**MOTION:** Mayor Bates moved to appoint the members of the 2021 Quality Assurance Task Force, as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

### **C. Approval of 2021 TDLCB Bylaws**

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 26<sup>th</sup>. No changes were recommended by staff or members of the QATF. Staff requests approval of the bylaws as presented.

**MOTION:** Commissioner Fisher moved to approve the 2021 TDLCB Bylaws as recommended by staff. Mayor Bates seconded the motion, which passed unanimously.

### **D. Approval of 2021 Grievance Procedures**

Pursuant to the CTD operating guidelines, the TDLCB must review the grievance procedures annually and update, 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.

**MOTION:** Mayor Bates moved to appoint the members of the 2021 Grievance Procedures, as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

### **E. Appointment of 2021 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. Ms. Whittington noted that the Grievance Committee will only be convened in the event an irreconcilable complaint is filed. 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

**MOTION:** Mayor Bates moved to appoint the members of the 2021 Grievance Committee as recommended by staff. Commissioner Fisher seconded the motion, which passed unanimously.

## **F. Approval of Revised ACCESS LYNX Eligibility Application**

Mr. Norm Hickling, ACCESS LYNX, presented the final application and highlighted revisions made to ACCESS LYNX's Eligibility Application. The recommended revisions resulted from the work of the TD Application Review Working Group which was tasked with reviewing the Transportation Disadvantaged Eligibility Criteria. Based on those criteria, it was determined what needed to be included on an eligibility application for Transportation Disadvantaged (TD) clients only. Mr. Hickling responded to LCB members questions relating to if the application being available in other languages and how income is factored in. Mr. Hickling stated that the application will be available in Spanish and he noted that ACCESS LYNX Member Service Representatives are bi-lingual and are able to communicate with clients in their preferred language. Mr. Bob Melia pointed out that the type of wheelchair listed on the application should be manual and not standard. Mr. Hickling accepted that recommended change.

**MOTION:** Commissioner Fisher moved to approve the final revisions to the ACCESS LYNX Eligibility Application along with the recommended suggestions, and that ACCESS LYNX stay in keeping with the federal requirements for translation. Alnita Whitt seconded the motion, which passed unanimously.

## **G. Community Transportation Coordinator Evaluation**

Ms. Whittington explained that 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. She added that the recommendation or termination of any CTC shall be subject to approval by the Commission. Ms. Whittington provided an overview of the instrument that is recommended to conduct the 2021 evaluation electronically. Ms. Whittington also sought feedback and direction on some potential new evaluation subcategories. She said that the QATF members also reviewed the criteria at their January meeting. She said that MetroPlan Orlando normally conducts a customer satisfaction survey; but given that the normal evaluation period was affected heavily by the COVID-19 pandemic, staff recommends that the survey be conducted later in the year as ridership returns to normal levels. The evaluation period runs from February 22<sup>nd</sup> to March 5<sup>th</sup>. She noted that the Staff requests approval of the proposed process and feedback on potential evaluation subcategories.

**MOTION:** Mayor Bates moved to approve the instrument proposed to conduct the 2021 CTC Evaluation as recommended by staff. Wayne Olson seconded the motion, which passed unanimously.

## **IX. PRESENTATIONS AND 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 presented an overview of changes to the Trip and Equipment Grant funding allocation methodology and rule changes.



## **B. LYNX/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.

## **X. GENERAL INFORMATION**

### **A. Planning Grant Update Report**

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

### **B. Report of Operator Payments**

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

### **C. 2020 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2020 was provided.

## **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**

None.

**XIII. PUBLIC COMMENTS (GENERAL)**

None.

**XIV. ADJOURNMENT**

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

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 13<sup>th</sup> day of May 2021.

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Chairperson

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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.*



## Transportation Disadvantaged Local Coordinating Board Attendance Record 2021

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

A = Absent

V= Vacant

P = Present

R = Represented



## Transportation Disadvantaged Local Coordinating Board Member Orientation

Commissioner Jim Fisher

January 25, 2021

- **MetroPlan Orlando**

- **Purpose of the Transportation Disadvantaged Local Coordinating Board (LCB)**

The purpose of each coordinating board is to **develop local service needs** and to **provide information, advice, and direction to the community transportation coordinators on the coordination of services to be provided to the transportation disadvantaged.**

- **Who are the transportation disadvantaged?**

The **transportation disadvantaged (TD)** are individuals, including children, who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available.

- **Who provides transportation disadvantaged service?**

Community Transportation Coordinator or ACCESS LYNX is responsible for providing service to the transportation disadvantaged.

- **Duties of the Transportation Disadvantaged Local Coordinating Board**

- Recommend Local Coordinating Board (LCB) members
- Provide staff to the LCB
- Set quarterly meetings
- Hold annual public hearing
- Recommend a Community Transportation Coordinator (CTC)
- Assist in the CTC evaluation
- Review operating and expenditure reports
- Assist with the TD Service Plan

- **Membership of the board**

The members of each board shall be appointed by the metropolitan planning organization or designated official planning agency

- Elected officials (Orange, Osceola, Seminole)
  - State departments and agencies
  - Disabled
  - Seniors
  - Children at risk
  - Economically disadvantaged
  - Medical community
- 
- **Meetings**
    - Quarterly February, May, August, and November
    - Subcommittees/Task Forces
    - Quality Assurance Task Force Meetings January, April, July, October
    - Grievance Committee (as needed)
- 
- **Training and Advocacy Opportunities**
    - Transportation Disadvantaged Day in Tallahassee – March 29, 2021 (VIRTUAL)
    - Annual Florida Public Transportation Association/Commission for Transportation Disadvantaged Training



## Transportation Disadvantaged Local Coordinating Board Member Orientation

Commissioner Myra Uribe

February 6, 2019

- **MetroPlan Orlando**
- **Purpose of the Transportation Disadvantaged Local Coordinating Board (LCB)**
- **Who are the transportation disadvantaged?**
- **Who provides transportation disadvantaged service?**
- **Duties of the Transportation Disadvantaged Local Coordinating Board**
- **Membership of the board**
  - Elected officials (Orange, Osceola, Seminole)
  - State departments and agencies
  - Disabled
  - Seniors
  - Children at risk
  - Economically disadvantaged
  - Medical community
- **Meetings**
  - Quarterly February, May, August, and November

Subcommittees/Task Forces

  - Quality Assurance Task Force Meetings January, April, July, October
  - Grievance Committee (as needed)
- **Training and Advocacy Opportunities**
  - Transportation Disadvantaged Day in Tallahassee – January/February/Marc
  - Annual Florida Public Transportation Association/Commission for Transportation Disadvantaged Training – August (Orlando)

Order ID: 6871271

\* Agency Commission not included

**GROSS PRICE \* :** **\$342.50**

**PACKAGE NAME:** Orlando Sentinel

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Order ID: 6871271

**GROSS PRICE \* :** **\$342.50**

**PACKAGE NAME:** Orlando Sentinel

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**Product(s):** Orlando Sentinel, Affidavit, Floridapublicnotices.com

**AdSize(s):** , 1 Column

**Run Date(s):** Monday, February 1, 2021

**Color Spec.**

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**Preview**

**HYBRID MEETING NOTICE**

MetroPlan Orlando, The Metropolitan Planning Organization for the Orlando Urban Area, announces the following public meeting of the Transportation Disadvantaged Local Coordinating Board (TDLCB), to which all persons are invited:

**Date:** Thursday, February 11, 2021

**Time:** 10:00 a.m.

**Place:** MetroPlan Orlando  
250 S. Orange Avenue, Suite 200  
Orlando, FL 32801

**Purpose:** Regularly Scheduled TDLCB Meeting

A copy of the detailed agendas for these meetings may be obtained by contacting Ms. Lisa Smith, Board Services Coordinator, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801, 407-481-5672, ext. 307, E-mail: lsmith@metroplanorlando.org or visiting info@metroplanorlando.org.

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



Order ID: 6871271

**GROSS PRICE \* :** **\$342.50**

**PACKAGE NAME:** Orlando Sentinel

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three business days prior to the event.

**Anuncio de Híbrido Reunión**

MetroPlan Orlando – la organización de planificación metropolitana (MPO) de los condados Orange, Osceola y Seminole – anuncia la siguiente híbrido reunión pública de la Junta de Coordinación Local para Personas con Desventaja de Transporte (TDLCB), la cual todos están invitados:

**Día:** jueves, febrero 11, 2021

**Hora:** 10:00 a.m.

**Lugar:** MetroPlan Orlando  
250 S. Orange Avenue, Suite 200  
Orlando, FL 32801

**Propósito:** Reunión Regularmente Programada

Para obtener copias de la agenda de esta reunión por favor contacten a la Sra. Lisa Smith, asistente administrativa, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801, 407-481-5672 extensión 307, email: lsmith@metroplanorlando.org o info@metroplanorlando.org.

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.

# TASK 5



## **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 11<sup>th</sup> day of February 2021.

  
\_\_\_\_\_

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

# TASK 6



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

**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

## 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



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Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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.

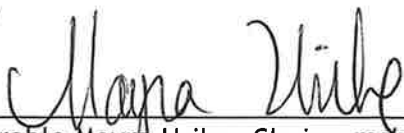
- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within 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

# TASK 9

## Planning Grant Agreement Tasks Quarterly Progress Report



<b>Planning Agency</b>	<b>MetroPlan Orlando</b>	<b>County</b>	Orange, Osceola, Seminole
		<b>Invoice #</b>	
<b>Reporting Period</b>	January 1, 2021 - March 31, 2021	<b>Grant #</b>	G1N75

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . 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 <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	No Activity this reporting period
C.	Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	25% Copies of January QATF and February LCB agendas attached
D.	Prepare official <b>minutes</b> 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% January QATF meeting highlights and draft minutes of February 11 TDLCB meeting are attached
E.	Provide at least one <b>public workshop</b> annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No Activity this reporting period.
F.	Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	25%
G.	Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	100% TDLCB approved by-laws submitted as deliverable.
H.	Develop, annually update, and implement local coordinating board <b>grievance procedures</b> in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	100% TDLCB Grievance procedures submitted as deliverable.
I.	Provide the Commission with a current <b>membership roster and mailing list</b> 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 <b>public notice</b> 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 <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No Activity this reporting period
L.	Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No Activity this reporting period.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	No Activity this reporting period
B.	Encourage integration of “transportation disadvantaged” issues into <b>local and regional comprehensive plans</b> . 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 <b>regional workforce boards</b> 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 <b>quarterly reports</b> 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 <b>Commission-sponsored training</b> , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No Activity this reporting period
C.	Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	No Activity this reporting period
D.	Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No Activity this reporting period
E.	Provide <b>training</b> for newly-appointed LCB members. (Task 3)	Orientation conducted January 25, 2021 for newly appointed Commissioner Jim Fisher
F.	Provide <b>assistance</b> 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 <b>proposed funding applications</b> involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No Activity this reporting period
H.	Ensure the local coordinating board conducts, as a minimum, <b>an annual evaluation</b> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation</i>	Underway

	<i>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)	
I.	Assist the CTD in <b>joint reviews</b> of the CTC.	No Activity this reporting period
J.	Ensure the LCB annually reviews <b>coordination contracts</b> 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 <b>QAPE</b> reviews.	No Activity this reporting period

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

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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



May 13, 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*

407-841-2279

[www.golynx.com](http://www.golynx.com)

455 North Garland Avenue  
Orlando, FL 32801-1518

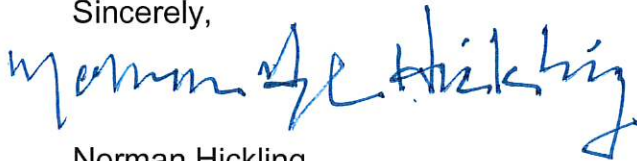


*payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party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

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

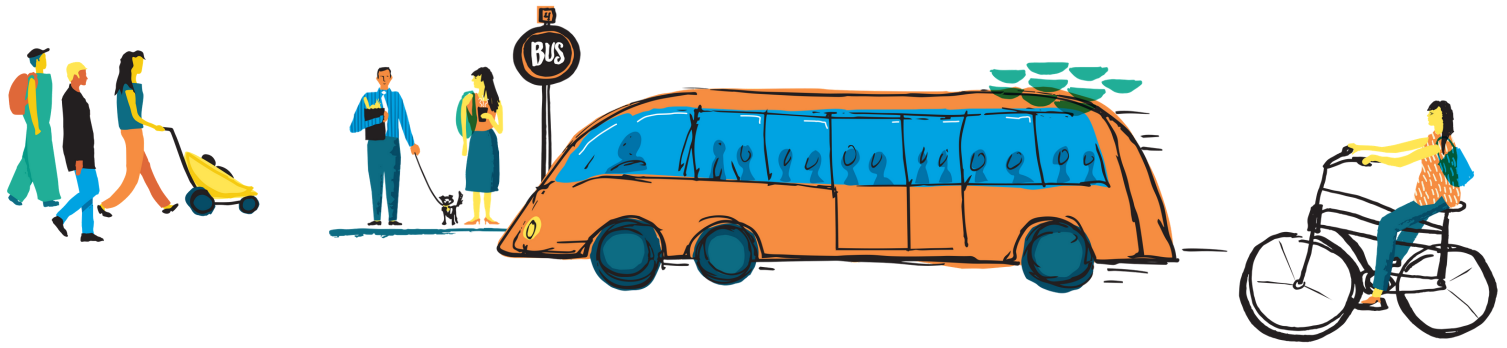
With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of January 1, 2021 to March 31, 2021.

Sincerely,



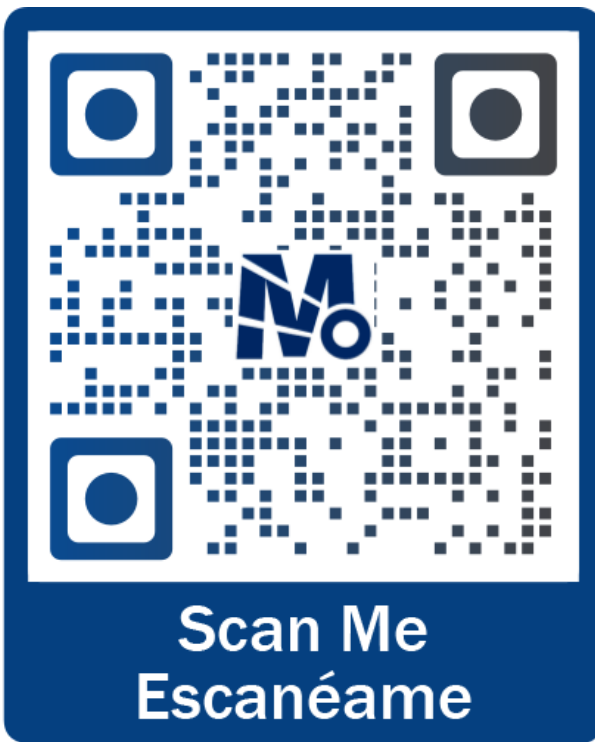
Norman Hickling  
Director of Mobility Services

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



# Help Us Move Ahead!

Share Your Opinions on Central Florida Transportation



*Participants can enter a  
\$25 gift card drawing.*



*Los participantes pueden  
ingresar un sorteo de tarjeta  
de regalo de \$25.*



## SCAN THE CODE TO TAKE OUR SURVEY

Tell us what you think about  
technology, safety, public  
transit, and more.

## ESCANEA EL CÓDIGO PARA TOMAR NUESTRA ENCUESTA

Cuéntenos lo que piensas sobre el  
transporte, tecnología, seguridad,  
transporte público y más.

**Take the survey online, May 3-23: [bit.ly/mposurvey21](https://bit.ly/mposurvey21)**

*Learn more at [MetroPlanOrlando.org/research](https://MetroPlanOrlando.org/research)*