



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

June 12, 2025 @ 10:00 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Thursday, June 12, 2025 | 10:00 a.m.

LOCATION:

MetroPlan Orlando
250 S. Orange Ave., Ste. 200, Orlando, FL 32801
Parking Garage: 25 W. South St.

[CLICK HERE JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

Participate at the location above or online from your computer, smartphone, or Sectionlet. Zoom meeting ID and dial-in info available here on [web calendar](#).



WiFi available | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson Pat Bates
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Pat Bates
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia L. Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	QUALITY ASSURANCE TASK FORCE REPORT	Mr. Wayne Olson, QATF Chair
VII.	PUBLIC COMMENTS ON ACTION ITEMS	

Comments on *Action Items* can be made in two ways:

1. In person at the meeting location listed at the top of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

If your comment does not pertain to action items on the agenda, you may comment at the general public comment period at the end of the meeting.

VIII. ACTION ITEMS

- A. **Approval of February 13, 2025, TDLCB Meeting Minutes (Section 1)** Ms. Virginia Whittington
MetroPlan Orlando
- B. **Request for Approval of the 2025-2026 Annual Rate Calculations (Section 2)** Mr. Cody Johnson, LYNX

Staff requests review and approval of the FY 2025-2026 Annual Rate Calculations. The Commission for Transportation Disadvantaged has provided its review and approval of the rates as submitted.

ACCESS LYNX TD RATES			
Type of Trip	FY 2024-25 Rates	FY 2025-26 Rates	Percentage Change
Ambulatory	\$41.40	\$45.22	+.09
Wheelchair	\$70.96	\$77.52	+.09

- C. **Approval of Draft TDSP Minor Update (Section 3)** Mr. Cody Johnson, LYNX

Mr. Cody Johnson will review and request approval of the minor updates to the 2025 Minor Update to the Transit Development Services Plan (TDSP).

Due to the size of the document, a link is being provided to view the Draft TDSP Major Update online:
https://metroplanorlando.gov/wp-content/uploads/2025-LYNX-Draft-TDSP-Minor-Update_FINAL.pdf

- D. **Review and Approval of Updates to the Health Services Transportation Plan (HSTP) (Section 4)** Mr. Cody Johnson, LYNX

Mr. Cody Johnson will review the proposed updates to the Draft Human Services Transportation Plan (HSTP). Due to the size of the document, a link is being provided to preview the Draft HSTP online: <https://metroplanorlando.gov/wp-content/uploads/LYNX-HSTP-FY25-Final-04072025.pdf>

- E. **Approval of the 2024 CTC Evaluation (Section 5)** Ms. Virginia Whittington
MetroPlan Orlando

The results of the 2024 Community Transportation Coordinator (CTC) Evaluation and TD Rider Survey will be presented for approval.

IX. PRESENTATIONS & STATUS REPORTS		
A.	Status Update: 2050 Metropolitan Transportation Plan (MTP) (Section 6)	Ms. Taylor Laurent MetroPlan Orlando
	A briefing on the 2050 MTP’s ongoing activities and next steps. This presentation will focus on the MTP funding scenarios and proposed actions for refinement. Monthly status report is provided in Section 6.	
B.	Presentation on the draft Transportation Improvement Program (TIP) for FY 2025/26 - FY 2029/30 (Section 7)	Mr. Jason Sartorio MetroPlan Orlando
	A preview of the draft TIP annual update. This is an opportunity to provide feedback prior to next month’s adoption action on the TIP.	
	Due to the size of the document, a link is provided to access the draft TIP Preview online: https://metroplanorlando.gov/wp-content/uploads/Draft-TIP-MetroPlan-Orlando-FY26-FY30.pdf	
	Additional information about the TIP is available at: https://metroplanorlando.gov/TIP	
C.	ACCESS LYNX/Community Transportation Coordinator (CTC) Update (Section 8)	LYNX Staff
	Access Lynx staff will provide a Community Transportation Coordinator update.	
D.	Update on the Seminole County Micro-Transit Service Program	Mr. John Slot, Seminole County Government
	Mr. John Slot, Seminole County Public Works Director, will provide an update on the Seminole County Micro-Transit Service Program.	
X. GENERAL INFORMATION (Section 9)		
A.	Planning Grant Report – January-March 2025	
	Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.	
B.	Report of Operator Payments	
	The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is provided for information purposes.	

XI. UPCOMING MEETINGS OF INTEREST

- A.** MetroPlan Orlando – June 11, 2025; 9:00 am.
- B.** Quality Assurance Task Force – July 29, 2025; 10:00 a.m.
- C.** Transportation Disadvantaged Local Coordinating Board – August 14, 2025; 10:00 a.m.

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

Public comments of a general nature can be made in two ways:

1. In person at the meeting location listed on page 1 of this agenda.
2. Virtually via Zoom. Use the ‘raise hand’ feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be given to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

XIV. ADJOURNMENT

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at info@metroplanorlando.gov 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.gov por lo menos tres días antes del evento.

Section 1





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

DATE: Thursday, February 13, 2025

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, FL 32801

Mayor Pat Bates, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell representing the Elderly
Ms. Tashara Cooper, At-Large Alternate
Ms. Betsy Delano, representing the Medical Community
Mayor Jackie Espinosa, Osceola County (virtual)
Mr. Rob Gilts for Ms. Wendy Ford, Osceola Council on Aging
Mr. Carlos Colón for Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Luis Nieves-Ruiz, SunRail CAC
Ms. Janeé Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Yvette Reyes, Economically Disadvantaged
Mr. Calvin Smith, AHCA
Commissioner Mayra Uribe, Orange County, Chairperson
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Jeannette Estes, Agency for Persons with Disabilities
Ms. Cena Underwood, At-Large Alternate
Vacant, State Coordinating Council of Early Childhood
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando

Others in Attendance

Mr. Dave Burrowes, ACCESS LYNX
Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Joey Hogan, TransDev

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

I. CALL TO ORDER

Chair Bates called the meeting to order at 10.00 a.m. and welcomed members.

II. PLEDGE OF ALLEGIANCE

Ms. Marilyn Baldwin led the pledge of allegiance.

III. CHAIR ANNOUNCEMENTS

Chair Pat Bates announced both herself and Commissioner Mayra Uribe were reappointed as the elected officials on the TDLCB, by the MetroPlan Orlando Board at yesterday's meeting. She also noted a new representative from Osceola County, Kissimmee Mayor Jackie Espinosa had been appointed, joined the meeting online.

Mr. Wayne Olson reported on the Quality Assurance Task Force meeting which took place on January 28, 2025. He confirmed four action items which included the Officer elections recommending himself as QATF Chair and Ms. Marilyn Baldwin as Vice-Chair for 2025. He stated that they also recommended the subcommittee members of the QATF and Grievance Committee, had two presentations and confirmed the next QATF meeting will take place on April 29, 2025.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington introduced Ms. Tashara Cooper as the new at large alternate member. Ms. Whittington noted the TDLCB Rider Survey is due to close tomorrow, February 14, 2025 and responses currently stand at 100. She confirmed that members will also receive the link to complete their evaluation of the Community Transportation Coordinator (CTC) after today's meeting.

V. CONFIRMATION OF QUORUM

Ms. Lisa Smith confirmed a quorum was present.

VI. Public Comments on Action Items

None

VII. ACTION ITEMS

A. Election of 2025 the Transportation Disadvantaged Local Coordinating Board (TDLCB) Vice-Chairperson

Ms. Virginia Whittington stated that in compliance with the usual rotation, Mayor Jackie Espinosa – Osceola County, is now the nominated 2025 Vice Chair. Mayor Espinosa accepted the nomination for the position and approval was requested.

MOTION: Commissioner Uribe moved approval of Mayor Espinosa as Vice Chair of the TDLCB for 2025. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. Acknowledgement of Summary of Public Comments Received at November 14, 2024 TDLCB Workshop

Approved with unanimous consensus.

C. Approval of the November 14, 2024 TDLCB Meeting Minutes

Approval of the November 14, 2024 TDLCB Meeting Minutes was requested.

MOTION: Commissioner Uribe moved approval of the November 14, 2024 meeting minutes. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

D. Approval of the 2025 TDLCB Membership Certification

Approval of the 2025 TDLCB Membership Certification was requested.

MOTION: Mr. Wayne Olson moved approval of 2025 TDLCB Membership Certification. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

E. Approval of the 2025 Quality Assurance Task Force (QATF) Members

Staff requested review and approval of the following 2025 Quality Assurance Task Force Members:

- Ms. Marilyn Baldwin, representing the Disabled
- Ms. Betsy DeLano, representing the Medical Community
- Ms. Charlotte Campbell, representing the Elderly
- Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation
- Mr. Bob Melia, Citizen Advocate (System User)
- Ms. Neika Berry, Citizen Advocate (Non-System User)
- Mr. Adam Zubritsky, Public Education/Orange County Public Schools
- Ms. Wendy Ford, representing an Area Agency on Aging

MOTION: Commissioner Uribe moved approval of the 2025 Quality Assurance Task Force Members as presented. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

F. Approval of the 2025 QATF Officers

Approval of the 2025 Quality Assurance Task Force Officers with Mr. Wayne Olson as Chairperson and Ms. Marilyn Baldwin as Vice-Chair was requested.

MOTION: Mr. Bob Melia moved approval of the QATF Officers as presented. Mr. Calvin Smith seconded the motion, which passed unanimously.

G. Approval of the 2025 TDLCB Bylaws

There being no recommended changes to the Bylaws, approval was requested.

MOTION: Mr. Wayne Olson moved approval of 2025 TDLCB Bylaws. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

H. Approval of the 2025 Grievance Procedures and Grievance Committee Members

There were no changes to the Grievance procedures. Staff requested review and approval of the following TDLCB Grievance Committee Members and the current grievance procedures:

- Mr. Calvin Smith, representing Agency for Healthcare Administration
- Ms. Yvette Reyes, representing Economically Disadvantaged

- 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: Mr. Bob Melia moved approval of both the grievance procedures and the committee members as presented. Commissioner Uribe seconded the motion, which passed unanimously.

VIII. PRESENTATIONS & STATUS REPORTS

A. Florida Sunshine Law Refresher

Ms. Virginia Whittington presented on Florida's Sunshine Laws outlining the three basic requirements, that meetings must be open and accessible – to include transit options, with reasonable notice given and there be a record of the meeting. She clarified what constitutes a public meeting and that the law applies not just to the Board but all Committees, Task Force, Working Group etc. where official acts are to be taken. She displayed recent notices where individuals had violated the Sunshine Law, and the sanctions imposed.

Ms. Whittington stated that the law covers all forms of communication including social media and hybrid meetings which need to be considered part of the public record. She noted some exceptions and caveats to posting of some gatherings but encouraged members to be mindful not to discuss any issues that could come up before any Boards or Committees, and to avoid any appearance of impropriety. Ms. Whittington advised members to reach out to the Regional Partnerships team at MetroPlan Orlando should you require guidance.

B. Heath Services Transportation Plan (HSTP) Update

Ms. Sarah Goolsby presented the Health Services Transportation Plan 2025 updated plan on behalf of LYNX. She stated the purpose and coordination of the plan and the sources of funding. Ms. Goolsby detailed the LYNX service area, and the variety of services provided. She noted they consulted best practices from other similar metropolitan locations to assess what could be adopted by LYNX. An outreach summary was provided which highlighted findings from Stakeholder Working Groups.

Ms. Goolsby stated the unmet transportation needs as identified by the working groups and outreach, and the strategies required to address those needs. Prioritizing the results allowed LYNX to detail their Near-Term (1-3 years) implementation plan which Ms. Goolsby shared, and continued with the Intermediate Term implementation plan (4-6 years). Finally, she detailed the long term (7+ year's) implementation plan.

She noted that the final Coordinated Plan will be presented at the QATF meeting on April 29, 2025 and TDLCB on May 15, 2025.

Comments included member awareness of the possible impact on federal funds for transportation disadvantaged due to new directives. Also mentioned was the lack of change over recent years – that improvements required remain the same, and Commissioner Uribe asked if more intense and detailed studies/experiences might be needed to identify more impactful and immediate changes. Chair Bates also shared her concerns with the lengthy timelines of proposed improvements. Ms. Baldwin spoke as a long-term user and expressed concerns with the issues being the same year after year. A discussion ensued regarding the service provided to dialysis patients and also new technology that could have a positive impact on the rider experience.

C. Lynx/Community Transportation Coordinator (CTC) update

Mr. Norm Hickling introduced Mr. Dave Burrowes - COO LYNX, Mr. Joey Hogan – TransDev and Ms. Selita Stubbs – LYNX.

Mr. Hickling noted an 8% increase in trip demand in calendar year 2024 compared to 2023 with a total trip count of 648,826. He shared on time performance figures of 91% on average for the year 2024 and employment and medical needs being the top purpose of trips. Mr. Hickling shared the statistics showing how long journeys take for different mileage classifications and the average speed of answer for customer service calls. He stated this number has increased due to the introduction of a new Paw Pass mobile app and many of the increased number of calls received were in connection to that.

Continuing with funding, Mr. Hickling highlighted the deficit of funding received from the state versus actual costs. He noted that this funding figure has decreased over the years and the gap is filled by the taxpayers of local counties i.e. Orange, Osceola and Seminole county. Mr. Hickling stressed how serious this is and the impact it will have on the type of service ACCESS LYNX can provide in the future. A discussion ensued concerning riders who have eligibility to both ACCESS LYNX and transportation provided by their health insurance for medical appointments and how that could be more efficiently managed. Commissioner Uribe discussed bringing the funding deficit issue to the state board.

Mr. Hickling noted they were in receipt of 19 new vehicles of the 85 they had ordered. Chair Bates stated she would raise the funding issue in Tallahassee. Ms. Neika Berry had a specific rider incident to report, details of which she will email Mr. Hickling. Ms. Tashara Cooper requested better awareness of information/flyers left in vehicles for the riders' attention and encouraged the use of QR codes, for riders who are visually impaired. She also inquired about the average length of calls were, once answered, and noted that the response time is better than many service providers.

D. Community Partner Highlight: Florida Dialysis Center Orlando (FDCO)

Ms. Betsy Delano educated the board on the process of dialysis treatment and detailed the experience from a dialysis patient point of view. She shared the effect of the treatment on patients and gratitude for the ACCESS LYNX service. Ms. Delano noted at some point, many years ago, there was a group of dedicated drivers for dialysis patients, and this worked so well in getting to know the routine & needs of patients and establishing relationships and reliability. She questioned if the same were possible now.

IX. GENERAL INFORMATION

Chair Bates called attention to the following general information items found in the agenda packet.

- A. Report of Operator Payments
- B. Planning Grant Report – October-December 2024
- C. 2025 QATF and TDLCB Meeting Schedule
- D. 2025 MetroPlan Orlando Legislative Position Statements
- E. 2024 Attendance Report
- F. CTC Adverse Incidents Model Procedures
- G. Reports presented to the Florida Senate Committee on Transportation
 - Transportation Disadvantaged Services Report
 - Center for urban Transportation Research (CUTR)
 - I-STREET Living Tab at the University of Florida (UF)

Ms. Virginia Whittington drew attention to items F and G which were reports required by the most recent legislative session.

X. UPCOMING MEETINGS OF INTEREST

- A. MetroPlan Orlando Board Meeting – March 12, 9:00 a.m.
- B. Quality Assurance Task Force – April 29, 2025, 10:00 a.m.
- C. Transportation Disadvantaged Local Coordinating Board Meeting – May 15, 10:00 a.m.

XI. MEMBER COMMENTS

At the request of Commissioner Uribe, Ms. Virginnia Whittington shared the information of the 2050 Metropolitan Transportation Plan (MTP) Summit on April 9, 2025 when all MetroPlan Orlando Board & Committee members will meet. TDLCB members are invited to attend.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

Chair Bates thanked everyone for attending.

There being no further business the meeting adjourned at 11:54 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 12th day of 2025.

Mayor Pat Bates, Chairperson

Rachel Frederick
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.

Section 2

Preliminary Information Worksheet

Version 1.4

CTC Name: CFRTA | LYNX

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

Contact Person: Norm Hickling

Phone # 407-254-6169

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, Seminole, and Osceola

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

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% 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	\$ 3,181,395	\$ 2,487,370	\$ 3,377,065	-21.8%	35.8%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 7,966,844	\$ 8,631,337	\$ 10,236,050	8.3%	18.6%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 68,535	\$ 90,000	\$ 90,000	31.3%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 3,347,370	\$ 3,405,144	\$ 3,176,843	1.7%	-6.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 534,873	\$ 600,000	\$ 600,000	12.2%	0.0%	
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development	\$ 2,598,404	\$ 2,797,990	\$ 3,194,920	7.7%	14.2%	
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						\$80,000 State Planning & Demo Grant - ADA & TNCs
Other AHCA (specify in explanation)	\$ 78,279	\$ 70,000	\$ 80,000	-10.6%	14.3%	
Bus Pass Program Revenue						

DCF

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

DOH

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

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, Seminole, and Osceola

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

	Prior Year's ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% 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	\$ 15,365,293	\$ 20,034,395	\$ 24,592,154	30.4%	22.7%	Local ADA funding from LYNX's funding allocation model for Orange, Seminole, and Osceola counties for ADA services.
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		\$ 2,982,139	\$ 2,631,326		
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Balancing Revenue is Short By =		None	None		
Total Revenues =	\$33,140,993	\$41,098,375	\$47,978,358	24.0%	16.7%

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

Operating Expenditures

Labor	\$ 1,324,926	\$ 1,854,090	\$ 1,832,932	39.9%	-1.1%	Forecast: \$2.98m Budget Stabilization Funds used to balance expenses with revenues in FY2025 and \$2.63m in FY2026.
Fringe Benefits	\$ 843,830	\$ 789,365	\$ 817,978	-6.5%	3.6%	
Services	\$ 576,806	\$ 700,599	\$ 642,127	21.5%	-8.3%	
Materials and Supplies	\$ 3,432,933	\$ 2,957,413	\$ 2,846,500	-13.9%	-3.8%	
Utilities	\$ 106,189	\$ 156,120	\$ 154,420	47.0%	-1.1%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 36,184,469	\$ 34,166,500	\$ 41,211,975	-5.6%	20.6%	
Other	\$ 113,610	\$ 176,298	\$ 167,506	55.2%	-5.0%	
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund		\$ 297,990	\$ 304,920		2.3%	
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
	\$ (9,441,770)			-100.0%	

Total Expenditures =	\$33,140,993	\$41,098,375	\$47,978,358	24.0%	16.7%
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA | LYNX

County: Orange, Seminole, and Osceola

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 BUDGETED Revenues
	from
	July 1st of
	2025
	to
	June 30th of
	2026
1	2

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?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 3,377,065
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 10,236,050
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ 90,000
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 3,176,843
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 600,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ 3,194,920
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ 80,000
Bus Pass Program Revenue	\$ -

DCF

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

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

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

AWI

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

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ 1,688,533	\$ 1,688,532	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ 10,236,050	\$ 10,236,050	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 90,000	\$ 90,000	
\$ -	\$ -	
\$ -	\$ -	

\$ 3,176,843	\$ -	\$ -
\$ -	\$ -	\$ -
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\$ -	\$ 600,000	
\$ -	\$ -	\$ -
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\$ -	\$ -	
\$ -	\$ 3,194,920	
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\$ -	\$ -	
\$ -	\$ -	

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: CFRTA | LYNX

County: Orange, Seminole, and Osceola

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 BUDGETED Revenues
	from
	July 1st of
	2025
	to
	June 30th of
	2026
1	2

APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -

DJJ

DJJ	\$ -
Bus Pass Program Revenue	\$ -

Other Fed or State

Total ADA Compl. Services	\$ 24,592,154
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	\$ 2,631,326
---------------------------------------	--------------

Total Revenues = \$ 47,978,358

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 Subsidy Revenue Excluded from 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?
3	4	5

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

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

\$ 24,592,154	
\$ -	
\$ -	
\$ -	

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

\$ 2,631,326	
--------------	--

\$ 4,865,376	\$ 43,112,982	\$ -
--------------	---------------	------

EXPENDITURES (CTC/Operators ONLY)**Operating Expenditures**

Labor	\$ 1,832,932
Fringe Benefits	\$ 817,978
Services	\$ 642,127
Materials and Supplies	\$ 2,846,500
Utilities	\$ 154,420
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 41,211,975
Other	\$ 167,506
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ 304,920
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -

Capital Expenditures

Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -

Total Expenditures = \$ 47,978,358**minus EXCLUDED Subsidy Revenue = \$ 43,112,982****Budgeted Total Expenditures INCLUDED in****Rate Base = \$ 4,865,376****Rate Base Adjustment¹ = \$ 33,140,993****Adjusted Expenditures Included in Rate****Base = \$ 38,006,369****\$ 43,112,982**Amount of Budgeted
Operating Rate
Subsidy Revenue**¹Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:**2023 - 2024****Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"**

Worksheet for Program-wide Rates

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

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 = 9,263,861

Rate Per Passenger Mile = \$ 4.10

Total Projected Passenger Trips = 697,055

Rate Per Passenger Trip = \$ 54.52

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length = 13.3 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 8.76

Rate Per Passenger Trip = \$ 116.37

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

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, Seminole, and Osceola**

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?

Ambulatory	Wheelchair	Stretcher	Group
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, Seminole, and Osceola**

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).....
..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate**
0.00 to 1.00

Do NOT
Complete
Section IV

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: 2025 - 2026			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,263,861	6,595,869	2,667,992	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$3.40	\$5.83	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	697,055	496,303	200,752	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$45.22	\$77.52	\$0.00	\$0.00
				per passenger	per group
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$3.40	\$5.83	\$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	
\$7.26	\$12.45	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$96.52	\$165.46	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

Section 3

2025 MINOR UPDATES TO THE TDSP

- Page vi through ix – Updated TDLCB Roster as of March 2025.
- Page x – Updated with latest signed TDLCB Certification as of March 2025.

Consistency Review of Other Plans

- Pages 7 & 8 - Updated organizational charts (**Figures 2 & 3**) as of March 2025.
- Page 9 – Added latest LYNX TDP Minor Update completed in February 2025.
- Page 9 – Added latest MetroPlan Orlando Transportation Improvement Plan (TIP) FY2024/25-2028/29.

Service Area Profile and Demographics

- Page 12 - Updated LYNX network service area map as of December 2024 (**Figure 4**).
- Pages 13 through 17 - Updated demographic data tables (**Tables 1 – 6**), using 2023 ACS 5-year data.
- Page 18 - Updated the Service Area Housing Unit Characteristics table (**Table 7**).
- Page 22 - Updated the Labor Force and Unemployment Table as of December 2024 (**Table 12**).

Trip Generators for ACCESS LYNX Passengers

- Page 23 – Updated ACCESS LYNX Trips by Purpose table (**Table 13**), using trip data from calendar year 2024.
- Page 24 – Updated ACCESS LYNX Top 20 Trip Generators table (**Table 14**), using trip data from calendar year 2024.

Goals, Objectives, and Strategies

- Pages 33 through 37 - Updated ACCESS LYNX Goals and Objectives table (**Table 22**). Updated status column for each.

Service Plan

- Page 52 - Updated Coordinated System Service Providers table as of FY2024 (**Table 25**).
- Pages 54 through 62 - Updated Paratransit and NeighborLink Vehicle Inventory tables (**Tables 26 & 27**).

Cost/Revenue Allocation and Rate Structure Justification

- Page 70 - Updated FCTD trip calculated rates (**Table 29**), using the annual CTD rate model.

Quality Assurance

- Page 71 - Most recent annual CTC evaluation was completed in May 2024, spanning FY2023.
- Page 71 - Most recent FCTD Quality Assurance and Program Evaluation (QAPE) report for Orange, Osceola, and Seminole Counties was completed in 2021. No findings were identified.

Attachments

- Updated the TDLCB Grievance Procedures from those approved on February 15, 2025 (**Attachment 6**).
- Updated LYNX System Safety Plan documentation (**Attachment 8**).
- Updated the FCTD trip rate justification worksheets (**Attachment 9**).
- Added Quality Assurance Documentation from the latest CTC evaluation from FY2023 (**Attachment 11**).



Mobility Management Services – TDSP Minor Update



What is the TDSP?

- Transportation Disadvantaged Service Plan
 - Five-Year Planning Guide
- 1 Development Plan
 - 2 Service Plan
 - 3 Quality Assurance Plan
- Florida Administrative Code, Rule 41-2
 - Updated annually with major updates every five years

1 Development Plan

- **Service Area Demographics**
- TD Population Forecasts
- Identification of Needs/Barriers to Coordination
- **Goals, Objectives, and Status for each**
- Implementation Plan

2025 TDSP Minor Update

Section I: Development Plan

Page(s)	2025 Update
vi – xi	Updated Transportation Disadvantaged Local Coordinating Board Roster (March 2025).
x	Updated with latest signed TDLCB Certification (March 2025).
7 – 8	Updated LYNX Organizational Charts (March 2025).
9	Updated Consistency Review of Other Plans section, added the latest LYNX Transit Development Plan (TDP) (March 2025) and the latest MetroPlan Orlando Transportation Improvement Program (TIP) FY 2024/25 – FY 2028/29 (March 2025).
12	Updated the LYNX Network Service Area map (December 2024).
13 - 17	Updated LYNX Service Area Demographics tables (2023 American Community Survey).
18	Updated LYNX Service Area Housing Unit Characteristics table (2023 American Community Survey).
22	Updated the Labor Force and Unemployment table (December 2024).

2025 TDSP Minor Update

Section I: Development Plan (Cont.)

Page(s)	2025 Update
23	Updated ACCESS LYNX Trips by Purpose table (CY2024).
24	Updated ACCESS LYNX Top 20 Trip Generators table (CY2024).
33 - 37	Updated status column for the Goals, Objectives, and Strategies table.

2025 TDSP Minor Update

Goal 1: Transition paratransit customers to the most appropriate mode of transportation

Objective	Target	2025 Status
Educate new and existing paratransit riders on how to use available public transportation options.	Increase number of ADA clients enrolled in ACCESS Plus+ Program.	In 2024 there were 41,696 ACCESS Plus+ trips, approx. 3,474 each month. This is up from 2023's average of 2,366 trips.

Goal 2: Customer outreach and education

Objective	Target	2025 Status
Increase educational opportunities to show users how to download and use new apps and technology.	Preparation of instructional videos for all new customer-facing technology.	Educational videos about the new Paw Pass mobile app were created in December 2024 and are available on LYNX's website and social media.
Educate public on mobility services at LYNX	Participate in at least two community events each quarter to educate region on mobility resources.	LYNX staff attended six (6) outreach events since the last TDSP update: <ul style="list-style-type: none">• Down Syndrome Foundation of Florida• Winter Springs High School• Gateway High School• International Disability Night• Palm Tran• Beardall Senior Center

2025 TDSP Minor Update

Goal 3: Improve community perception of public transportation		
Objective	Target	2025 Status
Reduce the number of customer service concerns for TD service.	Close out 100% of complaints within 14 days of receipt.	As of April 2025, the average number of days to resolve and close out customer complaints is eight (8) days, within the 14-day target.
	Maintain on-time performance of 90% each year.	Annual performance review shows an on-time performance rate of 91.3%. LYNX will continue focusing on key performance indicators (KPIs) to monitor and meet operational goals.
	Implementation of scheduling software map upgrades.	Basemap updates will be completed in Summer 2025. Route and service area polygons are completed each service change.
Enhance customer-facing technology.	Maintain average call hold times to 3 minutes or less.	Annual data shows an average call hold time of 5 minutes and 36 seconds. LYNX will continue to monitor and improve call hold times.
	Develop an approach for assessing the return on investment (ROI) of different fare payment options for paratransit users.	In November 2025, LYNX launched a new mobile fare payment system on all LYNX and ACCESS LYNX vehicles. The PawPass app allows approved ACCESS LYNX passengers to pay for and book trips via their mobile device.

2 Service Plan

- Service Standards
- **Fleet Inventory**
- Eligibility Policy
- Monitoring Procedures
- **Rate Structure Justification**

2025 TDSP Minor Update

Section II: Service Plan

Page(s)	2025 Update											
52	Updated Coordinated System Service Providers table (FY2024).											
54 - 62	Updated Paratransit and NeighborLink Vehicle Inventory tables (FY2024).											
70	Updated FCTD Calculated Rates for FY 2025/26 (Table 29)											
	<table><tr><th>Service Type</th><th>Unit</th><th>Rate</th></tr><tr><td>Ambulatory</td><td>Per Trip</td><td>\$45.22</td></tr><tr><td>Wheelchair</td><td>Per Trip</td><td>\$77.52</td></tr></table>			Service Type	Unit	Rate	Ambulatory	Per Trip	\$45.22	Wheelchair	Per Trip	\$77.52
	Service Type	Unit	Rate									
Ambulatory	Per Trip	\$45.22										
Wheelchair	Per Trip	\$77.52										

③ Quality Assurance

- Results from Evaluation Processes
 - CTC Evaluation
 - FCTD Triennial Quality Assurance Review

2025 TDSP Minor Update

Section III: Quality Assurance

- Most recent annual CTC evaluation was completed in May 2024, spanning FY2023.
- Most recent FCTD Quality Assurance and Program Evaluation (QAPE) report for Orange, Osceola, and Seminole Counties was completed in 2021. No findings were identified.
 - Completed every three years by FDOT.
 - Next one is scheduled to begin in April 2025.

2025 TDSP Minor Update

Attachments

Attachment	2025 Update
6	Updated the TDLCB Grievance Procedures from those approved on February 15, 2025.
8	Updated the LYNX System Safety Program Plan (December 2024).
9	Updated the FCTD trip rate justification worksheets.
11	Added CTC evaluation documentation from FY2023.

Questions?

Section 4

Human Services Transportation Plan

FY 2025 Update

Quality Assurance Task Force

June 12, 2025



Presentation Overview

- Coordinated Plan Overview
- LYNX Service Area
- Public Outreach Summary
- Need Assessment
- Strategies to Address Needs
- Implementation Plan
- Next Steps



Plan Overview

The LYNX Coordinated Plan aims to enhance transportation services for **seniors, individuals with disabilities, low-income individuals, those with limited vehicle access, and veterans** within the LYNX service area.



LYNX Human Services Transportation Plan Update



FY 2022 Update
June 16, 2022
Final

Prepared for:
LYNX

What is a Coordinated Plan?



LYNX Service Area

Public Transit

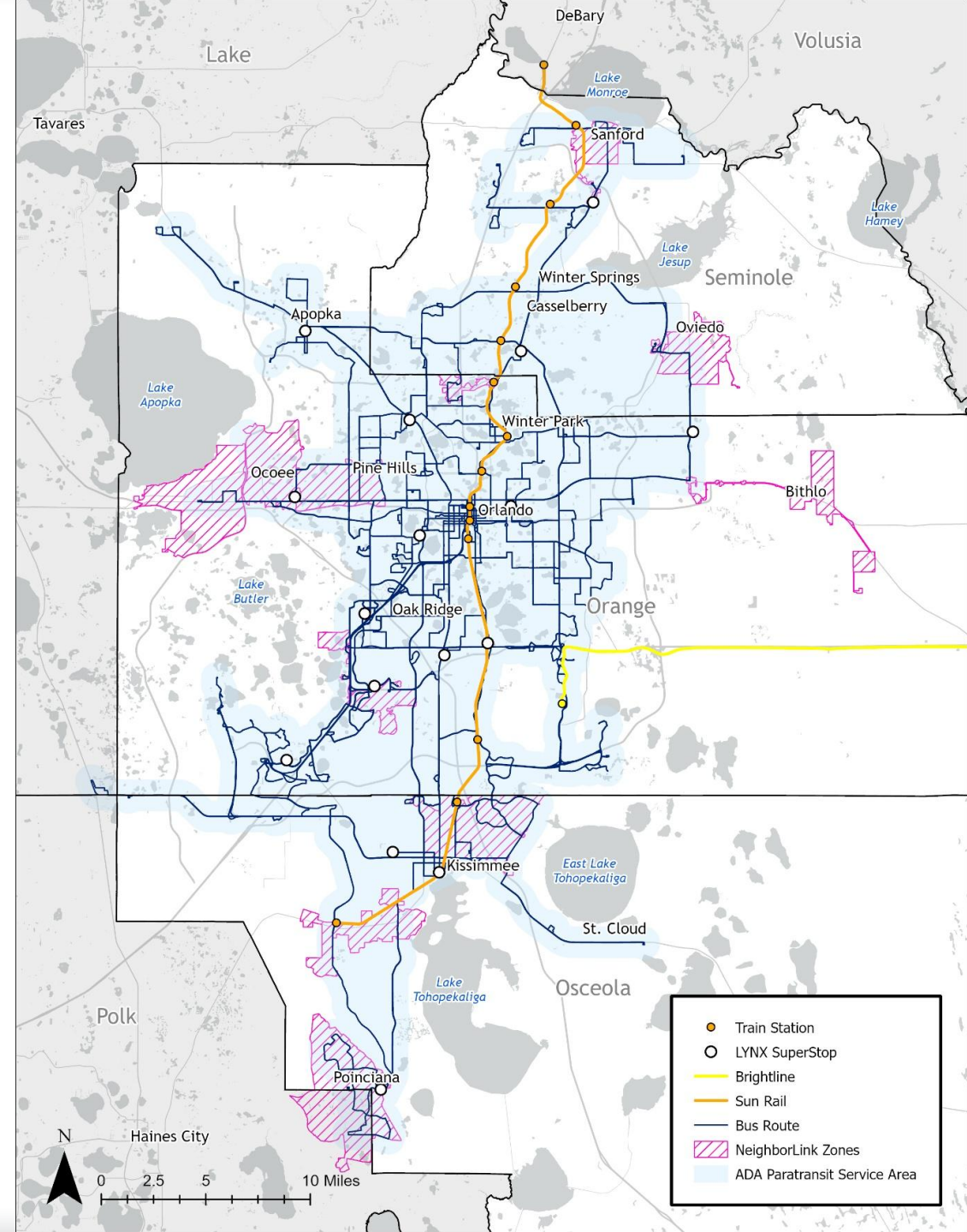


- Fixed Route
- NeighborLink
- ACCESS LYNX
- Vanpool
- LYMMO
- FastLink
- SunRail

Service Area Demographics

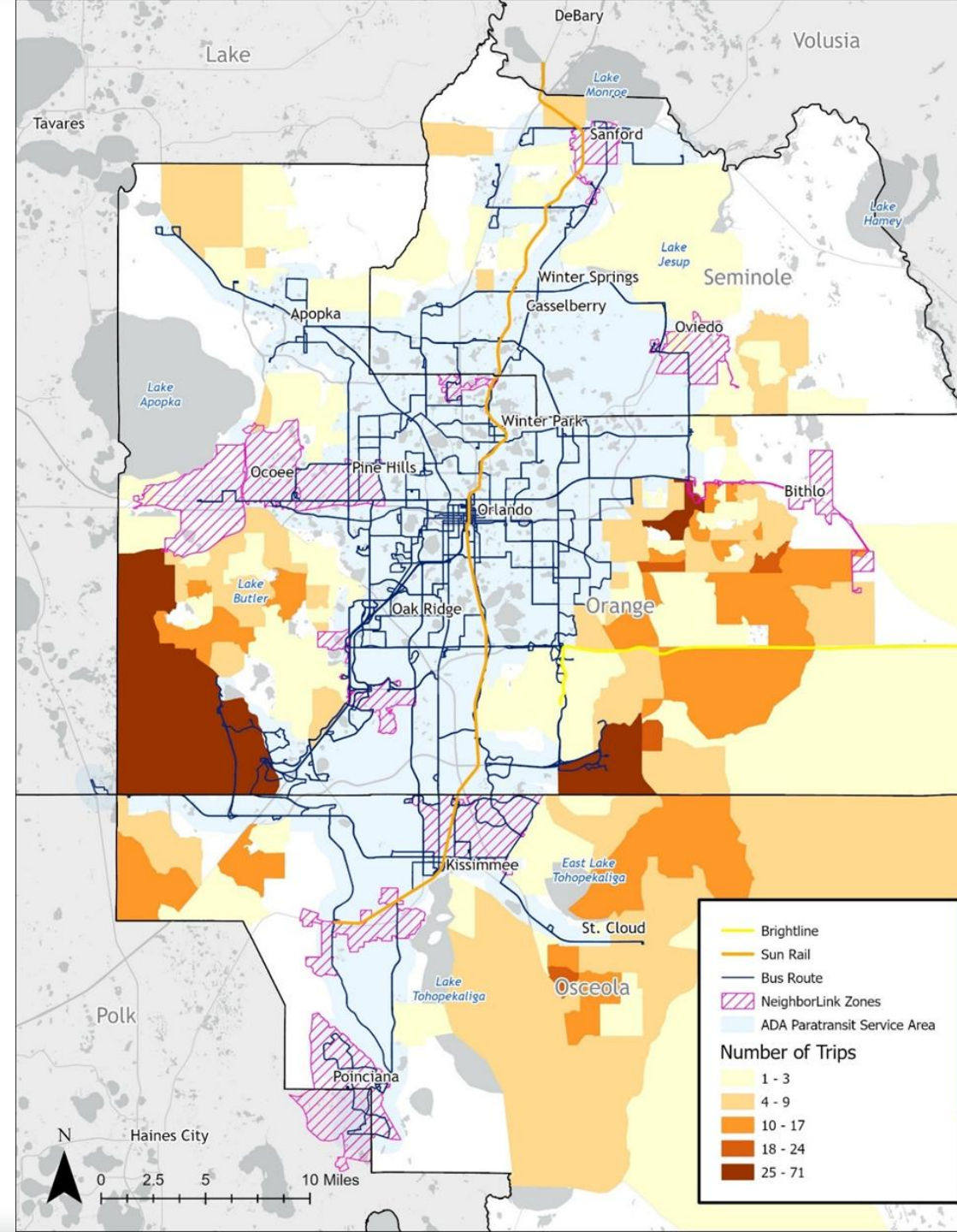


- Population: 2.29M
- Age 65+: 13.3% (20.9% FL)
- Disability: 11.7% (13.5% FL)
- Low-Income: 12.7% (12.9% FL)
- Vehicle Access: 4.8% (7.9% FL)
- Veteran: 6.0% (7.9% FL)



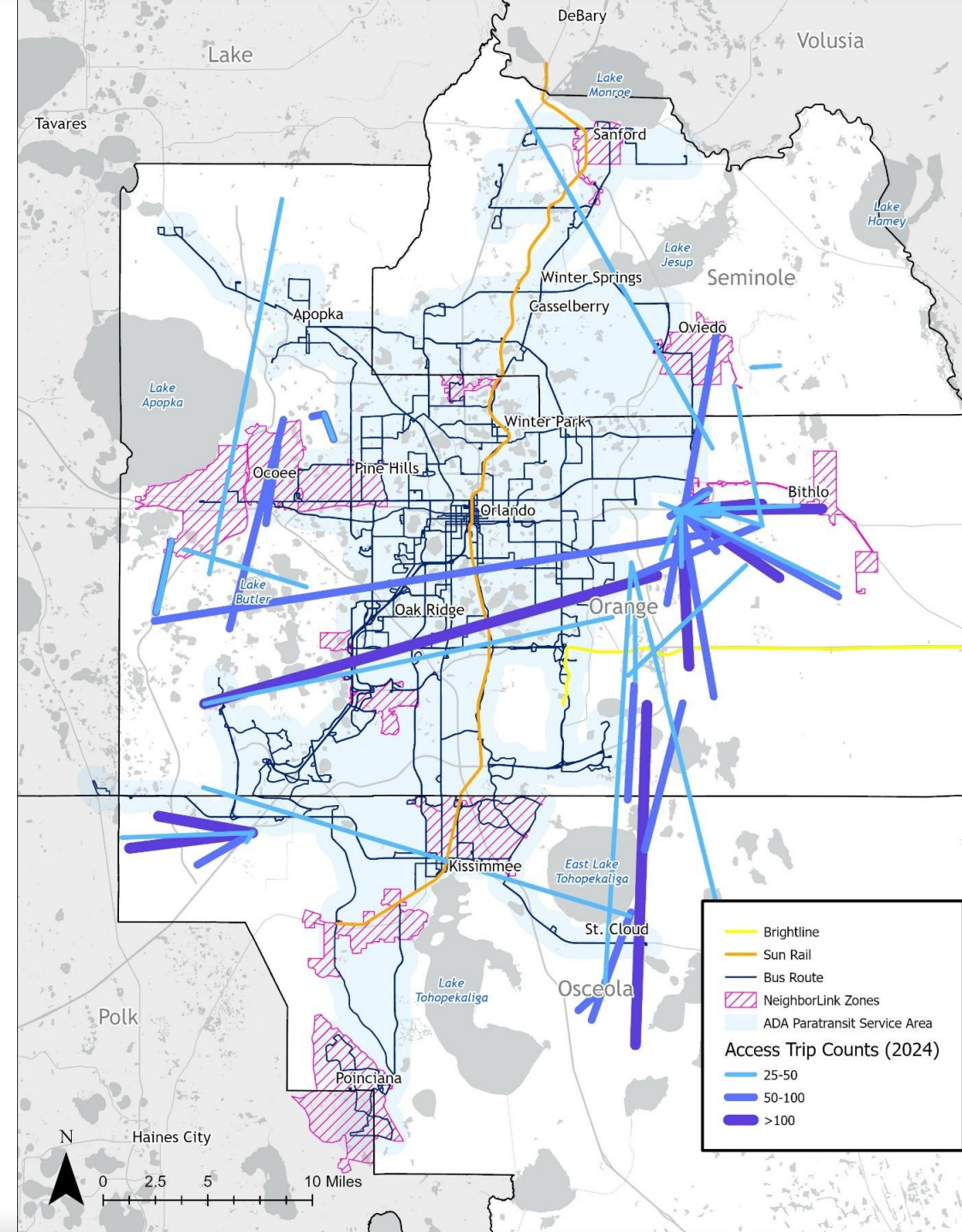
Service Gap Analysis

- Analyzed travel patterns of ACCESS LYNX passengers from CY2024 to understand travel flows throughout the region.
- Identified areas of high paratransit ridership with little or no access to LYNX's fixed-route and NeighborLink services.



Service Gap Analysis

- Analyzed travel patterns of ACCESS LYNX passengers from CY2024 to understand travel flows throughout the region.
- Identified areas of high paratransit ridership with little or no access to LYNX's fixed-route and NeighborLink services.



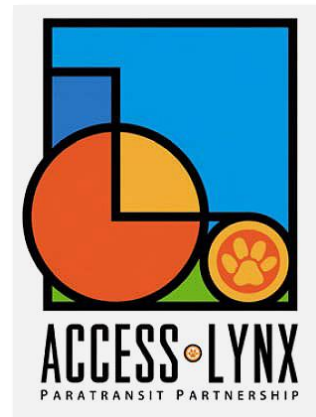
Peer Review & Best Practices

- Ensure that the paratransit app provides a log for users to track previous trips and manage rider information, as well as have access to real-time data.
- Implement one app that accommodates paratransit and MOD trip reservations.
- Partner with third-party operators or rideshare companies to offer same-day reservations for paratransit users.
- Implement a taxi/rideshare subsidy program for flexible, on-demand trips to designated locations or activity centers.



Outreach Summary

- NeighborLink Onboard Survey
- Stakeholder Working Group Meetings
- 2023-24 ACCESS LYNX Customer Satisfaction Survey
- TDLCB November Public Meeting



Stakeholder Working Group



Stakeholder Working Group #1

- 10 participants from 9 organizations
- Polling Questions
 - What should a coordinated plan incapsulate to best meet needs?
 - How should 5310 funding be prioritized?
 - What transportation needs do your clients have?
 - What barriers to transportation do your clients experience?

Long wait
times

Financial
costs

Same day
scheduling

More
vehicles

Lack of real-
time info

Faster
service

Closer/more
bus stops

Reliable
service



Stakeholder Working Group #1

- **Activity #1: Points of Interest**

- High demand within connections to health centers
- Limited service in Apopka, St. Cloud, and outside of Poinciana
- West side of Orlando needs better connectivity



- **Activity #2: Project Prioritization**

Group #1

1. New/more vehicles for vanpool
2. Expanding ACCESS LYNX/operations
3. Improvement to technology
4. Marketing available services
5. Bus stop improvements

Group #2

1. New buses
2. Operating funds
3. Door-to-door support
4. NeighborLink Awareness
5. Partnerships with third-party services



Stakeholder Working Group #2

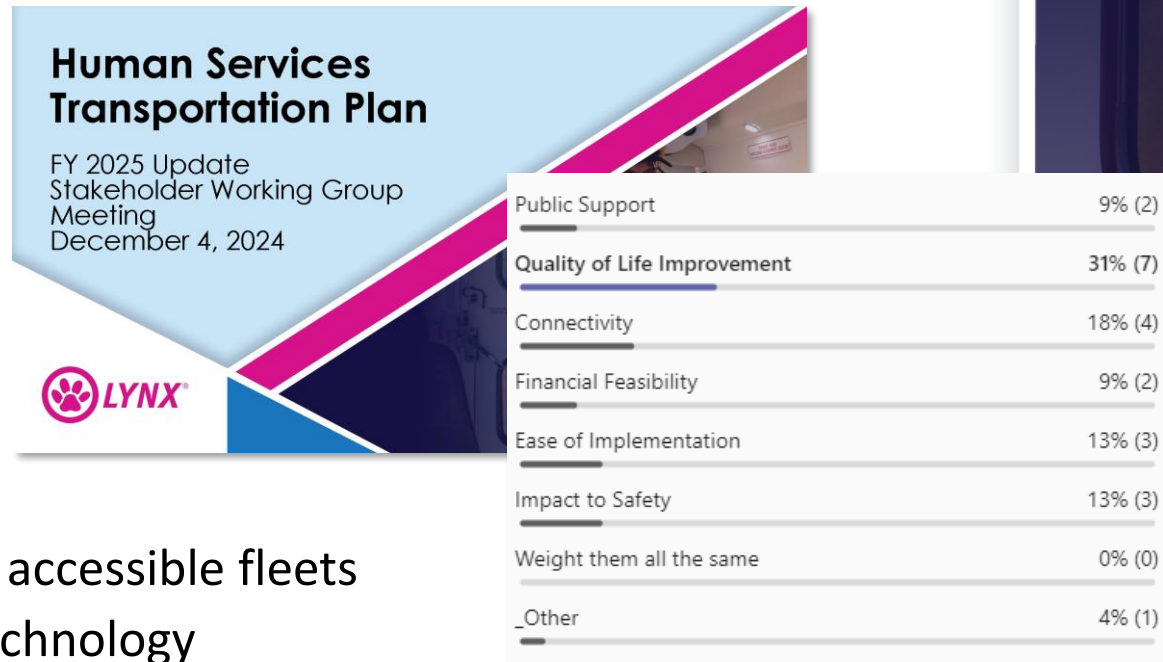
- 17 participants from 15 organizations

- Polling Questions

- Priority strategies
- Evaluation criteria
- Prioritization methodology

- Key Outcomes

- Top 3 strategies
 1. Expand access to reliable and accessible fleets
 2. Improve efficiency through technology
 3. Increase financial accessibility to services
- Quality of Life Improvement is most important thing to consider
- Strategy prioritization addresses the needs of seniors and individuals with disabilities well



Unmet Transportation Needs

Service



- Same day scheduling for ACCESS LYNX users
- Service expansion to key points of interest
- Reliable/on-time service
- Later LYNX service

Capital/Infrastructure



- More/new vehicles and operators
- More bus stops/bus stops with amenities

Technology/Innovation



- Real-time tracking

Program/Policy



- More marketing/outreach
- Affordable transportation



Strategies to Address Unmet Needs Process

Stakeholder Input



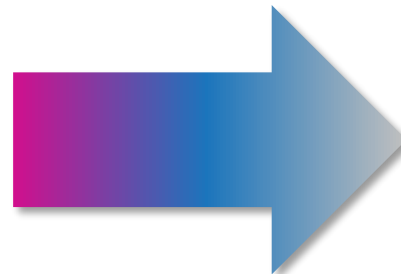
Public Input



Service Area
Assessment



**Unmet
Needs**



Strategies

A	Strategy 1
B	Strategy 2
C	Strategy 3
D	Strategy 4
E	Strategy 5

Strategies to Address Needs

Strategy	
	Improve service efficiency and coordination
	Increase accessible infrastructure
	Deliver new or extended services
	Enhance customer service experience
	Expand access to reliable and accessible fleets
	Increase financial accessibility to services
	Improve efficiency through technology
	Increase marketing and distribution of information
	Identify other funding opportunities




Priorities for Implementation – Evaluation Categories




Public Support 15%

Findings from public outreach efforts and input from stakeholders will be reviewed to gauge public interest.



Quality of Life Improvement 25%

Assesses strategy's ability to improve the well-being and satisfaction of current and potential riders.



Connectivity 20%

Potential connectivity to new points of interest will be reviewed to measure the level of connectivity.



Financial Feasibility 10%

The estimated cost of implementation will be assessed together with the likelihood of policy support.



Ease of Implementation 15%

The level of simplicity and feasibility associated with implementing a strategy will be evaluated.





Impact on User Safety 25%

The impact of a strategy to improve user safety, with an emphasis on seniors and individuals with disabilities, will be evaluated.





Prioritization Results

Strategy		Priority
	Improve service efficiency and coordination	High
	Increase accessible infrastructure	High
	Deliver new or extended services	High
	Enhance customer service experience	High
	Expand access to reliable and accessible fleets	Medium
	Increase financial accessibility to services	Medium
	Improve efficiency through technology	Medium
	Increase marketing and distribution of information	Low
	Identify other funding opportunities	Low

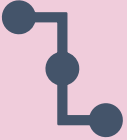



Implementation Plan Near-Term (1-3 Years)

Strategy	Action Item
	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
	Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.
	Establish partnerships with local and county governments to increase accessible infrastructure.
	Enhance amenities at existing stops near senior communities/medical facilities. Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.





Implementation Plan Near-Term (1-3 Years)

Strategy	Action Item
	Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.
	Increase frequency of fixed route services.
	Increase span of service for NeighborLink and fixed route services.
	Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.
	Coordinate with MetroPlan Orlando on an effort to conduct a more extensive mobility needs assessment that includes input from LYNX and ACCESS LYNX users.



Implementation Plan

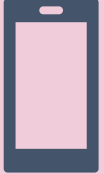
Intermediate-Term (4-6 Years)

Strategy	Action Item
	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
	Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.
	Encourage the sharing of vehicles among subrecipients to leverage the resources available.
	Create a sponsorship or donation program to encourage other entities to provide bus passes at no or low cost to individuals or non-profit agencies.
	Increase affordability of transit for seniors and individuals with disabilities.





Implementation Plan

Intermediate-Term (4-6 Years)

Strategy	Action Item
	Enhanced ACCESS LYNX app to provide access to reliable real-time tracking data.
	Allow ACCESS LYNX customers to select their preferred means of communication.
	Automate Section 5310 grant application process to be submitted through a web portal/grant management web application.
	Increase flexibility of scheduling ACCESS LYNX trips by leveraging mobile technology to connect users with transportation network companies (TNCs) where practical.



Implementation Plan Long-Term (7+ Years)

Strategy	Action Item
	Review and update LYNX website to ensure accurate 5310 program information is provided.
	Continue to promote travel training information to human service agencies and notify the public that the service is available, if needed.
	Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.
	Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
	Explore CTD's Innovative Service Development Grant as a potential funding opportunity to provide on-demand services for TD-eligible individuals for medical appointments, employment, education, etc.



Next Steps

- Initial Presentations
 - QATF Presentation – January 28, 2025
 - TDLCB Presentation – February 13, 2025
- LYNX Oversight Committee
 - Informational Presentation – April 23, 2025
- Final Approval
 - QATF – April 29, 2025
 - TDLCB – June 12, 2025

Questions?



Section 5



Community Transportation Coordinator Evaluation and Access Lynx Rider Survey Results

June 12, 2025





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

ACCESS LYNX

Summary of Rider Survey Results 2024



GENERAL SENTIMENTS



GRATITUDE

40%

STAYED THE SAME

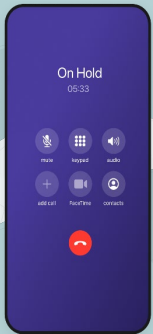
GOTTEN WORSE

14%



MOST COMMON CONCERNS

1.



2.



3.



4.



5.



CUSTOMER RECOMMENDATIONS

- ✓ Reduce Call Hold Times
- ✓ Improve Scheduling & Routing
- ✓ Upgrade Vehicle Quality & Safety
- ✓ Enhance Driver Training
- ✓ Expand Real-Time Ride Tracking
- ✓ Improve Communication and Consistency
- ✓ Simplify Reapplication Process
- ✓ Offer More Flexibility for Last-Minute Changes
- ✓ Expand Vehicle Options



Thank You

ACCESS LYNX

Summary of Rider Survey Results 2024



Community Transportation Coordinator Evaluation Results

June 12, 2025





About the Evaluation

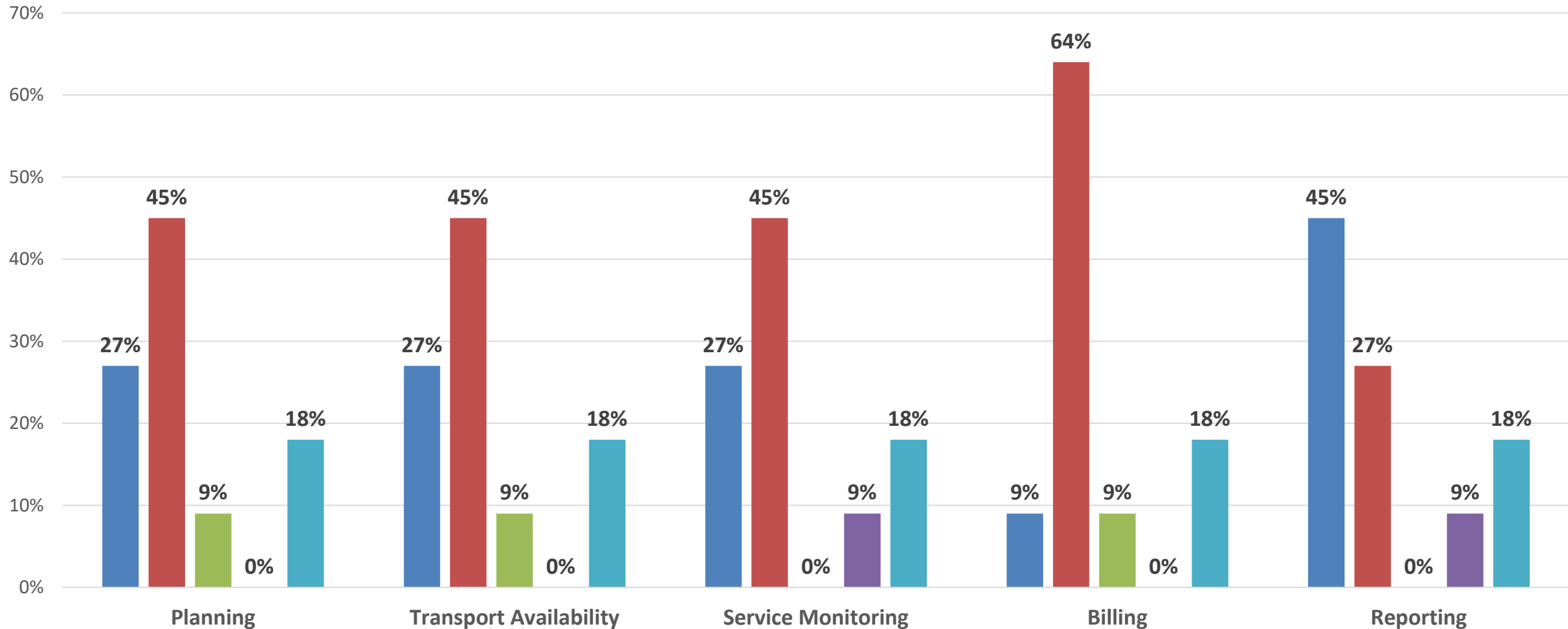
- Annual Requirement
- Purpose of the Evaluation
- Evaluation Method and Period
- Evaluation Categories





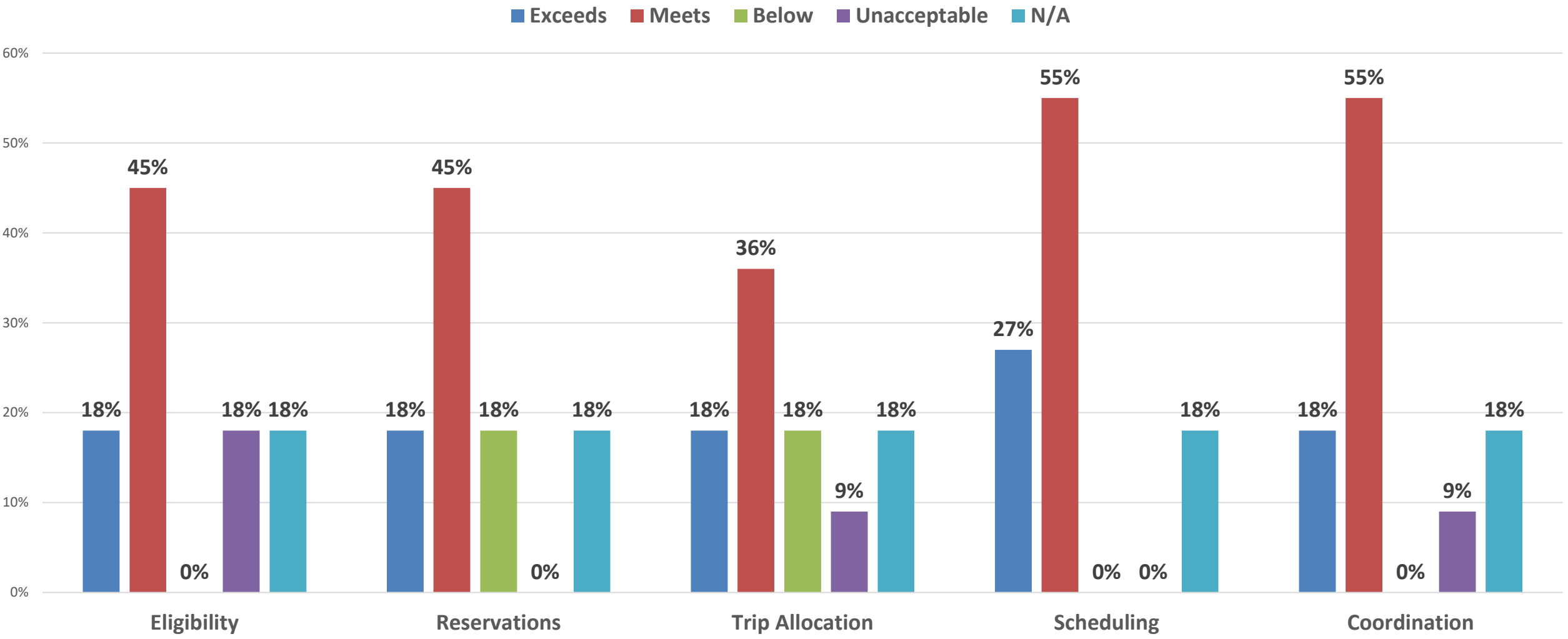
COORDINATION: Operations

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





COORDINATION: Administrative

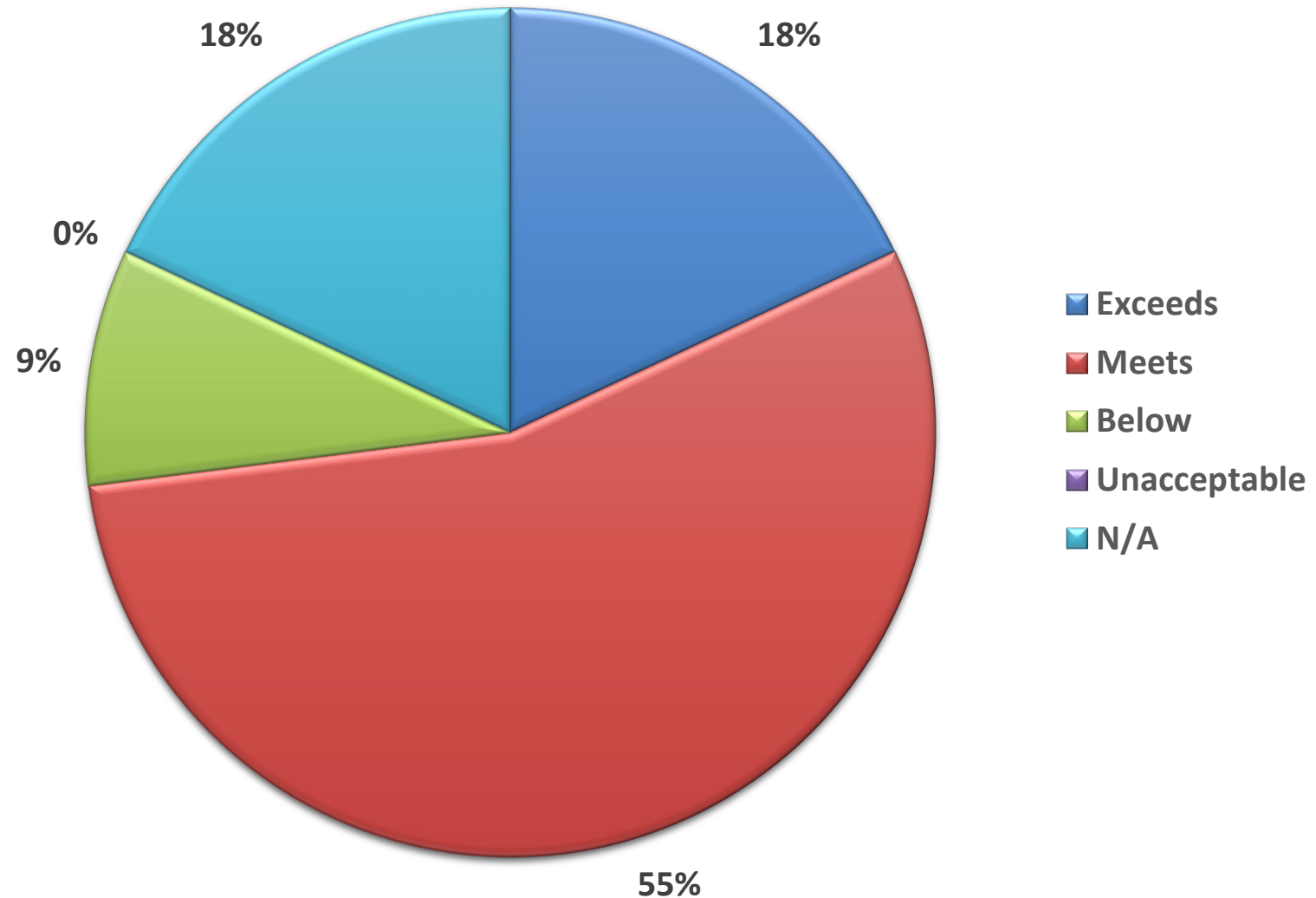


COORDINATION

- Multiple vehicles sent to same location (home) to transport multiple clients going to same location.
- Very responsive to the TDLCB and willing to make improvements.
- Wait times need to be better.
- Nothing is user friendly. No way to resolve complaints.



COST EFFECTIVENESS & EFFICIENCY



COST EFFECTIVENESS & EFFICIENCY



Interested in more detailed
info about no-shows.



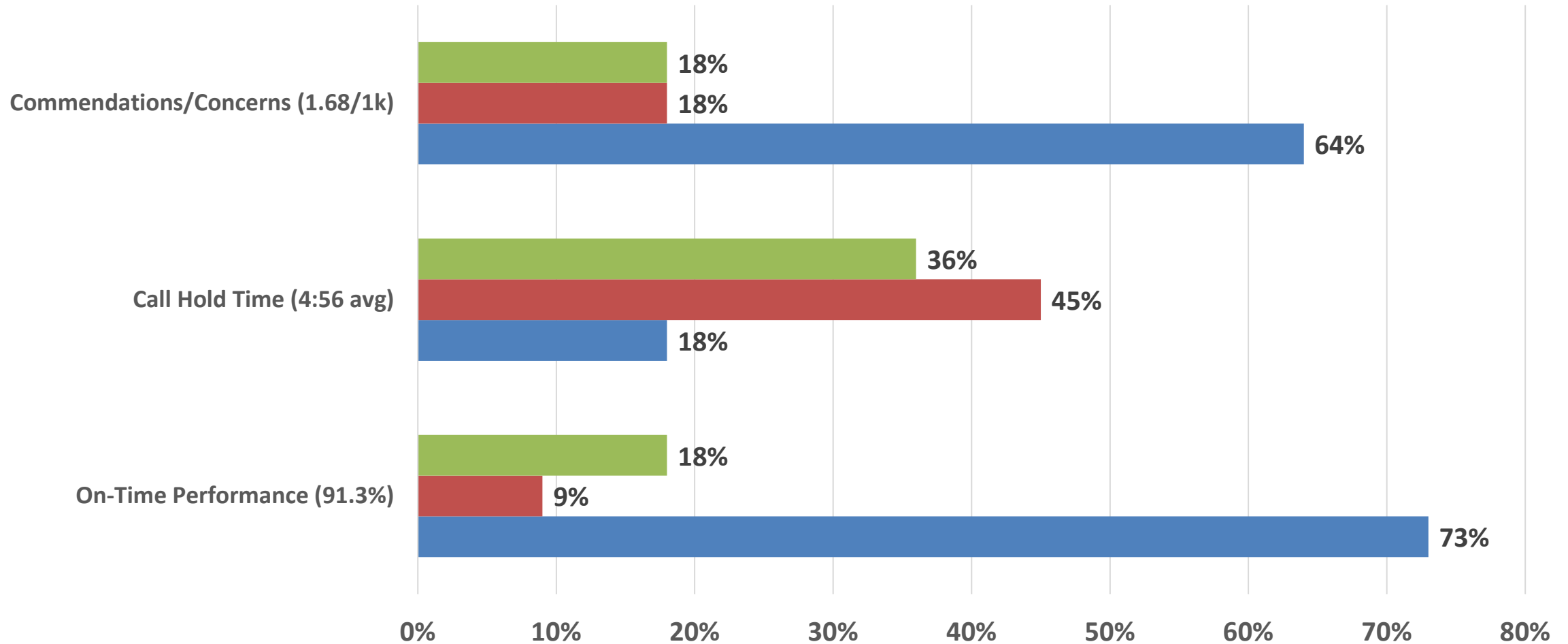
Access to insurance
transport availability





LOCAL PERFORMANCE MEASURES

■ Unsatisfactory ■ Needs Improvement ■ Satisfactory



LOCAL PERFORMANCE MEASURES



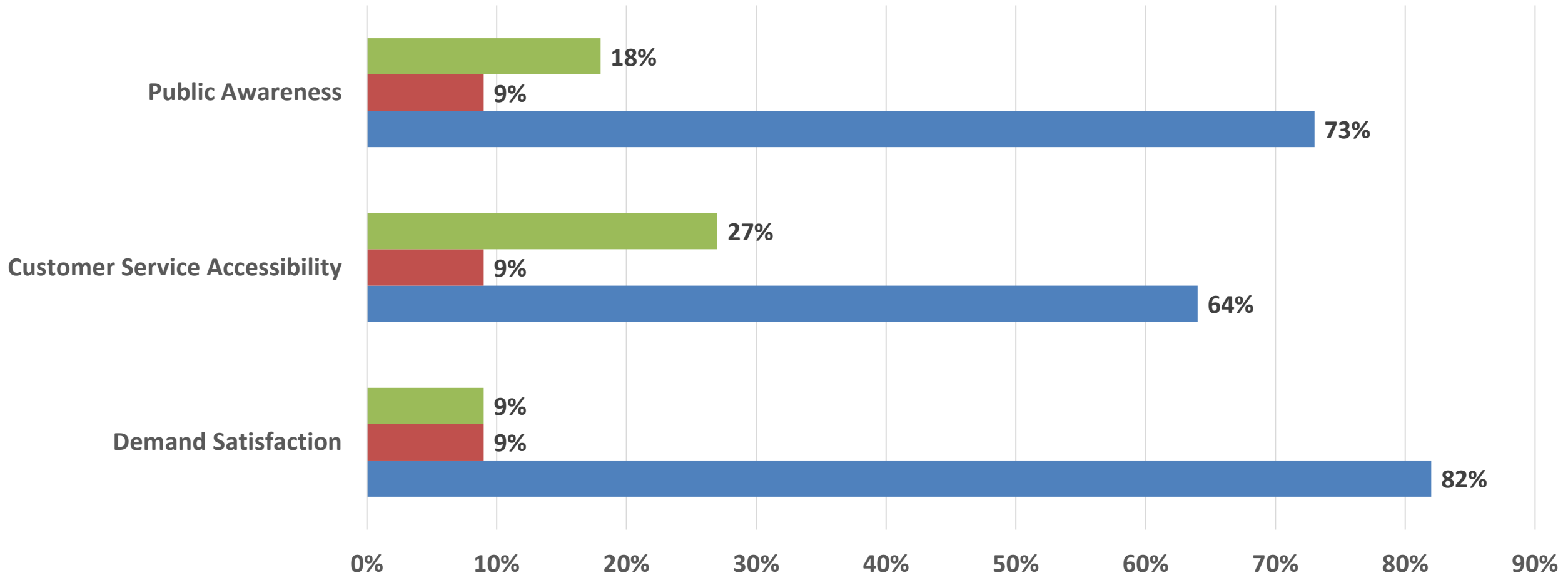
- Suggestion to decrease number of trips being measured against from 1,000 to 500.
- 3 very important areas where Access Lynx is exceeding goals—great news!
- Suggestion: Clearly Communicate “BEST TIME TO CALL”
- Concerned with stats vs. experience





AVAILABILITY

■ Unsatisfactory ■ Needs Improvement ■ Satisfactory



AVAILABILITY

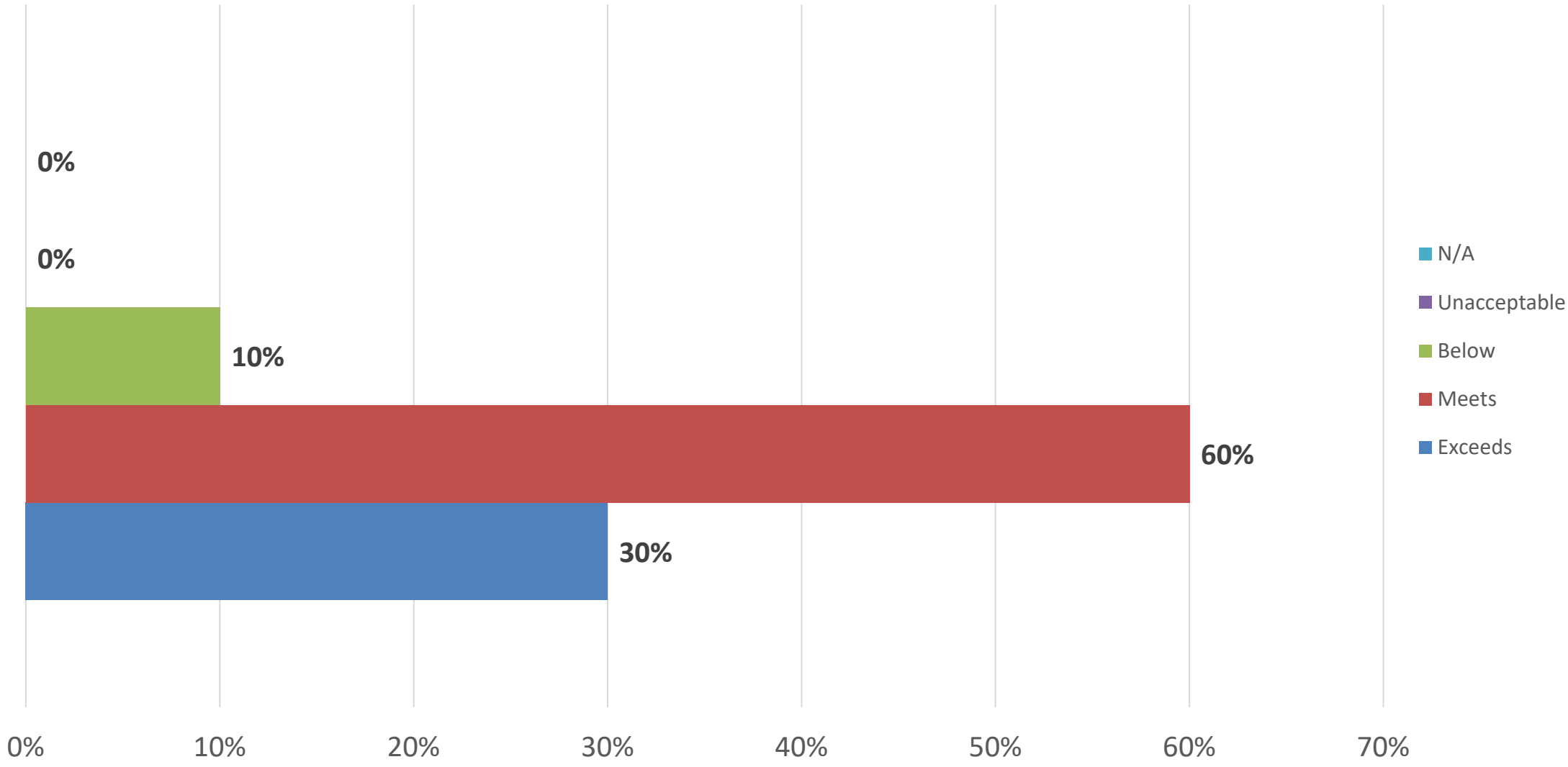


- Suggestion: Consider conducting usability/utility workshops with the public as part of public awareness.
- Great job on stepping up on the Public Outreach effort.
- Longer call in times - especially earlier in the day. More outreach.
- Online reservation system never works appropriately.





OVERALL EVALUATION



OVERALL EVALUATION



- Improvements acknowledged; room for continued improvement.
- ACCESS LYNX goes above and beyond to accommodate riders.
- Major improvements in one year. Great job!
- More funding needed.
- Concerned with stats reported.



Areas for Improvement (Prioritized)

PRIORITY 1

Improve Call Hold Time

PRIORITY 2

**Improve Wait
Times/Scheduling**

PRIORITY 3

**Improve Customer
Service**

PRIORITY 4

**Newer Vehicles,
Maintenance &
Availability**



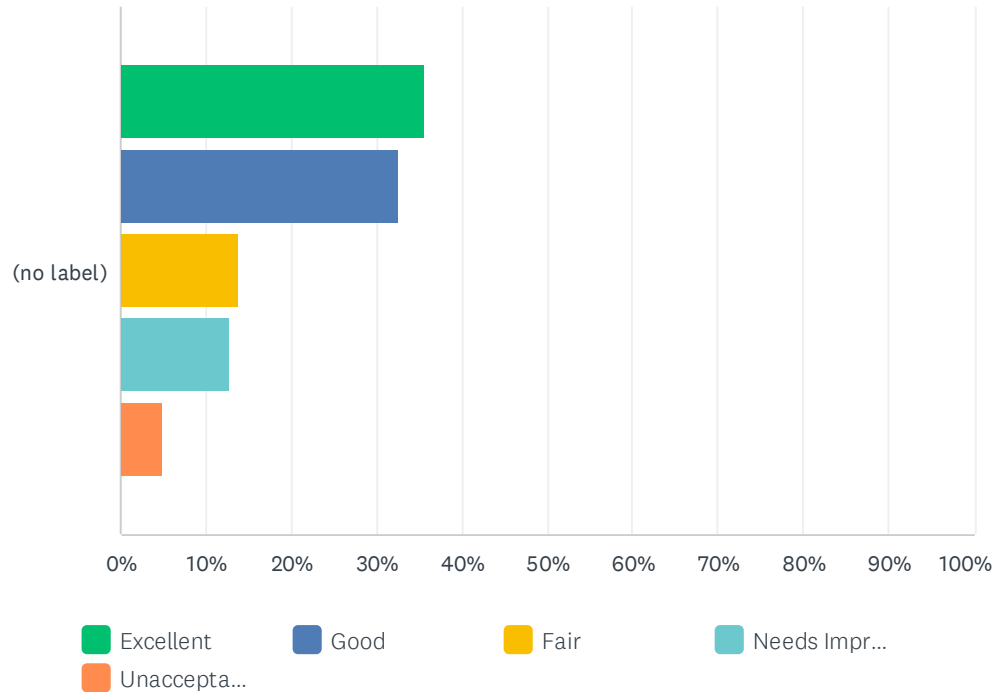


Thank You



Q1 How would you rate the user-friendliness of the ACCESS LYNX reservation system?

Answered: 101 Skipped: 1



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	35.64%	32.67%	13.86%	12.87%	4.95%	101	2.19
	36	33	14	13	5		

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	no problem with system,It would be nice if the system could let you know what number you are in the waiting line.	2/14/2025 1:10 PM
2	Safety and maintenance. Seat belts not functioning properly or broken.Vehicle suspensions not algned causing severe tire hop, Broken exhaust mufflers, tires at end of service life. (Bald). Driver seat nissing major parts,Vehicles and steering wheels vibrating severelly at speeds. Vehicle cleanliness unacepable and safety hazzard. Windshiels dirty to the point of driver not able see out properly. I have refused to ride in the past.	2/13/2025 6:42 PM
3	Very late filed multiple complaints, disabled parties left confused and misplaced	2/13/2025 4:09 PM
4	This was the worst experience I ever had. I was supposed to be picked up between nine and 9:15 AM for a 1030 appointment 25 minutes away from my house. The driver did pick me up at 9:05 AM. I was the only one on the bus he headed toward my destination Then all of a sudden made a sharp turn when we were almost there he's riding along and I said I think we're going the wrong way he said no I got a call. I have to go pick someone else up first so I said well. My appointment is 1030 in celebration. I need to be there on time. He say that that he had to follow orders and he was on his way now to Poinciana to pick up a new patient. I said I'm gonna be late for my appointment. I was here first, and I need to go directly to my appointment, he insisted no, which took a long ride to Poinciana when the new man got on the bus he said OK I'm going to Disney. The driver said I'll take you there right away. I told the driver now I was on the bus first first come first serve you are five minutes away from my destination turn around to pick this gentleman up and I am already late for my appointment	2/12/2025 2:51 PM

2024-25 ACCESS LYNX Customer Satisfaction Survey

which was 1030. He said I have to follow orders. It doesn't matter if you were the first and only one on the bus he was rude. I was on the bus for 2 1/2 hours before I finally got to celebration. He was driving all over tarnation and very, very rude. Worst ride I ever had.

5	Making a reservation has been good if I don't have to wait on my phone for a long time. I would like it if you went back to how many people were ahead of me, rather than " more than 10 minutes wait"	2/12/2025 11:11 AM
6	As someone who suffers from a back injury it's reagravated on almost every trip as my pickup ride is generally at least an hr late. Please work on better timing for pickups.	2/12/2025 9:18 AM
7	Need to be more update system with a modern system more user friendly and have new design to it to it feels kind of old .	2/12/2025 8:24 AM
8	They always treat me kind, except one lady that wouldn't take me or my 50 cent coins.	2/10/2025 4:28 PM
9	The service is good overall. But I think Access Lynx needs more drivers because sometimes I come home super late. I don't live too far from Disney, but I come back home super late because the driver has to pick up or drop off other passengers.	2/10/2025 2:19 PM
10	SPOKE TO GREAT OPEERATORS AND NOT SO GREAT. AS ALOT OF THE CALLERS ARE SPECIAL NEEDS. I AM GLAD I CALL IN BEFHALF OF MY ADULT SON AND CAN NAVIGATE A LESS THAN PLEASENT CALL TAKER	2/10/2025 9:59 AM
11	It takes forever for someone to pick up and when u got on the bus they only take cash n it takes 3 days for something so you can use credit card embarrassing then u can't see like lyft a map of them being on the way	2/7/2025 4:30 PM
12	I would be LOST without these people -- the reservationists, dispatchers AND the drivers. They are ABSOLUTELY an a part of my life since my accident. They are SO appreciated by me!	2/7/2025 1:20 PM
13	My name is Michelle Roberts. I am a disabled person with restrictions/disability. Last Sunday I had to cancel some room trips because they continued to assign me to shared rides, which I am not able to do according to a medical document. UZURV has been assigned and is a great solution however is missed while scheduling quite frequently. I am under orders of a physician and cannot go outside the parameters of those orders. Today a trip was booked, but the return trip was not according to You ZURV and the agent Elvis told me that it is booked, which leads me to risk if I am stranded and not picked up by that provider and cannot share rides as an alternative. The wait times for agents has gotten worse and worse as I am not able to Assign troops via website and it's been in my opinion not fair to the public. It seems as if axis links will improve their customer service and then when the assessment parts they go back to their ways it is a skeleton crew and they definitely need to hire more employees to take The excessive. Customer calls and pay close attention to the notation on the profiles to stop unnecessary inconveniences that are in uptick recently.	2/6/2025 7:45 PM
14	Left an elderly blind man alone, in the dark, HOURS before he was supposed to be there.	2/6/2025 12:05 PM
15	the WebACCESS internet web portal is extremly helpful. Super easy to book trips, no having to wait on hold on the telephone, and also real time tracking of the vehicle location and estimated pickup time.	2/6/2025 11:47 AM
16	Easy to book trips online	2/6/2025 10:33 AM
17	Normal	2/4/2025 10:38 AM
18	pleased	2/4/2025 10:20 AM
19	Every day your driver is Block clearly displayed walking path for handicap people, I point out the sign to them and they just get rude about it.	2/4/2025 7:07 AM
20	Always about a 20 minute wait to get served	2/3/2025 3:55 PM
21	He or she is very nice and considerate and helpful	2/3/2025 2:09 PM
22	The reservationists are (usually) friendly and very helpful, but the wait times can get pretty long at times.	2/3/2025 12:06 PM
23	The system is easy to use, but it is often hard to find the exact time that we want to request. Also, the reservation has to be set up a day in advance so we often forget until it is too late.	2/1/2025 12:12 PM

2024-25 ACCESS LYNX Customer Satisfaction Survey

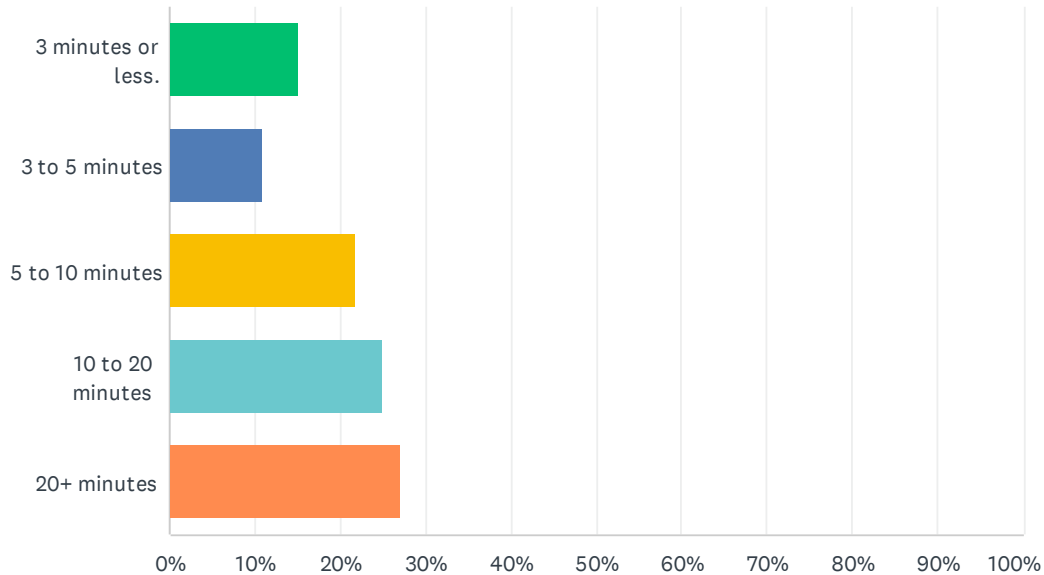
24	I been living in my house for about 9 years and the GPS still doesn't recognize my address	1/29/2025 6:50 PM
25	It is sad that if I forget to book by 5 pm, 1 day before my dr appointment, the reservation system will not allow me to book it. Both, online and by phone. Even, when I attempted to book by 5:10 PM, it was too late, and I missed my appointment.	1/29/2025 1:55 PM
26	test test	1/29/2025 1:47 PM
27	with a few issues here and there, all has worked pretty much great, the phone wait times are a little excessive but the fact that we have the app helps tremendously, i wish we could do more often last minute calculations which are necessary some times maybe a system that allows one per month	1/29/2025 1:37 PM
28	I have been using Access lynx for years and it is a big blessing for me. The services most of the time came on time, and drivers are very friendly and professional. The cost per trip is very reasonable to help the working class and needed people, with excellent dedication for disabled ones. I recommend you guys and I highly appreciate what you are doing for us.	1/24/2025 8:20 PM
29	Online reservations are really good if you have someone telling you that you can not go to an address that was not registered on a previous trip. Or that was registered by phone.	1/21/2025 7:42 PM
30	Good Transportation	1/19/2025 12:23 PM
31	My son and I are very satisfied with the service	1/18/2025 1:05 PM
32	It was very good	1/18/2025 12:20 PM
33	you always have to hold for someone to schedule a trip	1/18/2025 8:18 AM
34	On time clean buses and vans Polite	1/17/2025 4:33 PM
35	USUALLY ON TIME. VERY PROFESSIONAL	1/17/2025 3:03 PM
36	All of my drivers have been very friendly.	1/17/2025 2:56 PM
37	Fue un muy buen servicio de transporte5	1/17/2025 7:58 AM
38	Overall the online system to make the reservation is very easy and efficient in getting scheduled. The main downfall for me is I can only do it the day before I need the ride, so if I forget or don't get a chance to do it, I'm out of luck.	1/16/2025 10:37 PM
39	I was treated unfairly because my driver picked up the wrong passenger. He returned the passenger and I waited over 2 hours before he picked me up. I watched the driver pass me by and he just refused to pick me up. I never reported this incident but I continued to call for an eta. It was over 100 degrees that day. The next ride I scheduled my driver was the manager and she listened to the incident that occurred and decided I was at fault for the driver's behavior and proceeded to change my pick up times. She told my driver's to pick me up earlier than my scheduled time and to leave if I wasn't outside in 5 minutes. The last straw was when the driver showed up 20 minutes late and drove in the opposite direction to pick up and drop off another passenger. I missed my eye doctor appointment and was told to reschedule it and pay 50 dollars for being a no show. Another person heard what was occurring and gave me their slot. I reported that incident. The harassment continued to the point where I felt unsafe and stopped using Lynx transportation.	1/16/2025 10:24 PM
40	Some of the drivers are rude	1/16/2025 5:43 PM
41	Sobre Access Link solamente tuve un problema con un señor q me tenía varias horas en la transportación.Pero todos son respetuoso .nos protegen y son muy decentes	1/16/2025 5:02 PM
42	Some are friendly and some are not!	1/16/2025 4:42 PM
43	Drivers are professional	1/15/2025 9:58 AM
44	I am new to access lynx. Getting thru the process of talking to the customer service reps could have been better. One rep just didn't want to be bothered with me and she hing up the phone on me while I was trying to get help understanding and navigating your system.	1/15/2025 12:05 AM
45	The online system works well, but the tracking of your ride does not always depict where the vehicle is correctly.	1/14/2025 6:20 PM
46	Always friendly and helpful.	1/14/2025 3:38 PM

2024-25 ACCESS LYNX Customer Satisfaction Survey

47	The waiting can be long at times.	1/14/2025 11:51 AM
48	Although I am not using the service, I am very satisfied with all they did for me.	1/14/2025 10:16 AM
49	Super easy to add or cancel rides.	1/14/2025 10:07 AM
50	Once I get ahold of someone, it's fine, but I've spent over an hour on hold before my call gets answered. I've looked for the app that supposedly exists, but can't find a working one. There needs to be a way to request a ride that doesn't require calling during business hours specifically the day before. I had brain surgery and if I forget to call -which I often do- I'm sol.	1/14/2025 10:03 AM
51	Hold times and the accuracy of service	1/14/2025 9:51 AM
52	Every ride was excellent.	1/14/2025 9:03 AM

Q2 On average, how much time do you spend on hold before speaking with a reservationist?

Answered: 92 Skipped: 10



ANSWER CHOICES	RESPONSES	
3 minutes or less.	15.22%	14
3 to 5 minutes	10.87%	10
5 to 10 minutes	21.74%	20
10 to 20 minutes	25.00%	23
20+ minutes	27.17%	25
TOTAL		92

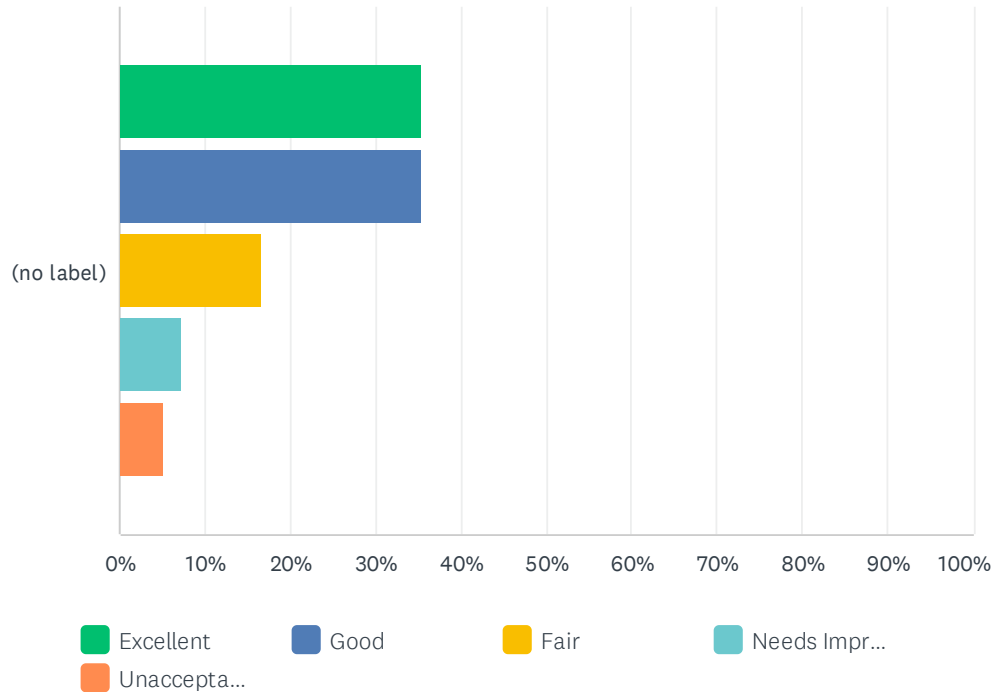
#	OTHER (PLEASE SPECIFY)	DATE
1	45 minutes plus	2/14/2025 1:10 PM
2	It takes about a half hour to a hour.	2/10/2025 4:28 PM
3	Then might get hung up on	2/7/2025 4:30 PM
4	Sometimes a bit longer if they are busy. Fridays seem to be the busiest.	2/7/2025 1:20 PM
5	It has been 40 minutes to an hour recently	2/6/2025 7:45 PM
6	None. I use the WebACCESS	2/6/2025 11:47 AM
7	Usually I use the website	2/6/2025 10:45 AM
8	I'll wait 5 to 20 minutes and then I get sent to a voicemail that never answers me back, then I'll shoot an email and still no response	2/4/2025 7:07 AM
9	A very long time most times	2/1/2025 9:55 PM

2024-25 ACCESS LYNX Customer Satisfaction Survey

10	sometimes less than 10 minutes	1/29/2025 8:16 PM
11	test	1/29/2025 1:47 PM
12	Sometimes the waiting times is shorter but the operator put us on hold to answer other calls and take more time.	1/24/2025 8:20 PM
13	i dont know	1/19/2025 12:23 PM
14	I don't know, I do my reservation on line	1/16/2025 10:37 PM
15	Escribo poco y entiendo poco English	1/16/2025 5:02 PM
16	Me gustaría que tuvieran una página en Internet para reservar	1/16/2025 4:35 PM
17	Rarely call. We use the web page to track our ride.	1/14/2025 10:07 AM
18	On average around 45 minutes.	1/14/2025 10:03 AM

Q3 How would you rate your customer service experience with the ACCESS LYNX reservationists?

Answered: 96 Skipped: 6



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	35.42%	35.42%	16.67%	7.29%	5.21%	96	2.11
	34	34	16	7	5		

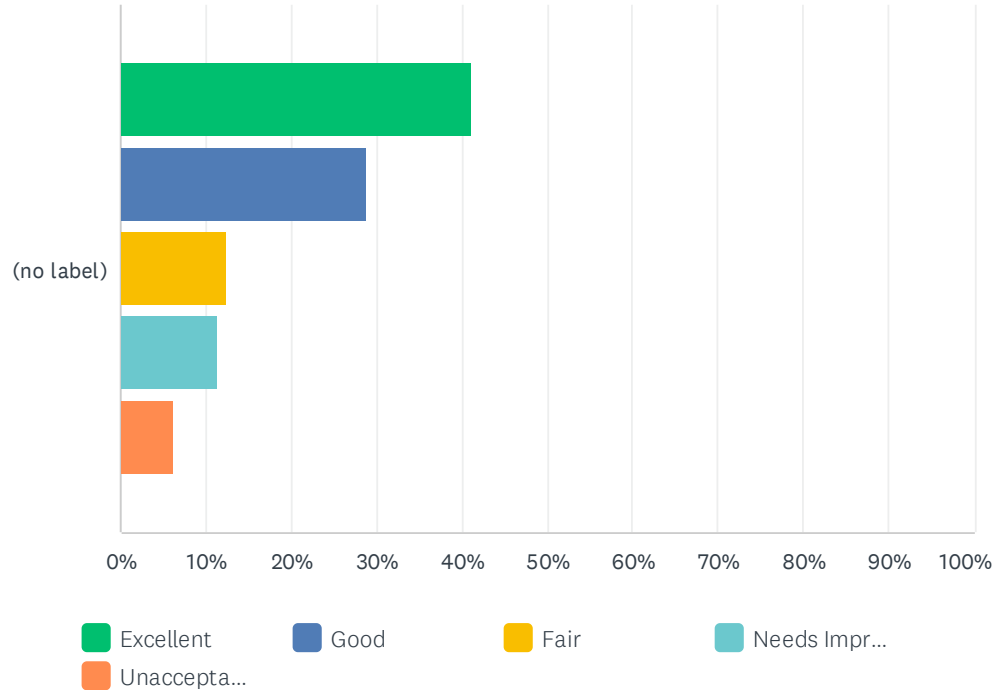
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	For the most part people are friendly, but sometimes I could say hello, how is your day going today and the reservation person just ask for my date of birth, first and last name. maybe because it is so many people waiting in the queue they do not have time for small talk.	2/14/2025 1:13 PM
2	Customer service has improved over time and still has a ways to go. Phone interactions are usually positive. I have had some reps hang up on me for no reason. Wait times are unusually long at times. Calling to find out where my ride is seems to get only an estimated ETA. With no e.real solutions. At times this may be the only solution.	2/13/2025 7:41 PM
3	Most of the time excellent, but don't like to hear an echo of my voice.	2/12/2025 11:14 AM
4	For the most part most interactions are positive but I have had to curse out some representatives because of their attitudes. I have worked in customer service for over 20 years. Either you can do it or you can't. Don't have an attitude on the phone.	2/12/2025 9:22 AM
5	AS STATED IN PREVIOUS SLIDE.	2/10/2025 10:00 AM
6	Michelle Roberts disabled with restrictions. Numerous times I've had to cancel trips in medical document sustains the restrictions and have missed final life responsibilities. Sunday I had to cancel three times until they assigned it to the correct provider. Today I was told that the provider only had the trip to and did not have the return trip. I called the agent Elvis twice to reaffirm, but the provider did not have any record of the trip. You ZURVF. The whole times for making reservations is 40 minutes to an hour, and that includes finding out the status there is a worsening recently.	2/6/2025 7:50 PM

2024-25 ACCESS LYNX Customer Satisfaction Survey

7	The WebACCESS is a great reservationist.	2/6/2025 11:48 AM
8	Usually book online. Only call to check status of vehicle	2/6/2025 10:34 AM
9	They are on time to get pick something they are stuck traffic	2/6/2025 8:11 AM
10	very good	2/4/2025 10:21 AM
11	They are not too clean, changing the times at all Even with one day notice	2/4/2025 7:08 AM
12	They get to me as quick as possible.	2/3/2025 2:11 PM
13	Never used	1/30/2025 10:34 AM
14	I only use them if I'm going to cancel or to find out what time my ride is coming	1/29/2025 6:52 PM
15	test	1/29/2025 1:47 PM
16	Probably you need more operator considering the high call volume. However they answered very friendly and put great effort to help us	1/24/2025 8:23 PM
17	After the waiting time, and we are talking about the reservation, the customer service was very polite,	1/21/2025 7:45 PM
18	Good Transportation	1/19/2025 12:24 PM
19	They are very cordial	1/18/2025 1:06 PM
20	Informative	1/17/2025 4:34 PM
21	WNEN I CALL I EXPECT TO WAIT WHEN MAKING RESERVATIONS. ON THE FEW TIMES WHEN THE VAN HAS NOT ARRIVED AND IT IS PAST THE TIME ALLOWED, IT IS SOMETIMES A WAIT TO GET A RESPONSE.	1/17/2025 3:12 PM
22	They have absolutely ZERO concern about the rider. They alway come up with a standard answer when the ride is 1/2 hr, 3/4 hr, up to an hour late. But GOD FORBID you are late.its 10 mins and off they go	1/17/2025 3:00 PM
23	When the customer service person comes on the phone they are very helpful.	1/17/2025 2:58 PM
24	La atención es buena	1/17/2025 8:01 AM
25	I do it online so I really don't have to much of an opinion.	1/16/2025 10:39 PM
26	I've been using lynx for over 20 years and I only complained 1 time. The circumstances were that alarming. I will never understand why I was punished to that extent. I'm pretty sure I was not the only one who experienced the problem. It's almost like being labeled a pest who only made trouble for lynx.	1/16/2025 10:38 PM
27	Some of the reps are rude	1/16/2025 5:44 PM
28	Tide and do not appear to care	1/16/2025 4:45 PM
29	Always professional.	1/15/2025 9:59 AM
30	All I have spoken with have been patient and knowledgeable.	1/14/2025 6:44 PM
31	Not the friendliest people...all business.	1/14/2025 3:39 PM
32	Rarely use.	1/14/2025 10:08 AM
33	Once I'm connected, my experience is great!	1/14/2025 10:04 AM
34	I call to make a reservation and when that day comes a ride never comes. When I call to see why they states no reservation was made	1/14/2025 9:52 AM
35	No problems when used.	1/14/2025 9:04 AM

Q4 How would you rate your customer service experience with the ACCESS LYNX drivers?

Answered: 97 Skipped: 5



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	41.24%	28.87%	12.37%	11.34%	6.19%	97	2.12
	40	28	12	11	6		

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Drivers are pretty nice,some do not speak back when you say hello.	2/14/2025 1:13 PM
2	The drivers have improved over time.Still needs improvement. Some drivers are by the door to help passengers board,, especially the newer ones. Some are not. There are inconsistency with some drivers speeding although this is improving. On time service especially on the return trip needs work. I usually wait 10 - 30 minutes or more. My last trip was one late. I have experienced more than 2 hours late in the past.	2/13/2025 7:41 PM
3	I told the driver I had an hour and a half to get to my destination which was only 25 minutes away from my house he took off as I said for Poinciana very very far away. He turned off for that about five minutes before we got to celebration where I was to be dropped off, I couldn't believe How rude he was. I called my doctors office. Told him I was late. He finally got me there 2 1/2 hours late for my appointment. Unacceptable.	2/12/2025 2:52 PM
4	Many of your drivers need to be retrained for the areas you cover, for customer service to the people they pick up.	2/12/2025 11:14 AM
5	There are some great drivers for example Benjamin, Freddy, Rafael but again some of the others have attitudes. It's your job. You're not doing this is charity.	2/12/2025 9:22 AM
6	MY ADULT CHILD HAS NEVER SAID HE HAS HAD A NEGITIVE EXPERIENCE WITH A DRIVER.	2/10/2025 10:00 AM
7	UZURVF is a great provider and I've had no problems whatsoever. However, the schedules of	2/6/2025 7:50 PM

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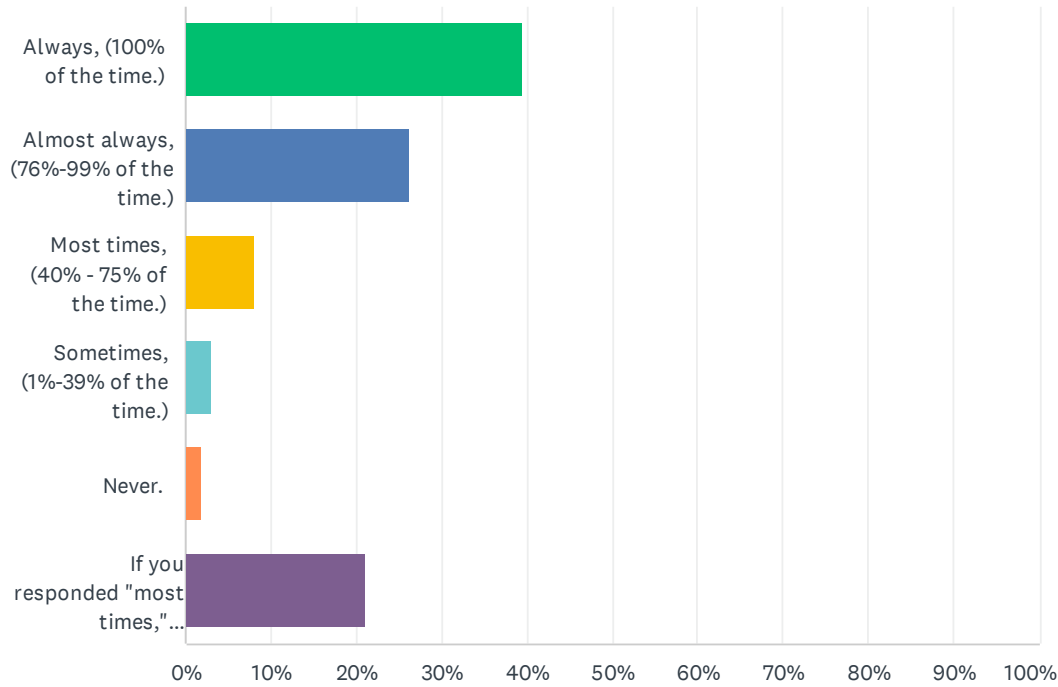
	access links tend to miss this in my profile as a restriction and their lions the issue.	
8	The operators are mostly curtious. Some operators have a bad attitude and are rude when I ask to have the AC put on.	2/6/2025 11:48 AM
9	Driver did not know how to use the paw pass app	2/6/2025 10:47 AM
10	My husband smokes. I don't. A lot of them blame me for his habit	2/6/2025 10:34 AM
11	As long as you don't have a complaint, they're OK I guess	2/4/2025 7:08 AM
12	They are considerate and helpful and nice	2/3/2025 2:11 PM
13	Sometimes the drivers are very friendly and sometimes they are rude/impatient.	2/3/2025 12:07 PM
14	I had a very bad experience and made the decision not to utilize the service anymore.	1/30/2025 10:34 AM
15	Some are nice, some needs inservice on good customer service	1/29/2025 8:17 PM
16	They are all respectful	1/29/2025 6:52 PM
17	Most drivers are unfriendly and impatient as if they hate their jobs. It isn't the case for a select few but the majority of drivers are awful especially contracted drivers.	1/29/2025 2:45 PM
18	VERY HELPFUL	1/29/2025 2:12 PM
19	test	1/29/2025 1:47 PM
20	Levon Harris is an awesome driver	1/29/2025 12:58 PM
21	They are very nice and professional.	1/24/2025 8:23 PM
22	They are very good. They always take care that I have my seat belt.	1/21/2025 7:45 PM
23	Good transportation	1/19/2025 12:24 PM
24	They are very friendly	1/18/2025 1:06 PM
25	Very friendly and helpful	1/18/2025 12:22 PM
26	ALL HAVE BEEN VERY PROFESSIONAL, RESPECTFUL, RELATE TO MY NEEDS AS I HAVE VISION PROBLEMS IN A POSITIVE MANNER	1/17/2025 3:12 PM
27	I have to wait for my ride for more than an hour. Some of the rides make me waste my appointment	1/17/2025 12:23 PM
28	Los conductores conducen bien	1/17/2025 8:01 AM
29	Most of the drivers are friendly and good at their job. I wish dispatch cared about their wellbeing and safety more.	1/16/2025 10:39 PM
30	No one should be condemned without a fair trial. I couldn't control what that driver did, only my own behavior. I was told from then on that I must have the exact fair or the driver could refuse to transport me. I usually just tell the driver to pass on any change to the next rider who may need some help.	1/16/2025 10:38 PM
31	Some of the reps are rude	1/16/2025 5:44 PM
32	Most are friendly	1/16/2025 4:45 PM
33	Kind and professional.	1/15/2025 9:59 AM
34	On a couple of occasions, I have witnessed the drivers leave the passenger fend for themselves entering and exiting the vehicle. The passengers clearly needed assistance, but the drivers were more concerned with doing paperwork. On one occasion I was waiting for my ride. I could see the vehicle tracking in my neighborhood, the vehicle exited my neighborhood and went several miles away. I decided to look at my online schedule and saw I was marked as a "NO SHOW". There was no effort to find me with a simple phone call. I reported this incident to the call center on 28 Oct. 2024.	1/14/2025 6:44 PM
35	Super nice & helpful	1/14/2025 3:39 PM
36	Some of the bus drivers take a break just before coming to get me.	1/14/2025 11:53 AM

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37	With two exceptions the drivers have been outstanding.	1/14/2025 10:08 AM
38	The drivers are always lovely.	1/14/2025 10:04 AM
39	Unreliable	1/14/2025 9:52 AM
40	Happy rider.	1/14/2025 9:04 AM

Q5 On average, how often does an appropriate vehicle (one that best meets your mobility needs) arrive to transport you?

Answered: 99 Skipped: 3



ANSWER CHOICES	RESPONSES	
Always, (100% of the time.)	39.39%	39
Almost always, (76%-99% of the time.)	26.26%	26
Most times, (40% - 75% of the time.)	8.08%	8
Sometimes, (1%-39% of the time.)	3.03%	3
Never.	2.02%	2
If you responded "most times," "sometimes," or "never" please explain.	21.21%	21
TOTAL		99

#	IF YOU RESPONDED "MOST TIMES," "SOMETIMES," OR "NEVER" PLEASE EXPLAIN.	DATE
1	if a person dose not need any walking assistance,I feel the smaller vehicles are better. Than to have that big white bus picking up only one person.	2/14/2025 1:22 PM
2	This usually is not a concern. The concern: Is this vehicle a safe and properly functioning vehicle.	2/13/2025 7:45 PM
3	Yes, I was the only one on the bus on my Murray Way to celebration going from St. Cloud just before we got to my destination he made an instant left turn and took off for Poinciana and even further I was 2 1/2 hours late for my appointment I'm very dissatisfied. I told him I was on here first first come first serve. I need to be dropped off before you head out to Poinciana. He	2/12/2025 2:53 PM

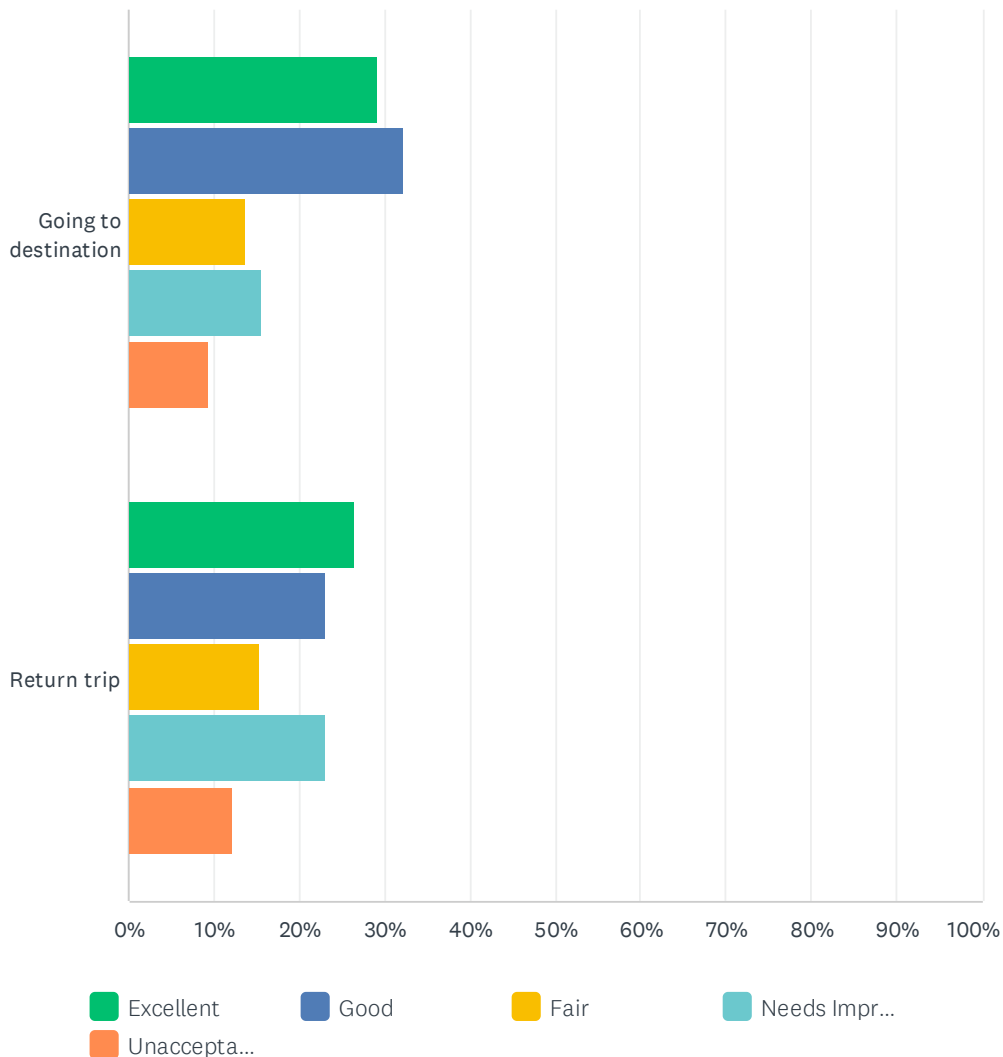
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said no I have to follow my order so I have no control over what my boss tells me to do he was very rude

4	Some of the lifts in the vans don't work and that means I have to negotiate steps up or down, which can be very hard for me	2/12/2025 11:16 AM
5	I am in a wheelchair. I have been sent buses without a working ramp and had to wait over 2hrs for assistance	2/12/2025 9:22 AM
6	Most times they are on time but when they are not they surely call.	2/10/2025 4:31 PM
7	The only yú	2/10/2025 2:19 PM
8	Self explanatory	2/6/2025 12:06 PM
9	Sometimes. Vehicles with three point seatbelts are the safest. The older buses with lap only belts are somewhat dangerous.	2/6/2025 11:49 AM
10	I really don't want to take the bus. I like the Uber style rides better	2/6/2025 10:47 AM
11	I don't like the vans with the ramps out the back because I can't fit between the seats. I have to enter from the side	2/6/2025 10:35 AM
12	Some drivers pass up your location just to pick someone else up and say they need to be picked up right away then they double back to where I live doesn't make any sense at all	2/4/2025 7:09 AM
13	Well. When you send a bus, it actually sucks! However when you send userv, it's excellent!	2/1/2025 9:58 PM
14	I am short and need assistance boarding vehicles but most of the vehicles that I have problems boarding the drivers do not provide assistance.	1/29/2025 3:27 PM
15	test	1/29/2025 1:47 PM
16	I'm 6 foot 7 and my notes read don't send a mini van but I still get them once in a while	1/29/2025 12:59 PM
17	I am very happy with UZUR services. They are excellent	1/24/2025 8:24 PM
18	Most times	1/19/2025 12:24 PM
19	A Dailysis patient MWF	1/16/2025 4:49 PM
20	All I need is UZERV vehicle but get sent a regular AccessLYNX vehicle. I prefer the UZERV ride. The drivers care about the passenger.	1/14/2025 6:47 PM
21	No shows or late	1/14/2025 9:52 AM

Q6 How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home during the evaluation timeframe (January-December, 2024)?

Answered: 99 Skipped: 3



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL
Going to destination	29.17% 28	32.29% 31	13.54% 13	15.63% 15	9.38% 9	96
Return trip	26.37% 24	23.08% 21	15.38% 14	23.08% 21	12.09% 11	91

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	I never have problem getting to my destination,I am sometimes too early. Getting back home is always the problem,The add-ons with drivers that are 1 hour away across town.One time I passed my house twice going to pick up two other people.I said your passing my house,He said the way they have my pickup schedule,I can not drop you off until I pick up second person. My pick up was 3;00pm,I got home at 5;30pm from around the corner. Really???	2/14/2025 1:40 PM

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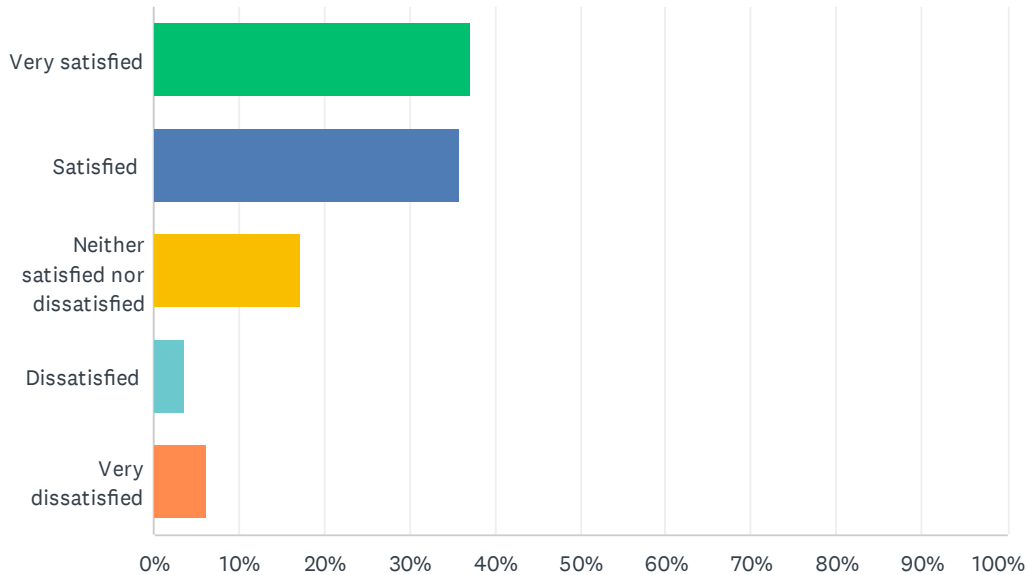
2	The "going to" trip is improving drastically. The "return trip" is very inconsistent. I usually wait 20 - 45 minutes or more. I have waited more than 2 hours several times.	2/13/2025 7:54 PM
3	Left one morning confused as to why I was told dispatch swapped drivers called in and was told dispatch did no such thing	2/13/2025 4:11 PM
4	I never did get a return trip after being 2 1/2 hours late for my appointment. My doctors office is scheduled for a new Uber to take me home so I wouldn't have to experience the long way and rude people on the phone and drivers for the access links	2/12/2025 2:54 PM
5	During the months of November and December I had a class to attend, I was rarely on time and one of the classes they had me there almost 2 hrs early, from what I had requested. Other times throughout the year, many time I had to wait a long time after the window that is given me. One driver didn't want to take me to the front of the store. We drove the parking lot a few times before I finally ordered him to stop and let me out. Some of your drivers aren't bilingual, and don't understand English to be able to communicate with a person.	2/12/2025 11:24 AM
6	See previous comment about reaggravating my back injury because of continued late pickups.	2/12/2025 9:23 AM
7	Take longer to go my return time and pick up more people in opposite directions where I'm going and longer trips	2/12/2025 8:26 AM
8	WE REQUEST A 9 AM PICK UP FOR 11 AM START OF WORK AND MOST TIMES HE IS STILL LATE FOR WORK WHICH PUTS MY ADULT CHILD AT RISK TO BE TERMINATED THUS DEFEATING THE PURPOSE OF THIS BUS SERVICE. THE RIDE HOME AT TIMES HAVE BEEN 3 HOURS OR MORE?	2/10/2025 10:09 AM
9	Occasionally they are a bit late. But that is to be expected. They get add-ons, traffic, and sometimes clients take a bit more time to get onboard and settled. That is to be expected. I don't mind being late on the return home, but I appreciate them being on time when I have to get somewhere for an appointment.	2/7/2025 1:23 PM
10	As stated tonight, there is no record of a return trip With UZURFV and according to the agent Elvis, whom I spoke with twice in status, I was told they have the trip. I am a disabled person and cannot share rides under medical supervision and cannot be put in positions like this.	2/6/2025 7:56 PM
11	Sometimes they give add ons in the middle of the route. Afternoon trips are sometimes up to 3 hours in length.	2/6/2025 11:50 AM
12	I don't like waiting or having other people travel with me beyond maybe one or two. I just want to go home or to my destination	2/6/2025 10:48 AM
13	I usually get crazy shared rides on the return trip	2/6/2025 10:35 AM
14	They never pick you up on time, and when they're early, they're ready to leave right away even though you tell them that they came 15 minutes early they tell you we got five minutes	2/4/2025 7:10 AM
15	Usually come 2hours before appointment time!	2/3/2025 4:00 PM
16	Always on time	2/3/2025 2:13 PM
17	There were a couple times I had to call the reservationist phone number because a vehicle was never dispatched for pick up.	2/3/2025 12:08 PM
18	If I'm on a van, it's takes too long going and coming! I like userv! If it's not a personal driver with their own vehicle, it sucks!	2/1/2025 10:00 PM
19	Only use return home because I don't want to get to my job early before it is open and I don't want to be late. The return home is often hard to schedule a desired time.	2/1/2025 12:15 PM
20	They arrive fine, but the pick ups are forever sometimes. Then they will drive right past my house to take me to the other side of the city before bringing me back home.	1/30/2025 10:35 AM
21	There was a time that it took almost an hour for me to return home because of too many stop over	1/29/2025 8:18 PM
22	All drive very profesional	1/29/2025 7:39 PM
23	It is ridiculous to have to schedule a ride 1.5-2hrs before and after an appointment to arrive at your destination.	1/29/2025 3:28 PM

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24	test	1/29/2025 1:47 PM
25	Most of the time the A leg is after the window	1/29/2025 1:00 PM
26	When a bus/van came to pick me up, sometimes there is a little uncomfortable seats or dropping schedule that the driver has to follow even we pass by to the place that I go. Drivers have to follow schedule and delays a little big may arrive on time. When UZUR service pick me up is fantastic and excellent all the way.	1/24/2025 8:29 PM
27	I am really pleased with this great transportation way. I do not know if you mention elsewhere, but I go to Catholic Mass every week, usually on Saturday, but on the list is not a word related to Church, prayers, or something related.	1/21/2025 7:50 PM
28	Great	1/19/2025 12:25 PM
29	They always arrived on time only being late by 5-10minute twice.	1/18/2025 12:26 PM
30	they arrive late and takes hours to get back home	1/18/2025 8:20 AM
31	The drivers mix up The Celebration Advent Hospital and the building next to it The professionals Building.	1/17/2025 2:59 PM
32	I was treated unfairly for my last 4 trips. The scheduling went well. The super visor overseeing appointments just targeted my scheduled appointments and changed them. It was to discourage me from using the service that I had used without any incidents for over 20 years. I always knew the service that was provided wasn't perfect but it always tried to improve it throughout the years. I am so sorry that someone who should be helping people in need would use their position to jeopardize their drivers job and the riders ability to keep working through transportation challenges. Most of the drivers were very apologetic about what was going on. I wonder how long this type of behavior has been going on.	1/16/2025 10:53 PM
33	Rides to destination from my home, I'm almost always early to, which is fine and good. Pick up to go back home is rarely smooth, with pick up times being missed, late and early, and drivers not knowing where I am even tho I put a specific location. I also had, on more than one occasion, my driver never picked me up and when I called Lynx access to get the status of my driver it said "I was picked up" and then the dispatcher couldn't get a hold of figure out what happened to my driver.	1/16/2025 10:49 PM
34	If I needed to get somewhere by 1pm, 17 minutes from my house. I would be given options from leaving my house @10:30am or 1:30pm. 3 hour difference. If Access Lynx subcontracts to UZURV, why the scheduling problem?	1/16/2025 7:38 PM
35	Some of the workers are not friendly.	1/16/2025 5:46 PM
36	Spent 8 hours on Access Lynx for a 15 min doctor's appointment a half hour drive from my home.	1/16/2025 4:55 PM
37	Picture up and return other customers on trip	1/16/2025 4:51 PM
38	This past Friday(10 Jan 2025) I was seen by my doctor early. It was 1pm and my UZERV ride was to arrive at 3pm. The doctor directed her staff to call and see if an earlier ride could be arranged. The new ride was arranged, and pickup time was originally set for 2:17pm. An AccessLYNX vehicle arrived at 2:47pm and I arrived home at 4:50pm. The dispatchers don't look ahead to see if your original reservation is more efficient than the new reservation.	1/14/2025 7:01 PM
39	My son has a subscription so he rides three times per week. So great to be able to track his ride on line. Most of the time the driver arrives in the window of his pick up time.	1/14/2025 10:09 AM
40	The few times they've been late, it was by less than ten minutes, but there have been times that the return trip has taken up to three hours. It turned a 1-hour appointment into a 6-hour trip.	1/14/2025 10:06 AM
41	No shows or arrive late	1/14/2025 9:53 AM
42	Sometimes I am 5 min from destination and they pick up other people and drop them off far away and then drop me off when they could of dropped me off and saved me over an hour.	1/14/2025 9:39 AM
43	Best trip to and from airport.	1/14/2025 9:05 AM

Q7 If you recently applied for or reapplied for ACCESS LYNX eligibility, how would you rate your experience?

Answered: 81 Skipped: 21



ANSWER CHOICES	RESPONSES	
Very satisfied	37.04%	30
Satisfied	35.80%	29
Neither satisfied nor dissatisfied	17.28%	14
Dissatisfied	3.70%	3
Very dissatisfied	6.17%	5
TOTAL		81

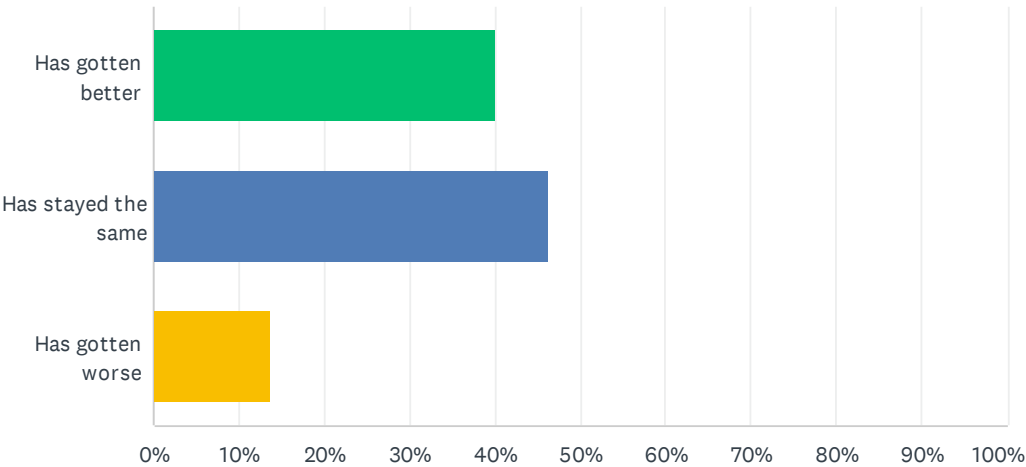
#	PLEASE TELL US ABOUT YOUR EXPERIENCE.	DATE
1	I think if you are reapplying your old application should be on file so the lynx personal could see what your status was. A lynx rep told me they are unable to see pass applications when reapplying. I also feel there should be a website set up so I can see my own application under my name..	2/14/2025 1:55 PM
2	N/A.	2/13/2025 7:55 PM
3	N/a	2/13/2025 4:11 PM
4	Being 81 and on SS, I wish I didn't have to pay \$4.00 per ride and would love a discount after all these years.	2/12/2025 11:26 AM
5	HAVE NOT HAD THIS OPTION AS OF YET	2/10/2025 10:10 AM
6	Easy process.	2/6/2025 11:51 AM
7	The needs assessment was an annoying process. I felt like I was being treated like a liar or a child during the whole process. The therapists were nice but the overall assessment was	2/6/2025 10:49 AM

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	demeaning.	
8	Same process every time. I think people with permanent disabilities should not have to renew every 2 years. The disability doesn't change or go away	2/6/2025 10:37 AM
9	No complaints there	2/4/2025 7:11 AM
10	not recent	2/1/2025 12:19 PM
11	N/A	1/29/2025 3:29 PM
12	When I needed the transportation assistance the most, after being released from the hospital and needing frequent post-op doctor visits, my original application was accepted after a few weeks. Being in a wheelchair and living alone, there was no way for me to get a ride.	1/29/2025 2:08 PM
13	test	1/29/2025 1:47 PM
14	N/A	1/29/2025 1:13 PM
15	Sometimes the evaluation of the application takes several days, but in the time average they are good doing the procedure.	1/24/2025 8:30 PM
16	satisfied	1/19/2025 12:25 PM
17	I have to get the form filled out by my doctor and I don't have insurance.	1/18/2025 8:21 AM
18	One of the associates won't help me and some of them hang up the phone	1/17/2025 12:24 PM
19	It has been very enlightening. I never thought that I would ever see someone treat a public service like a personal business that they owned. Scary. Everything is good as long as you keep your head down and don't say anything.	1/16/2025 10:58 PM
20	The reapply process was very easy and they got back to me quickly as well. I spoke to one very sweet lady who explained what I had to do and that I wasn't going to be cut off of services, just that I was due for reapplication.	1/16/2025 10:52 PM
21	Return application back to me twice with sincerity	1/16/2025 4:54 PM
22	NA	1/15/2025 10:00 AM
23	My son Was born intellectually disabled and that will never change. Seems frustrating to have to do all the paperwork and a trip to the doctor every two years.	1/14/2025 10:11 AM
24	I did this around a year ago, but it was fairly easy from what I remember.	1/14/2025 10:09 AM

Q8 Thinking of your experiences over the past 12 months (January-December, 2024), how would you characterize ACCESS LYNX service?

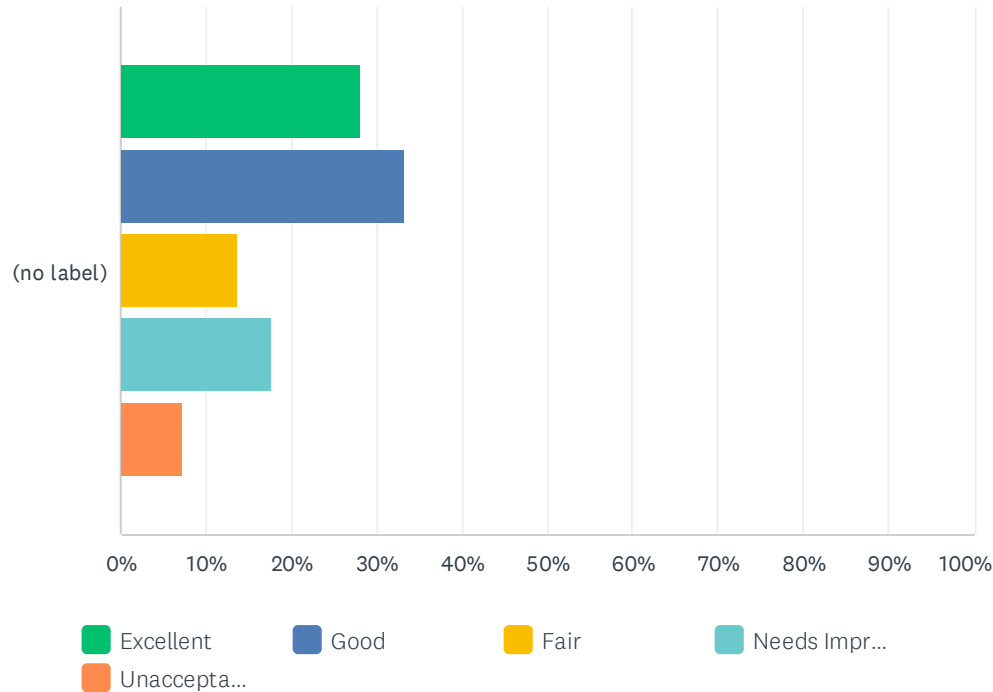
Answered: 95 Skipped: 7



ANSWER CHOICES	RESPONSES	
Has gotten better	40.00%	38
Has stayed the same	46.32%	44
Has gotten worse	13.68%	13
TOTAL		95

Q9 Based on your experiences between January 2024 and December 2024, how would you rate ACCESS LYNX service overall?

Answered: 96 Skipped: 6



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	28.13% 27	33.33% 32	13.54% 13	17.71% 17	7.29% 7	96	2.43

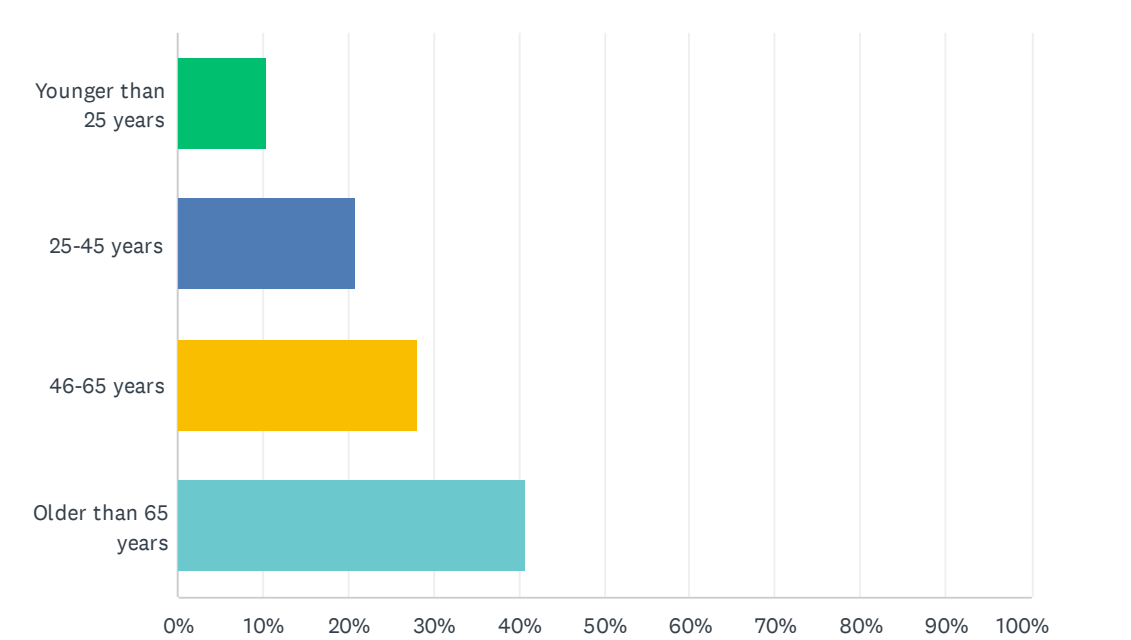
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Lynx has five different companies contracting under them but all five companies are following there own rules. Everybody needs to be on the same page,,with only lynx rules.	2/14/2025 2:00 PM
2	Most of the service is excellent, but there are a few drivers that pull it down. This is where it needs improvement and your vehicles also need to be given an overhaul.	2/12/2025 11:29 AM
3	UPDATE THE APP TO INCLUDE * DROP OFF BY CERTAIN TIME OPTION * AS CLIENTS NOT LATE TO WORK OR PICKED UP 1ST AND DROPED OFF LAST OVER 3 OR 4 HOURS LATER - THAT SHOULD NEVER BE AN ACCEPTABLE PRACTICE. THE FORM LETTER APOLOGIES FROM THE CONTRACTED VENDOR,(WHEN THEY ACUTUALLY RESPOND) THAT ARE GENERATED ARE JUST AS UNACCEPTABLE	2/10/2025 10:24 AM
4	Always assign UZUVF And find another soft way for people who are blind to reserve trips	2/6/2025 8:00 PM
5	I am pleased that the 7400's and up will have three point seatbelts in all occupant seating positions. I feel much safer on the 7400's. I also feel very safe on the 4000s and the 80000s because they have lap shoulder belts that fit properly. The 7100's, 7200's and 7300's are kind of dangerous with lap only belts. The lap shoulder belts on the 9000s are sometimes too loose and do not fit properly on me.	2/6/2025 11:54 AM
6	There needs to be better options very similar to what a rideshare would offer. Make it quick, simple, and not such a tedious process. It should not take 3 hours to do a 1 hour task.	2/6/2025 10:50 AM
7	Definitely needs improvement with scheduling and the order of some of the rides	2/6/2025 10:37 AM

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8	I always have way too much attitude and if they don't care about their jobs whatsoever	2/4/2025 7:13 AM
9	Good if I can get a good pick up time	2/1/2025 12:20 PM
10	Takes me out of the way of the destination and sometimes drops me late	1/30/2025 3:00 PM
11	Although, I really appreciated access to the service, the constraints the drivers seem to face about the order of pick up's and drop off's, despite the location is the main reason I stopped using the service.	1/30/2025 10:37 AM
12	Considering the high demand from transportation , the services is very good. I am happy about it . Thanks for your effort and dedication	1/24/2025 8:32 PM
13	Very, very good.	1/21/2025 7:51 PM
14	Good Transportation	1/19/2025 12:26 PM
15	I just wish they could get all the rattles in the vans quoted down some the poor drivers will lose their hearing having to listen to the rattles all day .I understand that the rattles have to make some noise but not as much as they do	1/18/2025 12:33 PM
16	There standard response is " well you do know it is a service" - a driver took me from Sanford to Winter Springs out of my way just to turn around and drive back to drop me off - my home was 3.5 miles from my pick up point	1/17/2025 3:10 PM
17	I'm not sure anymore. I guess you're only as good as your weakest link.	1/16/2025 11:01 PM
18	The service is wonderful and I appreciate it completely, changes or not, and I think there is room for improvements. Some things I struggled with and would like to see a change in is, Better tracking of where our rides are, messaging system to the riders if they are early or gonna be a bit late, and extended scheduling (more than a day before) if ur going to the same place every week.	1/16/2025 10:59 PM
19	It is a great service but some of the drivers are rude and unprofessional.	1/16/2025 5:48 PM
20	Up and dow each trip Never consistent	1/16/2025 4:56 PM
21	See previous comments	1/14/2025 7:02 PM
22	Two drivers left him alone on the van while they went to get a drink. With that said, the other drivers are terrific. They are friendly and patient. It is nice to have the same drivers week after week.	1/14/2025 10:13 AM
23	Trying to schedule a ride has remained difficult and stressful, but once it's scheduled my experience has been great!	1/14/2025 10:10 AM

Q10 What is your age?

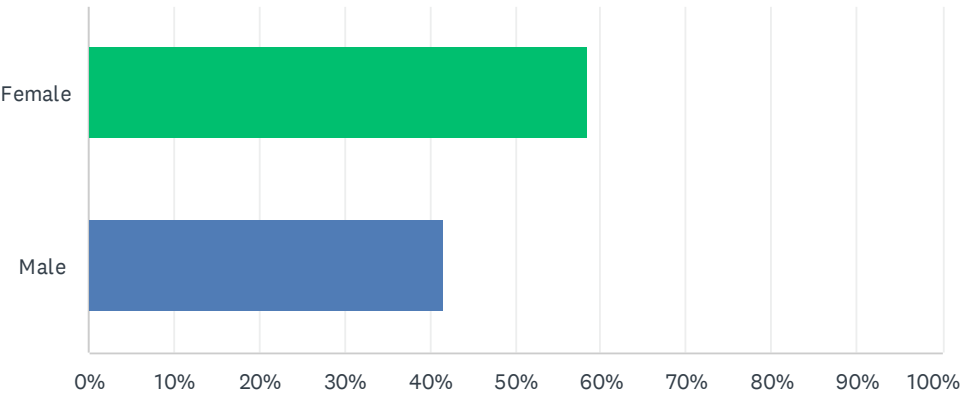
Answered: 96 Skipped: 6



ANSWER CHOICES	RESPONSES	
Younger than 25 years	10.42%	10
25-45 years	20.83%	20
46-65 years	28.13%	27
Older than 65 years	40.63%	39
TOTAL		96

Q11 What is your gender?

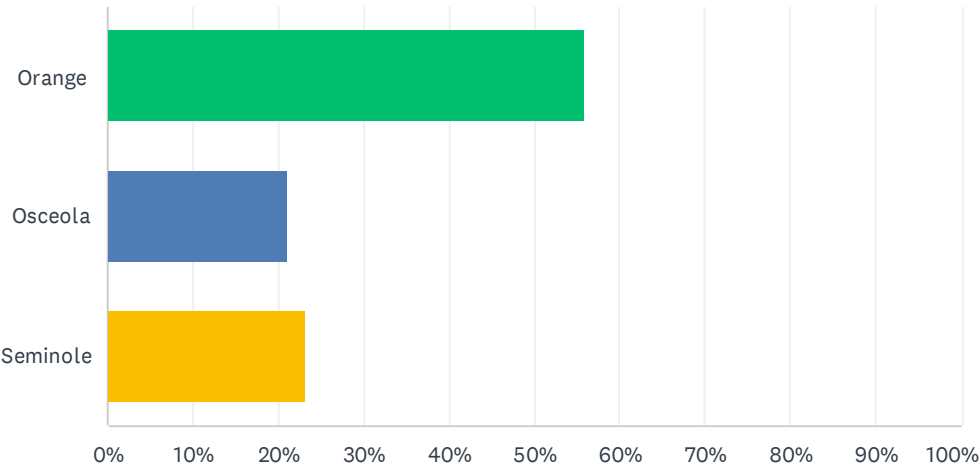
Answered: 94 Skipped: 8



ANSWER CHOICES	RESPONSES	
Female	58.51%	55
Male	41.49%	39
TOTAL		94

Q12 In which county do you live?

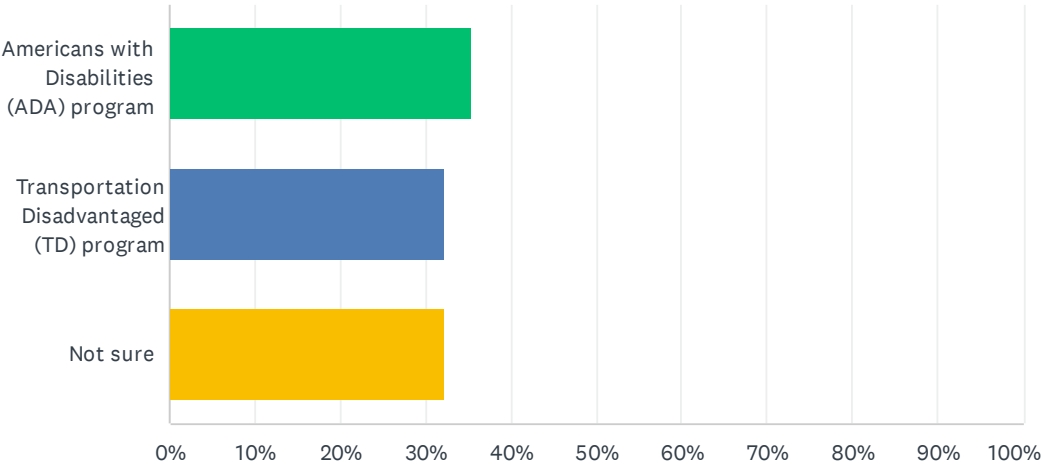
Answered: 95 Skipped: 7



ANSWER CHOICES		RESPONSES	
Orange		55.79%	53
Osceola		21.05%	20
Seminole		23.16%	22
TOTAL			95

Q13 How is your ACCESS LYNX eligibility classified?

Answered: 93 Skipped: 9



ANSWER CHOICES		RESPONSES	
Americans with Disabilities (ADA) program		35.48%	33
Transportation Disadvantaged (TD) program		32.26%	30
Not sure		32.26%	30
TOTAL			93

Section 6



2050 Metropolitan Transportation Plan Status Update

June 2025



General Status Updates

Developing / Wrapping-up Technical Documentation

- To be published on 2050 MTP website as completed

2050 MTP Needs Dashboard

- Interactive dashboard to view transportation project needs and their priority scores
- “How To” video in progress

2050 MTP Planning Consistency Lists

- Locally-Funded or Partner-Funded projects lists development
- Responses due 6/13/25



April 9th : Summit in Summary

For those who were unable to attend in person

- Heard from our Board Chairman and Executive Director
- Presentations on:
 - 2050 MTP work and stakeholder feedback to date
 - Illustrative Funding Scenarios
- Small Group/Tabletop Activity: “Making Money Move”
- Report Out and Large Group Discussion



Small Group Activity

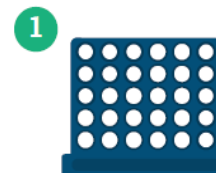
A Resource Allocation Exercise

Making Money Move

Small Group Activity
20-25 Minutes

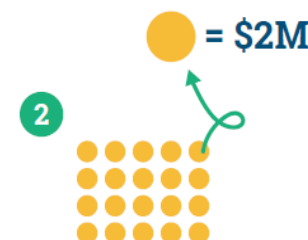


PIECES



Grid Game Board

Each column is labeled with modal categories.



20 Tokens

Each token represents \$2,000,000 (5%) of MPO funds.

HOW TO PLAY

AS A GROUP

Choose where to allocate the 20 "funding" tokens by dropping the tokens into the labeled columns.

- You can allocate as many tokens as you wish to any category. If your group decides to allocate more tokens than there are slots, stack the additional tokens below the column.
- On the right side of your grid, you will also see two "Player's Choice" columns. Decide with your team if there are any additional modal categories you think should be included and label these two extra columns accordingly. If not, you can leave these columns blank.



Every group's finalized answers will be collected and compiled into an Activity Report-Out, which participants will get to view as a PowerPoint presentation.



Preliminary Synthesis

Common Threads: All MTP Summit Groups (4/9)

- Balanced approach with multimodal emphasis
- Consensus to include modal categories:
 - Complete Streets
 - TSMO
 - Active Transportation
 - Transit Capital
 - Safety

●	●			●		
●	●	●		●	○	
●	●	●	●	●	○	
●	●	●	●	●	○	
Safety	Complete Streets	TSMO	Active Transportation	Transit Capital	Player's Choice	----



Exploring the Player's Choice (Other) Ideas from MTP Summit (4/9)

- | | | | | | | |
|--------|------------------|------|-----------------------|-----------------|-----------------|------|
| | | | | | | |
| | | | | | | |
| ● | ● | | | ● | | |
| ● | ● | ● | | ● | ● | |
| ● | ● | ● | ● | ● | ● | |
| ● | ● | ● | ● | ● | ● | |
| Safety | Complete Streets | TSMO | Active Transportation | Transit Capital | Player's Choice | ---- |



Proposed Next Steps for Funding Scenario Iterations

Includes Board & Advisory Committees' Feedback (4/23, 4/25, 5/8, 5/14)

- High Injury Network Countermeasures (Safety Projects)
- Complete Streets / Urban Corridor Improvements
- Transportation Systems Management & Operations (TSMO)
- Active Transportation (Bike & Pedestrian Projects)
- Transit Capital
- Widening / New Corridor Development
- Funding set-aside for MPO-Led Regional Studies
- Research funding eligibility for educational programs



2050 MTP Schedule

WE ARE HERE

	2024				2025			
	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec
Goals, Objectives, Measures								
Trends, Conditions, Uncertainties								
Multimodal Needs Assessments								
Funding Scenarios								
Develop Cost Feasible Plan								
Seek Board Adoption								Must be adopted by Dec 2025
Agency / Public Participation								



Thank you!

Taylor Laurent, PE, AICP
MetroPlanOrlando.gov/2050 | 407-481-5672
MTP@MetroPlanOrlando.gov



Section 7



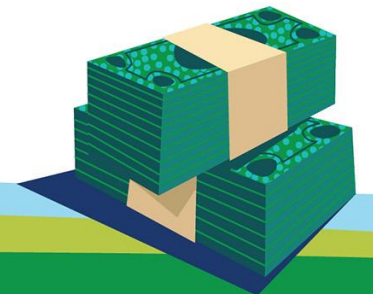
FY 2025/26 – FY 2029/30 Transportation Improvement Program

Preview of Draft – May/June 2025



Background

- Identifies all federal and state funded transportation projects for the next five years
- Includes partner funded projects and Central Florida Expressway (CFX) projects for informational purposes
- Updated annually, consistent with adopted Prioritized Project List



Organization / Project Listing

- Interstate Highway System (I-4)
- State Roads and Off-System Roadway
- Toll Roads (Florida's Turnpike and CFX)
- Traffic Operations and Safety
- Maintenance and Fixed Capital Outlay
- Bicycle and Pedestrian
- Aviation / Airports
- Transit and Transportation Disadvantaged
- Commuter Rail
- Planning Projects
- County/City Funded Improvements

The TIP includes:

- Introduction and Overview
- List of Regionally Significant Projects
- Financial Summary by Fund Category
- 11 Project Listing Sections
- Abbreviations/Acronym Guide
- References to adopted Priority Lists
- A System Performance Report



Interstate / National Highway System

Includes projects on the Interstate Highway System, Strategic Intermodal System, and National Highway Freight Network

23 Projects
\$2.7 billion in funding

Highlights

- I-4 (SR 400) from W of SR 536 to W of SR 435/Kirkman Rd. (FPN 453159-3) – Add Managed Lanes *
- I-4 (SR 400) from W of CR 532 to E of CR 522 (FPN 431456-1) – Add Lanes & Reconstruct *
- I-4 (SR 400) from 1 Mi. E of SR 434 to E of SR 15/600 (US 17-92) (FPN 242592-4) – Add Lanes & Reconstruct

For more information about I-4, visit movingi4forward.com

** Moving Florida Forward Infrastructure Initiative projects*



Regional Truck Parking

Includes truck parking sites and planning/engineering studies

5 Projects
\$105 million in funding

Highlights

- Truck Parking Central Florida Corridor – Seminole Co. Site (FPN 446445-1) – Parking Facility
- Truck Parking Central Florida Corridor – Osceola Co. Site (FPN 446445-5) – Parking Facility
- Truck Parking Central Florida Corridor – Orange Co. Site (FPN 446445-3) – Parking Facility
- Truck Parking at Canoe Creek Service Plaza (MP 229) (FPN 443879-1) – Rest Area



State Highway System (SHS)

Includes capacity improvements, intersection improvements, resurfacing, safety, operations, maintenance, and ITS investments on the State Highway System

66 Projects
\$723 million in funding

Highlights

- SR 50 from E of Old Cheney Hwy. to Chuluota Rd. (FPN 239203-7) – Add Lanes and Rehabilitate Pavement
- SR 50 from Chuluota Rd. to SR 520 (FPN 239203-8) – Add Lanes and Rehabilitate Pavement
- SR 600 (US 17 -92) John Young Pkwy. at Pleasant Hill Rd. (FPN 418403-7) – Intersection Improvement
- SR 434 from W of Jetta Pt. to S of Artesia St. (FPN 446491-2) - Roundabouts



Complete Streets Projects

Includes projects off the state highway system including urban corridor improvements, bicycle/pedestrian enhancements and intersection solutions that improves safety, reliability and accessibility for all users

7 MPO-funded Projects
\$25 million in TMA funds
\$17.8 million in other funds

Highlights

- Virginia Dr./Forest Ave./Corrine Dr. from SR 527 to Bennett Rd. (FPN 446485-1)
- Winter Park Dr. Phase 1 from Marigold Rd. to Seminola Blvd. (FPN 446493-2)
- Rock Springs Rd. from N Publix Entrance to Lester Rd. (FPN 453486-1)
- Connect Kissimmee Complete Streets Phase 2 (FPN 437472-4)
- Mitchell Hammock Rd. from SR 426/Broadway St. to Lockwood Blvd. (FPN 453500-1)



TSM&O Projects

Projects that use innovative strategies or leverage existing technology deployments to improve safety and travel time reliability off the state highway system

14 MPO-funded Projects
\$26 million in TMA funds
\$17 million in local funds

Highlights

- Orlando Citywide Pedestrian Traffic Signals (FPN 437508-2 and 437508-3) – Traffic Signals
- John Young Pkwy. ITS from Hunter Creek Blvd. to SR 482/Sand Lake Rd. (FPN 453466-1) – ITS Comm. System
- Carrier Dr./Mandarin Dr./TSMO Bundle (FPN 453468-1) – Traffic Ops. Improvements
- Boggy Creek Rd. from Simpson Rd. to Narcoossee Rd. (FPN 448775-1) – Arterial Traffic Management System



TSM&O = Transportation Systems Management & Operations



Bicycle and Pedestrian Projects

Includes standalone bicycle and pedestrian improvements like sidewalks and paved trail projects

11 MPO-funded Projects
\$37.5 million in TMA funds
\$30.8 million in local funds

Highlights

- Pine Hills Trail Phase 2 from N of Bonnie Brae Cir. to Clarcona-Ocoee Rd. (FPN 428047-2)
- Shingle Creek Trail – four (4) segments:
 - From Old Winter Garden Rd. to Raleigh St. (FPN 448756-1)
 - South Phase 2B Yates Connector (FPN 442334-3)
 - North Phase 2C Countyline Connector (FPN 442870-2)
 - Phase 4 from Alhambra Dr. to Old Winter Garden Rd. (FPN 452289-1)
- Orlando Sidewalk Gap Bundle (FPN 454963-1)



FDOT Safe Routes to School (SRTS) Program

Includes sidewalk projects near public schools

3 SRTS Projects

\$1.9 million in State funds

\$846,000 in TMA funds

\$1.3 million in local funds

Highlights

- 1) Deerwood Elementary Phase II Sidewalk Gaps (FPN 443291-1)
- 2) Hickory Tree Elementary School Phase I Sidewalks (FPN 447611-1)
- 3) Boggy Creek Elementary and Parkway Middle School Phase II Sidewalk Gaps (FPN 450871-1)



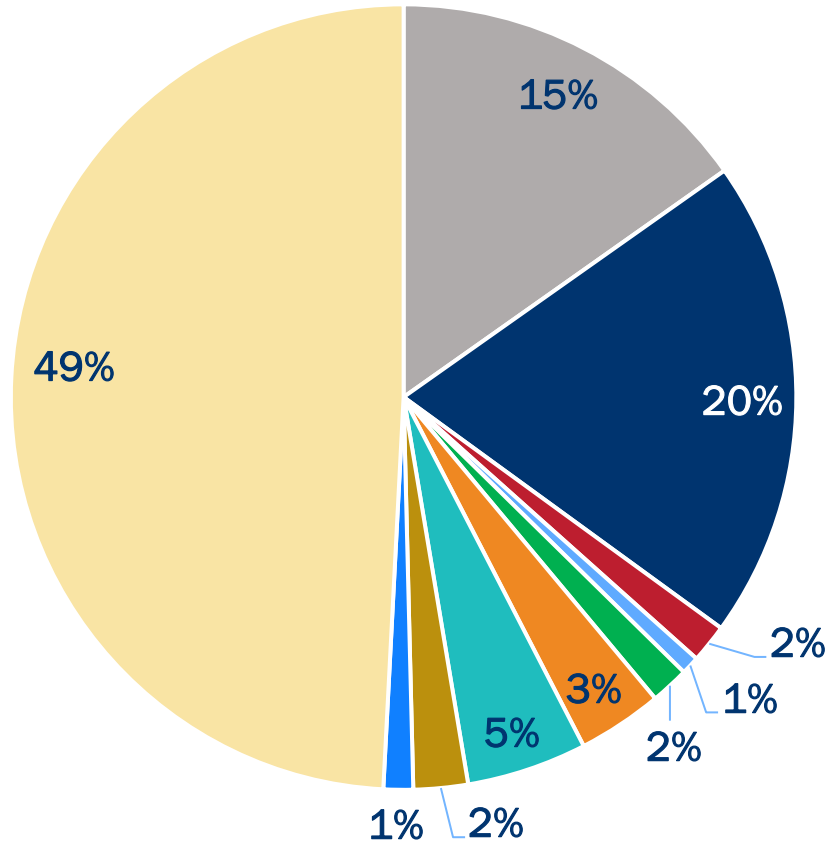
Transit and Commuter Rail

- Transit / Transportation Disadvantaged section
 - Includes operations and capital funding for LYNX/CFRTA
 - \$380 Million in funding
- Commuter Rail section
 - includes SunRail related projects and services
 - \$178 Million in funding



Funding Summary

- Roads/Highways
- Turnpike
- Ops/Safety
- Bike & Ped
- Maint.
- Aviation
- Transit
- Rail
- Planning
- I-4

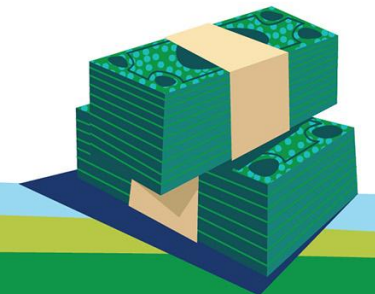


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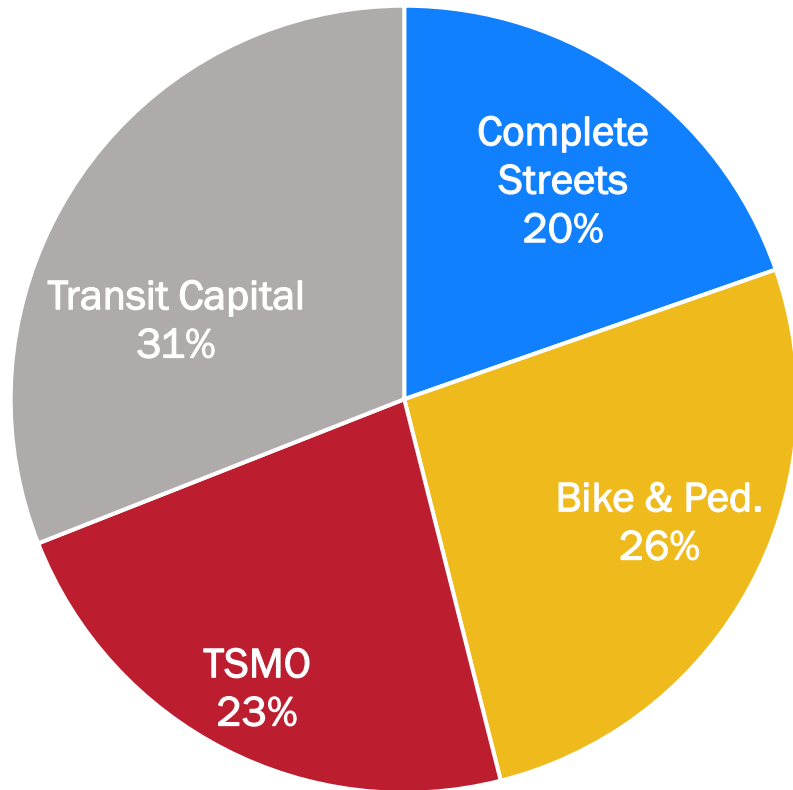
Federal / State / Turnpike Funded Projects

\$5.5 Billion

Total Five-Year Funding Total



MPO-TMA Funded Projects

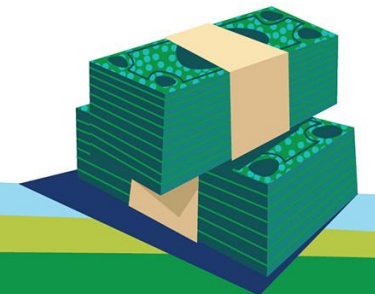


39

MPO-TMA Funded Projects

\$145 Million

MPO-TMA Five-Year Funding Total



Multiple Ways to Participate

At your convenience

1. **Watch** this year's TIP video additions to learn more about the TIP, ways to explore its contents and participate in the regional planning process
2. **Join** in-person and virtually-accessible presentations and opportunities for public comment at upcoming Advisory Committee and Board Meetings
3. **Attend** our in-person Open House at the Seminole County Public Library in Oviedo on June 17th from 1pm to 4pm
4. **Participate** in the online "Ask a Planner: About the TIP" sessions
5. **Utilize** the TIP Online Viewer to navigate and provide comments



TIP Online Viewer and “How-to” Video

MetroPlan Orlando | FY26 – FY30 Transportation Im... CHOOSE

WELCOME PROJECTS PLAN REVISIONS PROJECTS BY COUNTY INTERACTIVE MAP

Project Layers

- ☒ Aviation
- ☒ Highways
- ☒ Maint. & FCO
- ☒ Toll Roads
- ☒ Bike & Ped
- ☒ I-4
- ☒ Planning
- ☒ Transit
- ☒ Commuter Rail
- ☒ Local
- ☒ TO & Safety

Project Filters

Project Type: All Funding Source: All Year Programmed: All

156 Projects (only displaying mapped projects) EXPORT

Project ID	County	Lead Agency	Project Title	Cost
453487-1	Orange	City of Orlando	Amelia St. ITS...	\$2,582,310
450871-1	Osceola	Osceola Co.	Boggy Creek ...	\$738,228
448775-1	Osceola	Osceola Co.	Boggy Creek ...	\$3,862,000
452191-1	Orange	CFRTA/LYNX	Bridge Replac...	\$89,215,000
453468-1	Orange	City of Orlando	Carrier Dr./Ma...	\$1,129,168
437932-2	Osceola	Kissimmee	Central Ave.	\$2,087,507
452360-1	Orange	City of Orlando	Church St. Bu...	\$19,207,611
453499-1	Orange	City of Orlando	Commander ...	\$1,077,049

Rows per page: 10 1-10 of 156

Learn How To Use The
TIP ONLINE VIEWER

WELCOME TO METROPLAN ORLANDO'S
TRANSPORTATION IMPROVEMENT PROGRAM ONLINE VIEWER

0:00 / 2:17

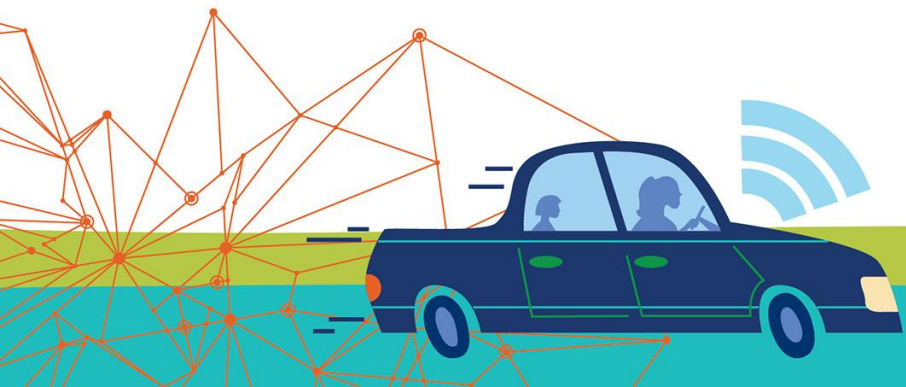
Access the Online Viewer, Videos and More Information at:
www.MetroPlanOrlando.gov/TIP



Next Steps

- Draft to be reviewed by agency partners
- TIP public outreach events
- Prepare final document for Board Approval

**Agency Partner
comments requested
by June 9th**





Questions / Comments / Contact

Email: Comments@MetroPlanOrlando.gov

Phone: 407.481.5672

Online: www.MetroPlanOrlando.gov/TIP

Mail: 250 S. Orange Avenue, Suite 200, Orlando, FL 32801





Thank you!

MetroPlanOrlando.gov | 407-481-5672

Jason Sartorio, AICP | Transportation Planner

Jason.Sartorio@MetroPlanOrlando.gov



Section 8





LYNX Mobility Services Quarterly CTC Report



Table of Contents

- Overview
- ACCESS LYNX Trip Demand
- ACCESS LYNX Performance
- Trip Duration
- Customer Service Activity
- Service cost and funding
- Opportunities
- Summary
- Questions and Close



Overview



- **ACCESS LYNX Increasing Trip Demand**
 - 8% increase in YTD 2025 compared to same period 2024
 - March '25 is a 9% increase over March '24
- **On-Time Performance (OTP) Improving**
 - Maintaining a good performance at goal
- **Call Center addressing “Speed of Answer”**
 - High volume of ETA calls
- **Cost of service challenges**
- **Paratransit Fleet Status**
 - New/Replacement Procurement process
 - 37 new vehicles in fleet
 - Additional deliveries weekly

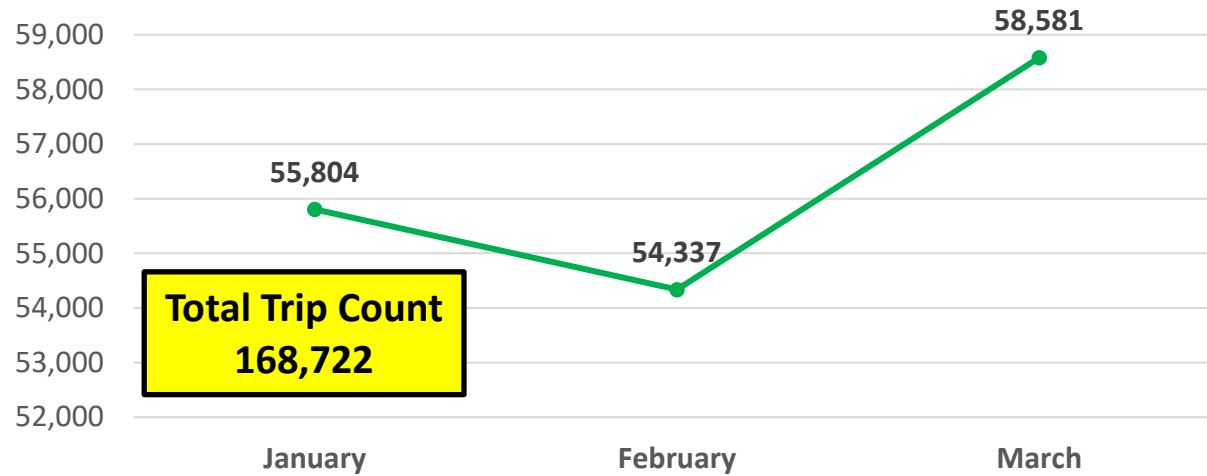
ACCESS LYNX Trip Demand



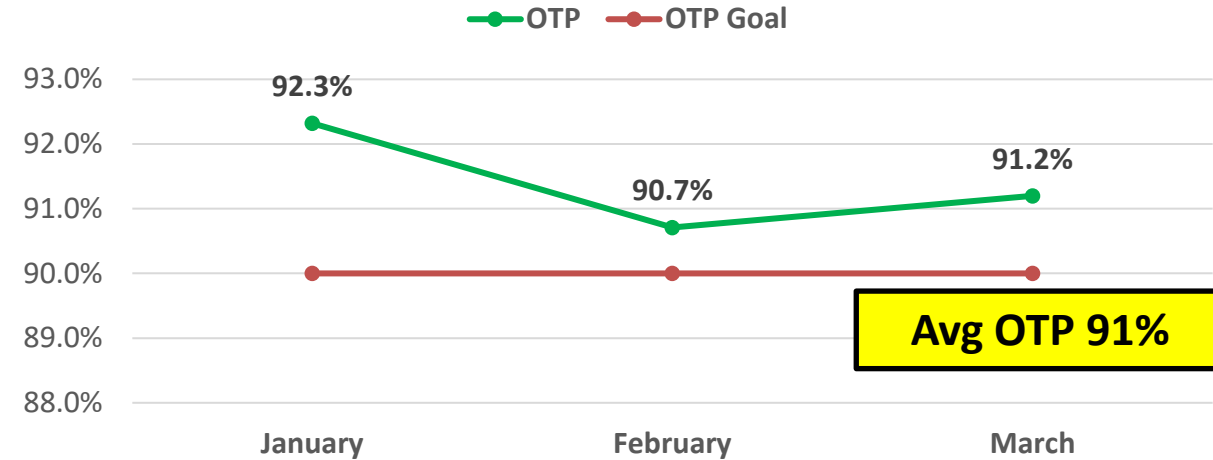
	CY - 2024	CY - 2025
January	51,669	55,804
February	51,596	54,337
March	53,512	58,581
April	56,064	-
May	56,526	-
June	50,417	-
July	53,980	-
August	56,740	-
September	54,177	-
October	54,321	-
November	55,414	-
December	54,372	-
YTD	648,788	168,722

Performance 2025

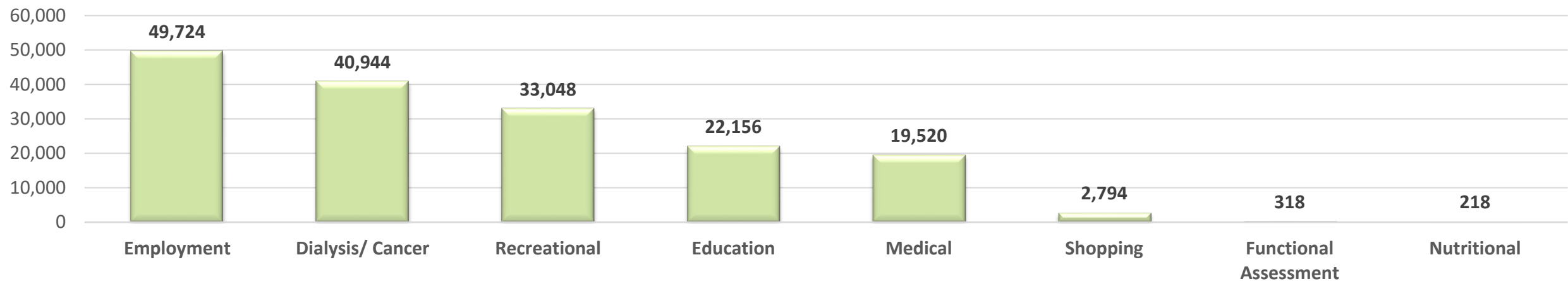
Performed Trips



On-Time Performance



Trips by Purpose



Trip Duration

Performed Trips January 2025 Through March 2025

Mileage Classification	Duration Thresholds (Not to Exceed)	Average Distance (Miles)	Average Duration
1-5 Miles	1 hr.	2.8	0:24:30
5-9 Miles	1 hr. 15 Mins	7.3	0:37:34
9-13 Miles	1 hr. 30 Mins	11.4	0:49:09
13-18 Miles	1 hr. 45 Mins	15.2	0:56:45
18-22 Miles	2 hrs.	19.8	1:02:57
22-28 Miles	2 hrs. 15 Mins	24.4	1:12:08
28-32 Miles	2 hrs. 30 Mins	30.1	1:18:41
32+ Miles	2 hrs. 45 Mins	37.2	1:31:10

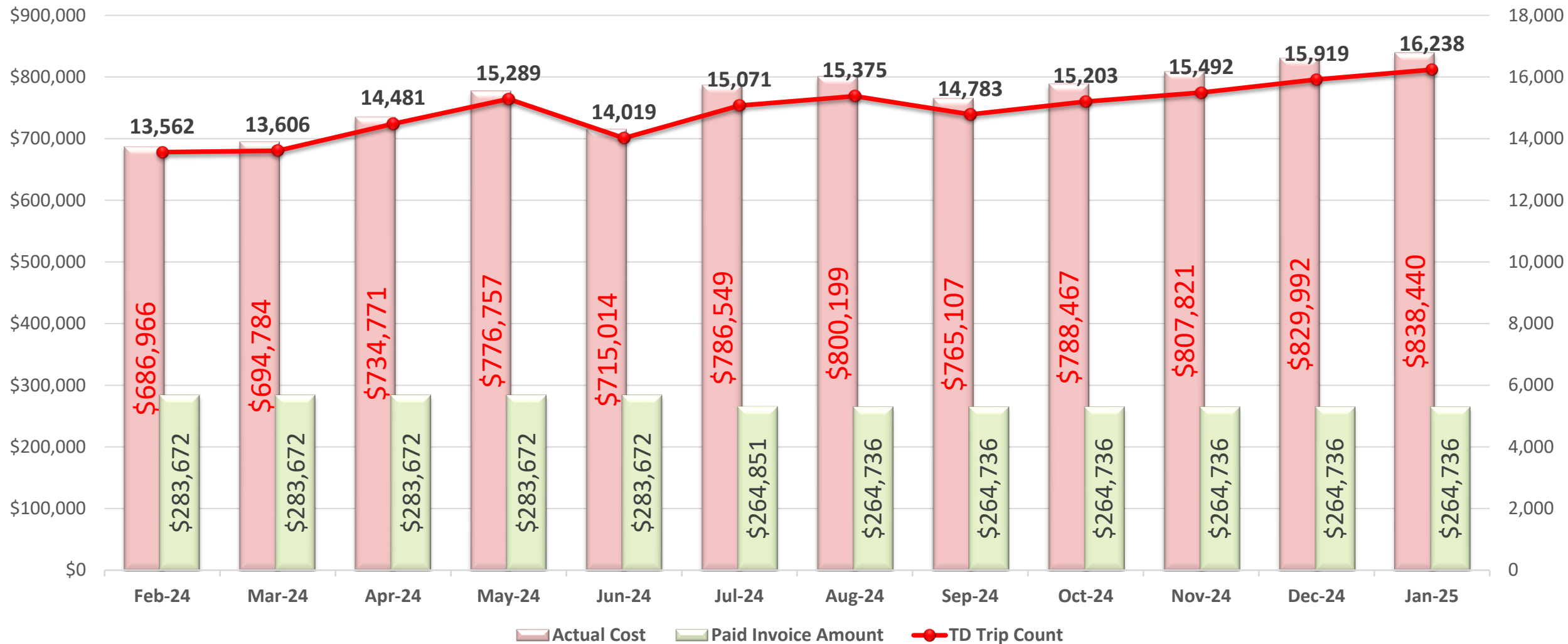
Customer Service Activity

	January 25	February 25	March 25
Average Speed of Answer	4:04	4:01	4:13
Average Calls Answered Per Agent	55	55	56

	January 25	February 25	March 25
Total Calls	51,264	48,440	52,761
Calls Answered	43,996	41,783	45,353
Calls Answered Percentage	86%	86%	86%

Service Cost and Funding

Comparison of Actual Cost vs. Paid Invoice Amounts



Summary

- **Demand for trips is robust**
 - Near 59,000 trips performed/month
- **On-Time Performance (OTP) steady**
- **FY25 vehicle procurement**
 - 37 out 85 delivered
 - Consistent deliveries
- **Maintaining existing fleet**
 - Preventative maintenance schedule
- **Call Center continues to be challenged**
- **Adverse Incidents Reporting and Training**
 - One reported issue to CTD



Questions and Close



Section 9





SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G3032 Q3

INVOICE DATE: *April 1, 2025*

QUARTER SERVICE DATES:

January 1 - March 31, 2025

AGENCY

MetroPlan Orlando

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this reporting period.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Ongoing activity.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agendas for the January QATF meeting and the February TDLCB meeting are provided as deliverables.
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	Copy of draft minutes from the February 13, 2025 TDLCB meeting, attendance record, and meeting notice/announcement provided as deliverable.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this reporting period.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	This is an ongoing activity. A staff liaison and board services coordinator primarily provides support to the TDLCB and its committees.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	The LCB approved 2025 the TDLCB Bylaws at its February 13, 2025 meeting. They are provided as a deliverable.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	The 2025 Grievance Procedures were adopted at the February 13, 2025 LCB meeting and are provided as a deliverable.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	An updated membership roster is provided as required.
J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Copies of legal advertisements published in accordance with the Coordinating Board and Planning Agency Operating Guidelines, are provided as deliverables.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this reporting period.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this reporting period.
--	------------------------------------

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	No activity this reporting period.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	No activity this reporting period.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	Ongoing activity. A member of Career Source Central Florida serves on the LCB.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The LCB received a copy of the latest quarterly report at their February 13, 2025 meeting.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No activity this reporting period.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this reporting period.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this reporting period.
E. Provide training for newly-appointed LCB members. (Task 3)	New member orientation conducted January 21, 2025. In addition, all members received the annual Sunshine Laws refresher at the February 13, 2024 meeting.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this reporting period.
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this reporting period.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules 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)	The annual evaluation of the CTC is currently in progress.

I. Assist the CTD in joint reviews of the CTC.	No activity this reporting period.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this reporting period.
K. Implement recommendations identified in the CTD's QAPE reviews.	No activity this reporting period.

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

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative
Date:

Revised: 06/30/2021



May 29, 2025

Mayor Pat Bates, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Mayor Bates,

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 as a whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

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

407-841-2279

www.golynx.com

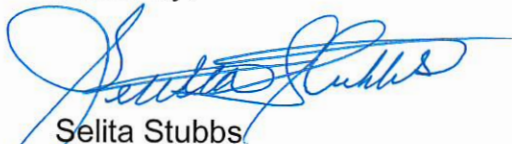
455 North Garland Avenue
Orlando, FL 32801-1518

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

Our contractor, Transdev Services, Inc, 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, 2025 to March 31, 2025.

Sincerely,



Selita Stubbs
Senior Manager, LYNX Mobility Service

cc: David Burrowes – LYNX Chief Operating Officer
The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)