



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

August 14, 2025 @ 10:00 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Thursday, August 14, 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 TO JOIN VIRTUALLY:

[Transportation Disadvantaged Local
Coordinating Board](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

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



WiFi available | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Vice-Chair Jackie Espinosa
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Vice-Chair Jackie Espinosa
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	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.org/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.

VII.	ACTION ITEMS	
A.	Approval of June 12, 2025, TDLCB Meeting Minutes (Section 1)	Ms. Virginia L. Whittington

VIII. PRESENTATIONS & STATUS REPORTS

A. Status Update: 2050 Metropolitan Transportation Plan (MTP) (Section 2)

Ms. Taylor Laurent
MetroPlan Orlando

A briefing on the 2050 MTP's ongoing activities and next steps. This presentation will focus on the recommended MTP funding scenario. Monthly status report is provided in Section 2.

B. LYNX/Community Transportation Coordinator (CTC) Update (Section 3)

Mr. Lendy Castillo &
Ms. Selita Stubbs
ACCESS LYNX Staff

Access Lynx staff will provide a Community Transportation Coordinator update.

C. Mobility Matters: Understanding ADA and Transportation Disadvantaged (TD) Eligibility (Section 4)

Ms. Virginia L. Whittington
MetroPlan Orlando

Staff will provide brief overview of the differences between ADA Eligibility and TD Eligibility.

IX. GENERAL INFORMATION (Section 5)

A. Planning Grant Update

B. Report of Operator Payments

X. UPCOMING MEETINGS/EVENTS OF INTEREST

A. MetroPlan Orlando Board Meeting – Wednesday, September 10, 2025; 9:00 a.m.

B. FPTA/CTD Annual Conference & Expo - September 2-4, 2025, Clearwater, FL

C. 2050 Metropolitan Transportation Plan Public Meeting - September 29, 2025; 5:00P-7:00P, Orange County Multicultural Center, 7149 West Colonial Dr., Orlando

D. Quality Assurance Task Force Meeting – Tuesday, October 28, 2025; 10:00 a.m.

E. Annual Transportation Disadvantaged Public Workshop – Thursday, November 13, 2025; 10:00 a.m.; Location TBD

XI. MEMBER COMMENTS

XII. 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.org/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.

XIII. ADJOURNMENT

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

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

Section 1



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

DATE: Thursday, June 12, 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, Chairperson
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)
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Tim Timmerman for Ms. Wendy Ford, Osceola Council on Aging
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. Nicola Norton for Ms. Yvette Reyes, Economically Disadvantaged
Mr. Calvin Smith, AHCA
Ms. Cena Underwood, At-Large Alternate
Commissioner Mayra Uribe, Orange County

Members not in attendance:

Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS
Vacant, State Coordinating Council of Early Childhood
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

Mr. Gary Huttman, MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Mr. Jason Sartorio, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando

Others in Attendance

Mr. Dave Burrowes, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Mr. Mohammed Gad, 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

Mr. Luis Nieves-Ruiz led the Pledge of Allegiance.

III. CHAIR ANNOUNCEMENTS

Chair Bates reminded members of the importance of attending in person and how members of the public can participate in person or virtually.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington noted that Mayor Jackie Espinosa was joining the meeting online. She also welcomed Mr. Tim Timmerman, attending for Ms. Wendy Ford, and Ms. Nicola Norton for Ms. Yvette Reyes. Ms. Whittington acknowledged Mr. Dave Burrowes – Chief Operating Officer LYNX - attending in the audience, and noted that the two at large alternates, Ms. Tashara Cooper and Ms. Cena Underwood, would be voting in place of absent members today.

Ms. Whittington welcomed Ms. Giselle Valadez, a new member of the MetroPlan Orlando Communications team, who will be working on community outreach and public engagement. She confirmed that Mr. Norm Hickling retired in May 2025 and thanked him for his work. Mr. Whittington

noted a change to the agenda with the 2050 MTP Status Update presentation being postponed to the August meeting.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

Mr. Wayne Olson reported the meeting highlights from the April 29 Quality Assurance Task Force. This included the three items recommended for approval and stated that the next meeting is July 29, 2025.

VII. PUBLIC COMMENTS ON ACTION ITEMS

None

VIII. ACTION ITEMS

A. Approval of the February 13, 2025 TDLCB Meeting Minutes

Approval of the February 13, 2025 TDLCB Meeting Minutes was requested.

MOTION: Ms. Marilyn Baldwin moved approval of the February 13, 2025 meeting minutes.
Mr. Calvin Smith seconded the motion, which passed unanimously.

B. Request for Approval of the 2025-2026 Annual Rate Calculations

Approval of the 2025-2026 Annual Rate Calculations was requested. Ms. Whittington reported that the calculations had been reviewed and approved by the Commission for Transportation Disadvantaged.

MOTION: Mr. Wayne Olson moved approval of the 2025-2026 Annual Rate Calculations. Mr. Luis Nieves-Ruis seconded the motion, which passed unanimously.

C. Approval of the Draft TDSP Minor Update

Mr. Cody Johnson presented the minor updates to the Transportation Disadvantaged Service Plan (TDSP). He began by explaining what the TDSP contains and that it undergoes a minor update annually with major updates conducted every five years. Mr. Johnson continued to list the minor updates to the TDSP, and shared the Goal objectives, targets and their current status. He also highlighted the minor updates made to the Quality Assurance section and called attention to the plan attachments.

MOTION: Commissioner Uribe moved approval of the minor updates to the TDSP. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

D. Review and Approval of the Updates to the Human Services Transportation Plan (HSTP)

Mr. Cody Johnson presented, beginning with a plan overview, stating that it is updated every three years and is required by the Federal Transit Administration as part of receiving funding through the Section 5310 Program. He detailed the LYNX service area, the demographics within and a map which showed a service gap analysis within the region. Mr. Johnson shared findings from their public outreach activity and detailed members of the Stakeholder working group.

He then listed the strategies adopted to address the identified needs, the prioritization results and the implementation plan for near-term, intermediate-term, and long-term priorities. Mr. Johnson concluded by detailing the next steps.

Commissioner Uribe questioned who the members of the stakeholder groups were and if TD riders were involved. She shared that she recently attended a conference and other cities seemed to be making progress in this area. Mr. Luis Nieves-Ruis offered to assist with identifying dialysis centers located close to Neighborlink services. Ms. Baldwin called attention to the importance of making new and innovative improvements to the service, not just maintaining.

MOTION: Mr. Wayne Olson moved approval of the Updates to the HSTP. Ms. Janeé Olds seconded the motion, which passed unanimously.

E. Approval of the 2024 CTC Evaluation

Ms. Virginia Whittington first presented the results of the Access Lynx rider survey. She noted that the general sentiment is riders appreciate the service, and some see it as a lifeline. The most common concerns are the long hold/wait time, late pick-ups and the inefficient route planning. Riders also reported experiences with unprofessional driver behaviors, poor vehicle condition and shared ride frustrations.

Customer recommendations included reducing call hold times, improving scheduling and routing, upgrading vehicle quality and safety, enhanced driver training, simplifying the reapplication process, and offering more flexibility for last-minute changes.

Member discussion followed, calling attention to a change in reapplication process where permanently disabled riders need only recertify every three years. Another member raised her recent experience where a doctor is now charging a fee to sign her recertification eligibility application. Other members noted that a licensed health care professional can sign a recertification. It was also shared that when calling, users have found that a 'call back' option is offered, which is a new and welcomed feature. Discussions ensued regarding the clarification

between the certification/eligibility of ADA and TD riders and confirmation that this Board only has purview over Transportation Disadvantaged riders.

A member asked how much TransDev and their representatives are involved with what the dispatchers are doing, and in his experience a dispatcher who has been a driver previously is better equipped to make sensible changes to route planning.

Ms. Whittington then proceeded to present the results of the CTC Evaluation of Access Lynx as is an annual requirement. The survey was completed by the Board and is a requirement from the state. All Board members had a copy of the full detailed responses. Ms. Whittington also shared some feedback received.

She highlighted the areas of improvement as stated by the TDLCB Board, and noted they are aligned with those recommended by the TD riders.

Commissioner Uribe commented that the options for response to the survey are limited and suggested there need be the ability for more 'in between' responses rather than only three. (Satisfactory/Unsatisfactory/Meets expectations). Suggested was, 'needs improvement', with the option to add your own comment. Ms. Whittington stated a comment box could be added after each question rather than each section. Another member commented on the need for buses to have a strap for riders to hold onto to feel more secure.

MOTION: Mr. Luis Nieves-Ruiz moved approval of the 2024 CTC Evaluation, and the TD Rider Survey as presented. Ms. Tashara Cooper seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Status Update: 2050 Metropolitan Transportation Plan (MTP) – POSTPONED TO NEXT MEETING.

B. Presentation on the Draft Transportation Improvement Program (TIP) for FY 2025/26 – 2029/30

Mr. Jason Sartorio presented a preview of the TIP. He confirmed the TIP identifies all federal and state funded transportation projects for the next five years and includes partner funded projects and Central Florida Expressway (CFX) projects for informational purposes. The TIP is updated annually, consistent with the adopted Prioritized Project List (PPL).

He explained how the TIP is organized and confirmed there are 383 projects with approximately \$7.5 billion of funding. Mr. Sartorio continued by sharing various projects and funding breakdowns from the following sections:

- Interstate/National Highway System
- Regional Truck Parking
- State Highway System
- Complete Street Projects

- TSM&O
- Bicycle & Pedestrian
- FDOT Safe Routes to School
- Transit & Commuter Rail

Mr. Sartorio gave a funding summary of the 271 federal/state/turnpike funded projects which total \$5.5 billion. He also stated there are 39 MPO-TMA funded projects which total \$145 million over the next five years.

He concluded by sharing the multiple ways members and the public can participate in adding their comments on the TIP, and a final document will be prepared for the MetroPlan Orlando Board action at their July meeting.

Member discussion included how the safe routes for schools projects were selected, and clarity on funding for projects on the TIP.

C. ACCESS LYNX/Community Transportation Coordinator (CTC) Update

Due to time constraints this presentation was not given, however a copy of the presentation was in the full agenda.

D. Update on the Seminole County Micro-Transit Service Program

Mr. John Slot, Director of Public Works – Seminole County presented. He shared the background of the program with investigations to reduce LYNX public transit costs and provide better service delivery being the starting point in June 2024. In May, 2025 the Seminole County Board of County Commissioners gave approval to execute the agreement to provide a Micro-Transit service with Beefree, LLC dba Freebee. Mr. Slot stated the intention is to have the service begin on October 1, 2025, and run in tandem with the fixed route in Seminole County until January 26, 2025, and then remove the fixed route buses once they learn and understand the impact.

Mr. Slot shared a map of the bus routes that would remain and also confirmed that Paratransit services will not be impacted by this service. He highlighted a map that showed Seminole County split into a number of zones, offering passengers a connection to SunRail and LYNX fixed route buses. The service would be a shared, on-demand, and door-to-door service with wheelchair accessible vehicles available.

It is proposed that the service would operate seven days a week, from 5 a.m. to 9 p.m. week days. Anticipated rider pickup times are 30 minutes ahead Monday – Saturday and 60 minutes on Sundays. He confirmed it is a ride share service where riders should expect a reasonable time for detoured pickup of additional riders.

Mr. Slot concluded with the next steps of negotiating a contract with the selected vendor, execute the contract and begin the service implementation process.

Member discussion ensued.

Ms. Whittington confirmed that the ACCESS LYNX service remains the same for its riders in Seminole County, although the micro-transit alternative may prove to be a suitable alternative

for some users. Mr. Slot confirmed that the fare structure will be worked on over the summer, with the intention of a fare reduction to certain groups.

X. GENERAL INFORMATION

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

- A. Planning Grant Report – January-March 2025
- B. Report of Operator Payments

XI. UPCOMING MEETINGS OF INTEREST

- A. MetroPlan Orlando Board Meeting – July 9, 2025, 9:00 a.m.
- B. Quality Assurance Task Force – July 29, 2025, 10:00 a.m.
- C. Transportation Disadvantaged Local Coordinating Board Meeting – May 14, 10:00 a.m.

XII. MEMBER COMMENTS

None

XIII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counelis, Seminole County, requested public transportation, 24/7 every fifteen minutes for all people in the region.

XIV. ADJOURNMENT

Chair Bates thanked everyone for attending.

There being no further business the meeting adjourned at 12:07 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 14th day of August 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





2050 MTP Status Report | August 2025

WHAT IS THE 2050 MTP?

The Metropolitan Transportation Plan (MTP) establishes the vision of Central Florida's entire transportation system for Orange, Osceola, and Seminole Counties. This plan for the year 2050 identifies current and future transportation needs. Projects must be included in the plan to receive federal and state funding. The plan is updated every five years to reflect the changing dynamics of the region.



ONGOING WORK AND PROGRESS TO DATE

BACKGROUND & EXISTING CONDITIONS

- Refinement of final reports underway.
- Compiling source contributions to the Data Source Guide.

GOALS & OBJECTIVES

- Refinement of final reports underway.

TECHNICAL ANALYSIS

- Coordination with FDOT on the Central Florida Regional Planning Model underway.
- Refinement of final reports underway, including: Community Health & Housing, Environment & Resilience, and Financial Resources.

NEEDS ASSESSMENTS & FUNDING SCENARIO PLANNING

- Modal needs assessment summary reports are under development.
- Final revisions to the transportation needs planning consistency lists underway.
- Continued development of a 2050 MTP Data Visualization Dashboard and online supporting materials.
- MPO Board and Advisory Committees selected a recommended funding policy for the 2050 Plan

COST FEASIBLE PLAN DEVELOPMENT

- Continued development of the Cost Feasible Plan, including the narrative, cost feasible tables, unfunded needs list tables, and the local needs and opportunities lists for planning consistency.





2050 MTP SCHEDULE

Task	2024				2025			
	Jan – Mar	Apr – Jun	Jul – Sep	Oct – Dec	Jan – Mar	Apr – Jun	Jul – Sep	Oct – Dec
Background & Existing Conditions								
Goals & Objectives								
Technical Analysis, Needs Assessment, Funding Scenario Comparisons								
Cost Feasible Plan Development								
Plan Adoption & Implementation								

UPCOMING 2050 MTP MEETINGS AND OUTREACH EVENTS

Date/Time	Meeting/Event	Location
August 14, 2025 at 2:00pm	2050 MTP Technical Workshop	Virtual / Zoom https://metroplanorlando.gov/calendar/
August 21, 2025 at 12:00PM	Journey to 2050: Community Characteristics Webinar	Virtual / Zoom https://metroplanorlando.gov/calendar/
September 11, 2025 at 12:00PM	Journey to 2050: Multimodal Transportation Needs Webinar	Virtual / Zoom https://metroplanorlando.gov/calendar/
September 29, 2025 at 5:00pm	2050 MTP Public Meeting	Pine Hills Multicultural Center 7149 W Colonial Dr, Orlando, FL 32818

For more information on the 2050 MTP, contact:

Taylor Laurent

2050 MTP Project Manager

MTP@MetroPlanOrlando.gov

(407) 481-5672

Para obtener más información, contacte:

Mary Ann Horne

2050 MTP Public Information Manager

MTP@MetroPlanOrlando.gov

(407) 481-5672

MetroPlanOrlando.gov/2050



2050 Metropolitan Transportation Plan Status Update

August 14, 2025



General Status Updates

Wrapping-up and Finalizing Technical Documentation

- To be published on 2050 MTP website as completed

2050 MTP Needs Dashboard Coming Soon

- Interactive dashboard to view transportation project needs
- “How To” video in progress

2050 MTP Cost Feasible Plan

- Under development



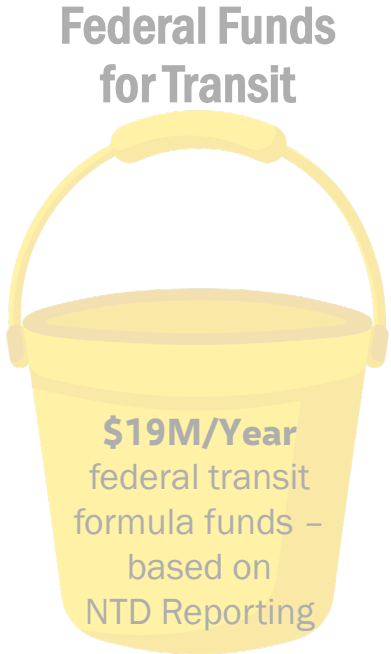
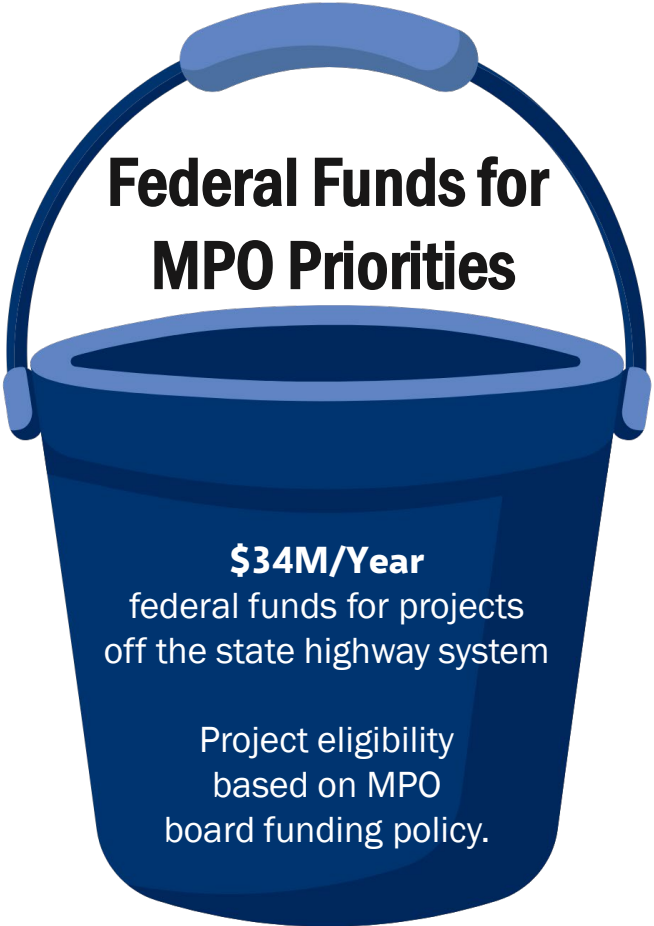
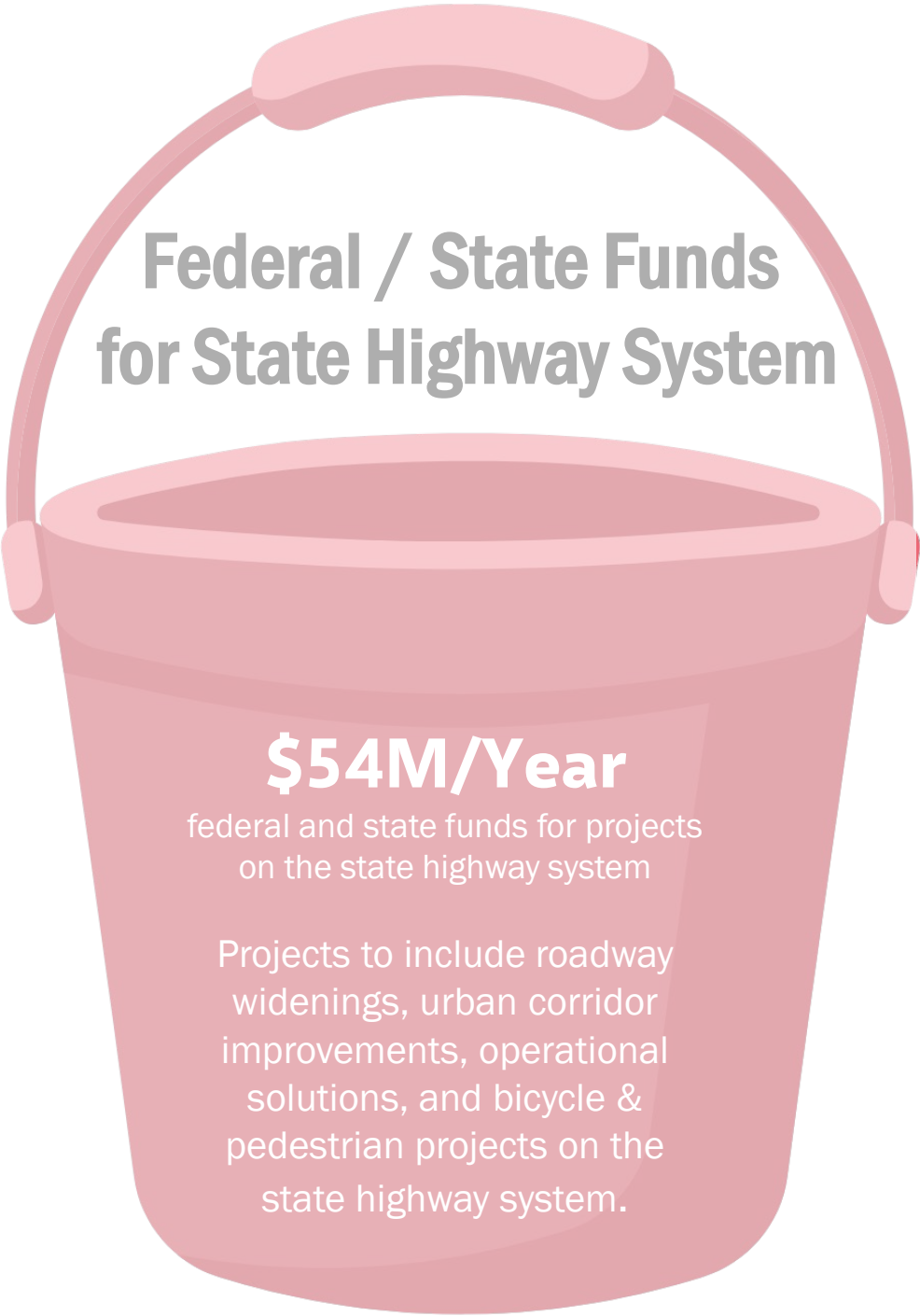
Estimated MetroPlan Orlando Allocation of Federal and State Funds (2031 to 2050)

Annualized Estimates

Pass Thru to LYNX

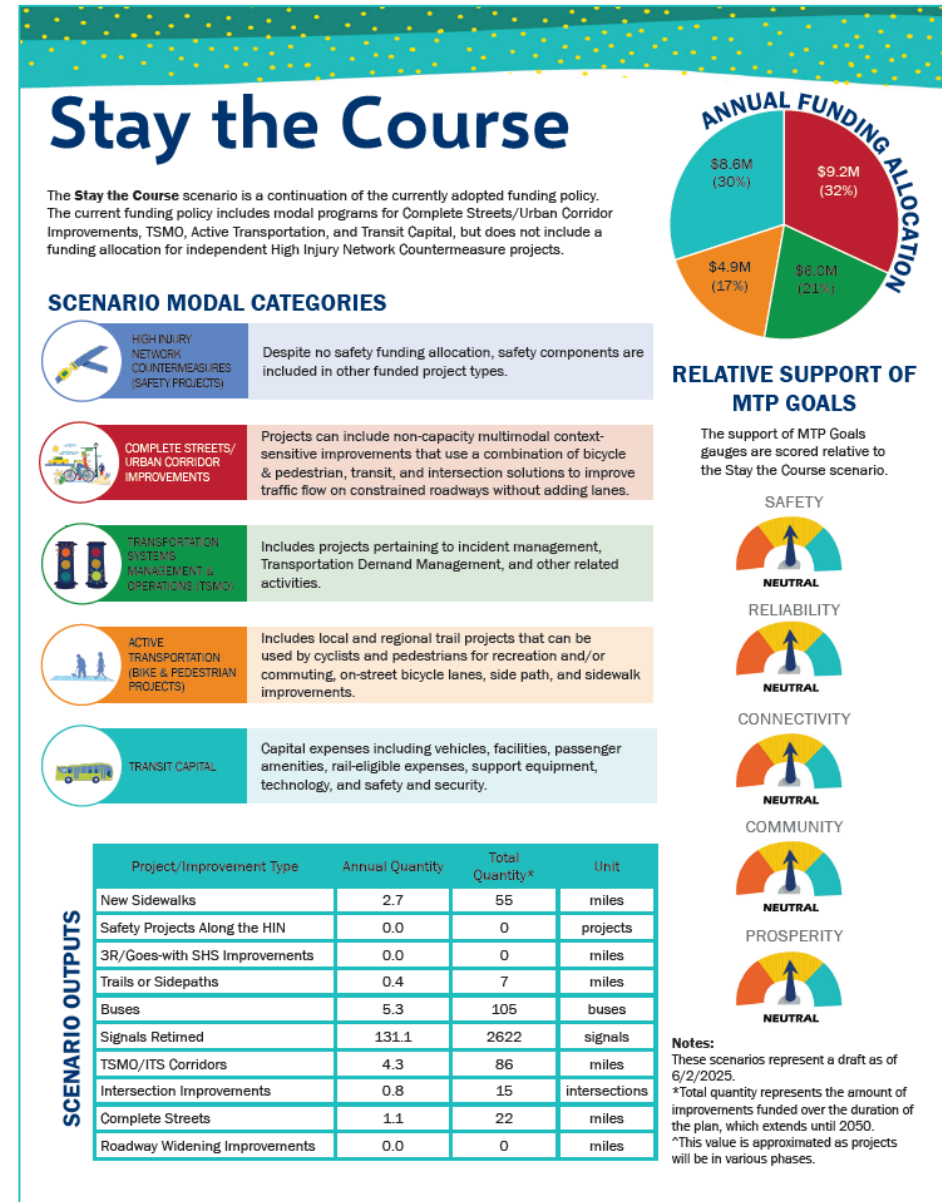
MPO / TMA

State / FDOT



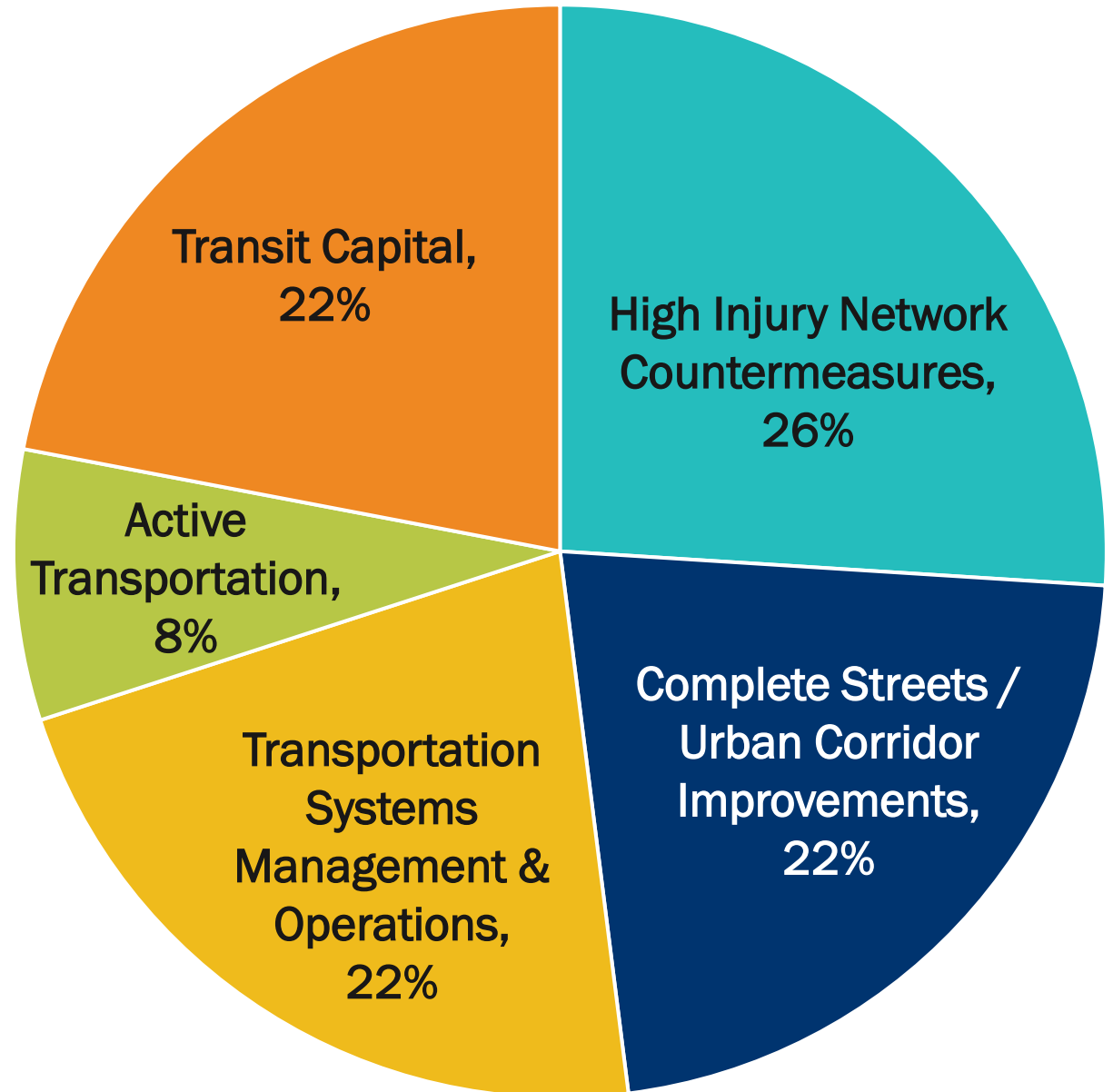
Evaluating Funding Scenarios

- Nine different scenarios evaluated
- 18 regional coordination meetings
 - April – July 2025



2050 MTP Recommended Funding Policy

- Recommended by MPO Board Members and Advisory Committee Members
- Incorporates feedback from MTP Technical Workshop participants and citizens





Next Steps

MPO Staff Activities:

- Develop draft Cost Feasible Plan (based on recommended funding policy)
- Continue preparation of technical documentation
- Continue public participation and agency coordination

Late-August / Early-September Board & Committee Meetings:

- Preview of draft 2050 MTP Cost Feasible Plan

September Public Meeting:

- Present the 2050 MTP for public review





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 3



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**
 - 7% increase in YTD 2025 compared to same period 2024
 - June '25 is a 7% increase over June '24
- **On-Time Performance (OTP) Improving**
 - Maintaining a good performance at goal
- **Call Center addressing “Average Speed of Answer”**
 - High volume of ETA calls
- **Cost of service challenges**
- **Paratransit Fleet Status**
 - New/Replacement Procurement process
 - 63 new vehicles in fleet
 - Additional deliveries weekly

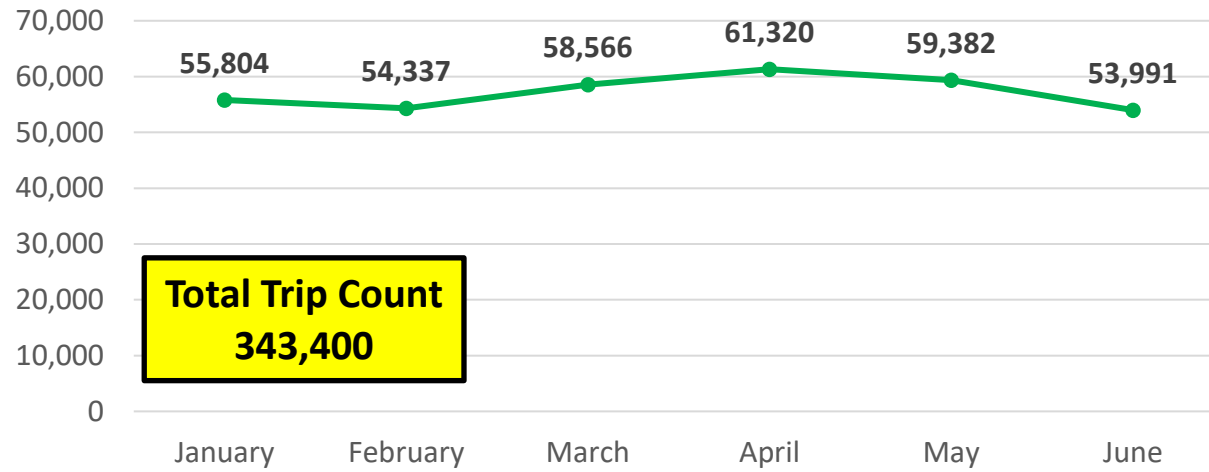
ACCESS LYNX Trip Demand



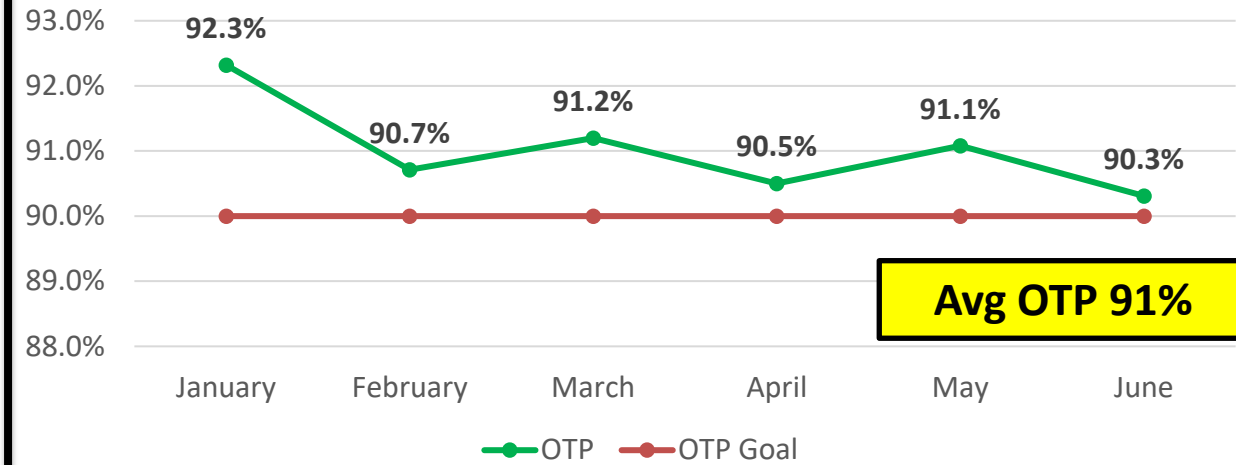
	CY - 2024	CY - 2025
January	51,669	55,804
February	51,596	54,337
March	53,512	58,566
April	56,064	61,320
May	56,526	59,382
June	50,417	53,991
July	53,980	-
August	56,740	-
September	54,177	-
October	54,321	-
November	55,414	-
December	54,372	-
YTD	648,788	343,400

Performance 2025

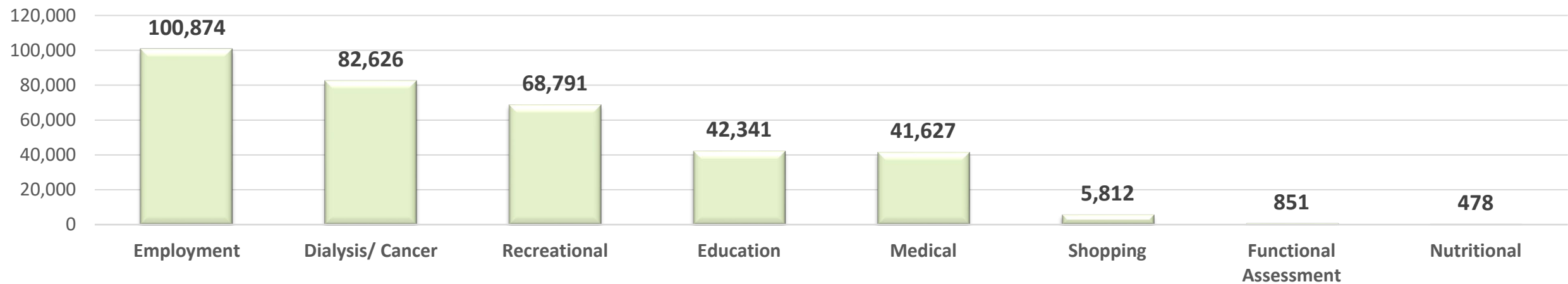
Performed Trips



On-Time Performance



Trip by Purpose



Trip Duration

Performed Trips January 2025 Through June 2025

Mileage Classification	Duration Thresholds (Not to Exceed)	Average Distance (Miles)	Average Duration
1-5 Miles	1 hr.	2.88	0:00:24
5-9 Miles	1 hr. 15 Mins	7.29	0:00:37
9-13 Miles	1 hr. 30 Mins	11.45	0:00:49
13-18 Miles	1 hr. 45 Mins	15.24	0:00:57
18-22 Miles	2 hrs.	19.73	0:01:03
22-28 Miles	2 hrs. 15 Mins	24.41	0:01:12
28-32 Miles	2 hrs. 30 Mins	30.03	0:01:21
32+ Miles	2 hrs. 45 Mins	37.12	0:01:30

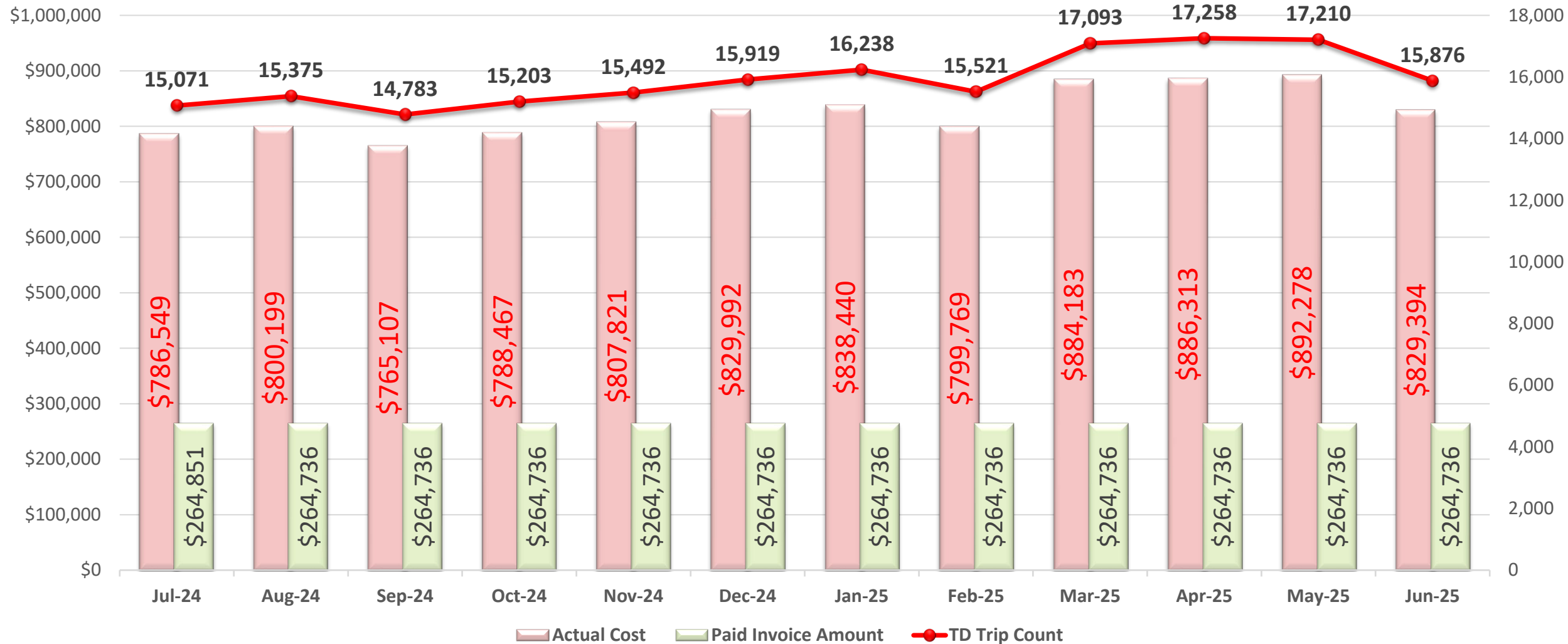
Customer Service Activity

	January 25	February 25	March 25	April 25	May 25	June 25
Average Speed of Answer	4:04	4:01	4:13	6:26	5:08	3:51
Average Calls Answered Per Agent	55	55	56	57	61	64

	January 25	February 25	March 25	April 25	May 25	June 25
Total Calls	51,264	48,440	52,761	55,952	57,940	55,097
Calls Answered	43,996	41,783	45,353	44,681	48,308	47,465
Calls Answered Percentage	86%	86%	86%	80%	83%	86%

Service Cost and Funding

Comparison of Actual Cost vs. Paid Invoice Amounts



Summary

- **Demand for trips is robust**
 - Near 57,000 trips performed/month
- **On-Time Performance (OTP) steady**
- **FY25 vehicle procurement**
 - 63 out 85 delivered
 - Consistent deliveries
- **Maintaining existing fleet**
 - Preventative maintenance schedule
- **Targeting 3-minute Average Speed of Answer amid call center challenges**



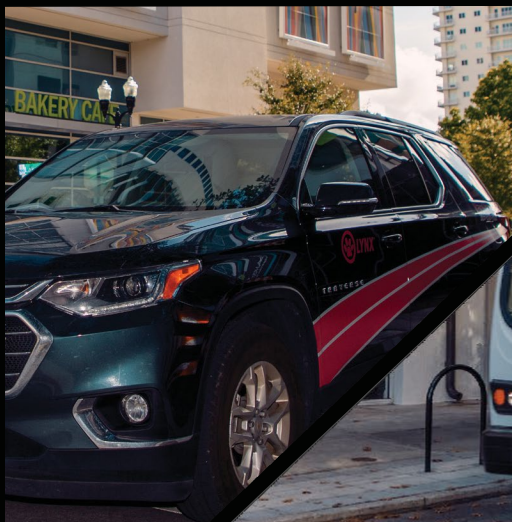
Questions and Close



Section 4



ACCESS LYNX- Programs & Eligibility Process



2025 QATF/TDLCB

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY |



Under the ADA of 1990, transit systems with fixed-route service must provide accessible vehicles and complementary paratransit for individuals unable to use fixed routes due to a disability. LYNX provides this service in compliance with federal regulations (Title 49, Part 37). Although federally mandated, ADA paratransit is not federally funded and relies on local funding partners.

- **Types of Eligibility:**
 - Conditional.
 - Permanent.
 - Transitional.
 - Unconditional
- **Fare: \$4 or \$7 per one-way passenger trip**
- **Personal Care Attendant (PCA)**
- **ADA Visitors - 21 days during any 365-day period**

Transportation Disadvantaged (TD) customers are individuals who face a combination of at least two of the following barriers: disability, low income, or geographic isolation that prevents access to fixed-route bus service or other transportation options.

- **Critical Care Needs:**

- Clients requiring life-sustaining treatment, such as those undergoing dialysis or cancer-related care.

- **Fares:**


- Less than 5 miles = \$2.50 each way,
- 5 miles but less than 10 miles = \$3.50 each way,
- 10 miles or more = \$4.50 each way

- **Additional Passengers:**

- Eligible ACCESS LYNX customers may travel with one companion who will be charged the same fare as the eligible customer.

ACCESS LYNX – Eligibility Process

- Constituents determine the program that best serves their individual needs
- **Application** is required to qualify
 - ✓ <https://www.golynx.com/ACCESSLYNX>
 - ✓ Medical Professional verification
 - ✓ Documentation may be required to support individual income
 - ✓ Send in completed form by fax or mail
- Completed application can take up to 21 days to determine and finalize eligibility



The screenshot shows the 'ACCESS LYNX Application' webpage. At the top, there's a navigation bar with links: Home, Plan a Trip, Riding LYNX, ACCESS LYNX, and ACCESS LYNX Application. The main heading is 'ACCESS LYNX Application'. Below it, a paragraph states: 'Individuals who are interested in using ACCESS LYNX paratransit services must apply through a mail-in application process.' Another paragraph explains: 'ACCESS LYNX provides transportation under various programs. Eligibility requirements vary by program. Program determination is based on verification of the mail-in application and may also include professional verification and an in-person functional assessment.' A list of links follows: 'Click to download the Americans with Disabilities Act (ADA) application (English)', 'Click to download the Americans with Disabilities Act (ADA) application (Spanish)', 'Click to download the Transportation Disadvantaged (TD) application (English)', 'Click to download the Transportation Disadvantaged (TD) application (Spanish)', 'Click to download the Human Services Transportation Plan', and 'Click to download the Program Management Plan.' On the right side, there's a sidebar with links: 'Program Eligibility', 'WebACCESS', 'How to Ride ACCESS LYNX', 'ACCESS LYNX Application' (highlighted in a pink box), 'LYNX PawPass', and 'Find My ACCESS LYNX Ride'. At the bottom right, 'Contact Information' is provided: '455 N. Garland Ave., Orlando, FL 32801', 'P: (407) 841-LYNX (5969)', and 'inquiry@golynx.com'.

ACCESS LYNX Application

[Home](#) | [Plan a Trip](#) | [Riding LYNX](#) | [ACCESS LYNX](#) | [ACCESS LYNX Application](#)

Individuals who are interested in using ACCESS LYNX paratransit services must apply through a mail-in application process.

ACCESS LYNX provides transportation under various programs. [Eligibility requirements](#) vary by program. Program determination is based on verification of the mail-in application and may also include professional verification and an in-person functional assessment.

- [Click to download the Americans with Disabilities Act \(ADA\) application \(English\).](#)
- [Click to download the Americans with Disabilities Act \(ADA\) application \(Spanish\).](#)
- [Click to download the Transportation Disadvantaged \(TD\) application \(English\).](#)
- [Click to download the Transportation Disadvantaged \(TD\) application \(Spanish\).](#)
- [Click to download the Human Services Transportation Plan.](#)
- [Click to download the Program Management Plan.](#)

[Program Eligibility](#)

[WebACCESS](#)

[How to Ride ACCESS LYNX](#)

[ACCESS LYNX Application](#)

[LYNX PawPass](#)

[Find My ACCESS LYNX Ride](#)

Contact Information

455 N. Garland Ave.
Orlando, FL 32801
P: (407) 841-LYNX (5969)
inquiry@golynx.com

ACCESS LYNX – Eligibility Process

Americans with Disabilities Act (ADA)



Transportation Disadvantaged (TD)



A 21-day review period may include a functional assessment for eligibility under both ADA and TD programs.

ACCESS LYNX – Summary

ADA Paratransit Service

- **Federally mandated** under the Americans with Disabilities Act (ADA)
- Serves individuals who are **physically or cognitively unable** to use fixed-route buses
- **Fare:**
 - **\$4.00** per one-way trip when both pickup and drop-off are **within ¾ mile** of fixed-route service
 - **\$7.00** per one-way trip when either the pickup or drop-off is **outside the ¾-mile** boundary
- Includes access for **Personal Care Attendants** and **ADA visitors**.

Transportation Disadvantaged (TD) Service

- A **last-resort option**, not federally mandated
- Supports riders who **can't access fixed-route service** due to income, disability, or geographic barriers
- Governed through the **Florida Commission for the Transportation Disadvantaged (CTD)**
- **Fare:** Distance-based (\$2.50–\$4.50 one-way)
- Trip coordination focuses on **shared rides** to manage resources

Eligibility Process

- Requires completed application and supporting documents (medical or income-based)
- Can take **up to 21 days** for review, may include a **functional assessment**
- Application approval grants service for **up to 2 years** (or **3 years for permanent ADA**)
- Applications involving life-sustaining needs are expedited

? Questions are welcomed ?

Section 5





SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G3032 Q4

INVOICE DATE: *June 30, 2025*QUARTER SERVICE DATES: *April 1 - June 30, 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 April 29 QATF meeting and the June 12 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 June 12, 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)	No activity this reporting period.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this reporting period.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	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.
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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)	The minor update to the Transportation Disadvantaged Service Plan (TDSP) was completed and approved by the TDLCB at it's June 12, 2025 meeting. Due to the size of the document, a link is provided to the final document: https://metroplanorlando.gov/wp-content/uploads/2025-LYNX-Draft-TDSP-Minor-Update_FINAL.pdf
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 June 12, 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)	Transportation Disadvantaged Local Coordinating Board Member Orientation conducted April 29, 2025. Mayor Jackie Espinosa (Osceola County), Ms. Tashara Cooper (At-large Alternate). A copy of the orientation outline is provided.
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 was conducted and presented to the LCB for approval at the June 12, 2025 LCB meeting. The CTC Evaluation and powerpoint presentation are provided as deliverables.

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.	Coordination contracts were reviewed as art of the CTC Evaluation, as well as during the update of the Human Services Transportation Plan (HSTP).
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



July 30, 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

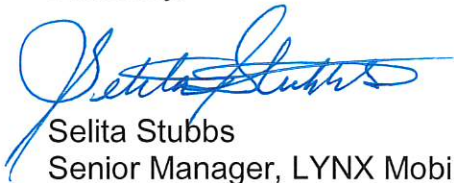
455 North Garland Avenue
Orlando, FL 32801-1518

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 payment requirements to our contractor for the period of April 1, 2025 to June 30, 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)