

QUALITY ASSURANCE TASK FORCE

DATE & TIME:

Tuesday, October 28, 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](#)

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	Chairperson Marilyn Baldwin
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Marilyn Baldwin
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.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.

VII. ACTION ITEMS		
A.	2026 QATF Proposed Meeting Schedule (Section 1)	Ms. Virginia Whittington
B.	Review and Recommend Approval of Annual Expenditure Report (AER) (Section 2)	Ms. Virginia Whittington
C.	Review and Recommend Approval of Annual Operating Report (AOR) (Section 3)	Ms. Virginia Whittington
D.	Review Applications and Make Recommendation to fill TDLCB Vacancy(ies)	Ms. Virginia Whittington
VIII. PRESENTATIONS & STATUS REPORTS		
A.	LYNX/Community Transportation Coordinator (CTC) Update (Section 4)	Ms. Kimberly Frye Director of Mobility Services
IX. GENERAL INFORMATION		
None.		
X. UPCOMING MEETINGS OF INTEREST		
A.	Transportation Disadvantaged Local Coordinating Board – Thursday, November 13 • Annual Public Meeting at 10:00 a.m. • TDLCB, immediately following (NOTE: The TD Annual Public meeting will be held at 10:00 a.m. The TDLCB will meet at 10:30 a.m. or immediately upon conclusion of the public meeting, whichever occurs first.) • Location: MetroPlan Orlando, 250 S. Orange Av., Suite 200, Orlando, FL 32801	
B.	MetroPlan Orlando Board Meeting – Wednesday, December 10, 2025	
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.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.

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.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.org por lo menos tres días antes del evento.

Section 1





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

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

407.481.5672
MetroPlanOrlando.gov

DRAFT

QATF and TDLCB 2026 Quarterly Meeting Schedule

(All meetings are scheduled to begin at 10:00 a.m.)

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

QATF

January 27, 2026

April 28, 2026

July 28, 2026

October 27, 2026

TDLCB

February 12, 2026

May 16, 2026

August 20, 2026

November 12, 2026



Section 2



250 SOUTH ORANGE AVENUE
SUITE 200
ORLANDO, FLORIDA 32801

PH: 407.481.5672
FX: 407.481.5680
WWW.METROPLANORLANDO.GOV

September 15, 2025

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

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the 2024-2025 Actual Expenditure Report (AER) for Orange, Osceola and Seminole (OOS) Counties.

The report reflects actual trips and expenses for the FY 2024-25 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined). Subsequent pages are county by county.

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

Sincerely,

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

Enclosure



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

COUNTY: Joint Orange, Osceola, and Seminole Counties

DUE: September 15, 2025

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
26,939,960	386,213	19,960,858	286,158

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

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



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

COUNTY: Orange County
DUE: September 15, 2025

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
17,905,851	256,699	13,015,878	181,734

Transportation Alternatives

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

Other

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



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

COUNTY: Osceola County
DUE: September 15, 2025

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
4,122,245	59,097	3,634,850	63,341

Transportation Alternatives

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

Other

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



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

COUNTY: Seminole County
DUE: September 15, 2025

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
4,911,864	70,417	3,310,130	41,083

Transportation Alternatives

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

Other

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

Section 3



CTC Organization

County: Orange

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Approved

CTD Status: Approved

Date Initiated: 7/29/2025

CTC Organization Name: Central Florida Regional Transportation Authority

Address: 455 N Garland Avenue

City: Orlando

State: FL

Zip Code: 32801

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: Yes

Number of Coordination Contractors: 9

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Honorable Pat Bates

CTC Contact: Selita Stubbs

CTC Contact Title: Senior Manager of Mobility Services

CTC Contact Email: SStubbs@golynx.com

Phone: (407) 254-6039

CTC Certification

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

CTC Representative (signature):

LCB Certification

I, Honorable Pat Bates, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Osceola

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/11/2025

CTC Organization Name: Central Florida Regional Transportation

Authority

Address: 455 N Garland Avenue

City: Orlando

State: FL

Zip Code: 32801

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: Yes

Number of Coordination Contractors: 3

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Honorable Pat Bates

CTC Contact: Selita Stubbs

CTC Contact Title: Senior Manager of Mobility Services

CTC Contact Email: SStubbs@golynx.com

Phone: (407) 254-6039

CTC Certification

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

CTC Representative (signature):

LCB Certification

I, Honorable Pat Bates, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Seminole

Fiscal Year: 7/1/2024 - 6/30/2025

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/11/2025

CTC Organization Name: Central Florida Regional Transportation Authority

Address: 455 N Garland Avenue

City: Orlando

State: FL

Zip Code: 32801

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 1

Coordination Contractors: Yes

Number of Coordination Contractors: 3

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Honorable Pat Bates

CTC Contact: Selita Stubbs

CTC Contact Title: Senior Manager of Mobility Services

CTC Contact Email: SStubbs@golynx.com

Phone: (407) 254-6039

CTC Certification

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

CTC Representative (signature):

LCB Certification

I, Honorable Pat Bates, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):

Section 4



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**
 - 6 % increase in YTD 2025 compared to same period 2024
 - September '25 is a 10% increase over September '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
 - 76 new vehicles in fleet
 - Additional deliveries weekly

ACCESS LYNX Trip Demand

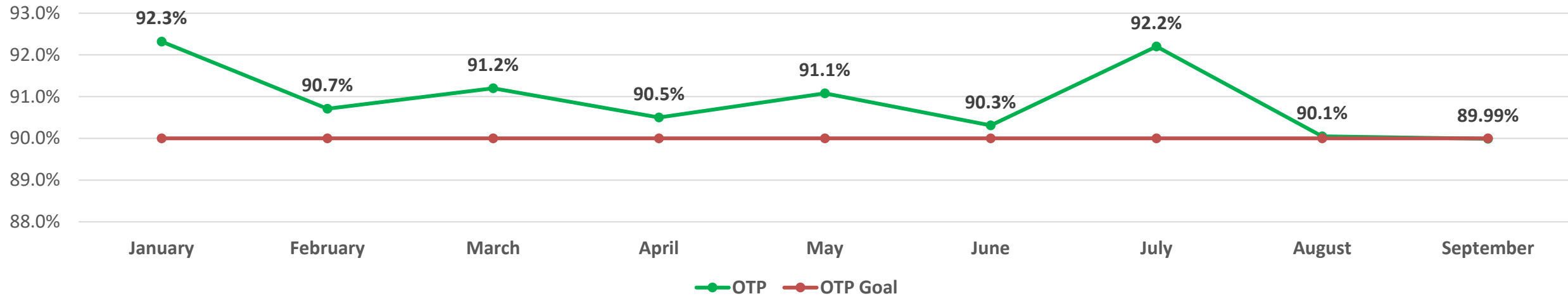


	CY - 2024	CY - 2025
January	51,669	55,804
February	51,596	54,336
March	53,512	58,566
April	56,064	61,324
May	56,526	59,366
June	50,417	53,991
July	53,980	55,123
August	56,740	57,814
September	54,177	59,644 (unreconciled)
October	54,321	-
November	55,414	-
December	54,372	-
YTD	648,788	515,968

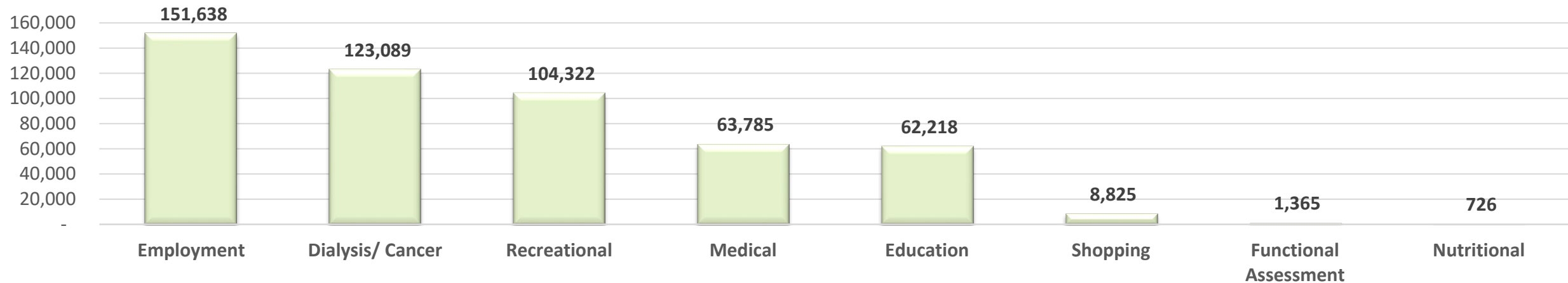
Performance 2025

On-Time Performance

Avg OTP 91%



Count



Trip Duration

Performed Trips January 2025 Through September 2025

Mileage Classification	Duration Thresholds (Not to Exceed)	Average Distance (Miles)	Average Duration
1-5 Miles	1 hr.	2.87	00:24:35
5-9 Miles	1 hr. 15 Mins	7.29	00:37:50
9-13 Miles	1 hr. 30 Mins	11.46	00:49:40
13-18 Miles	1 hr. 45 Mins	15.24	00:56:56
18-22 Miles	2 hrs.	19.76	01:03:28
22-28 Miles	2 hrs. 15 Mins	24.4	01:12:32
28-32 Miles	2 hrs. 30 Mins	30	01:21:56
32+ Miles	2 hrs. 45 Mins	37.39	01:31:43

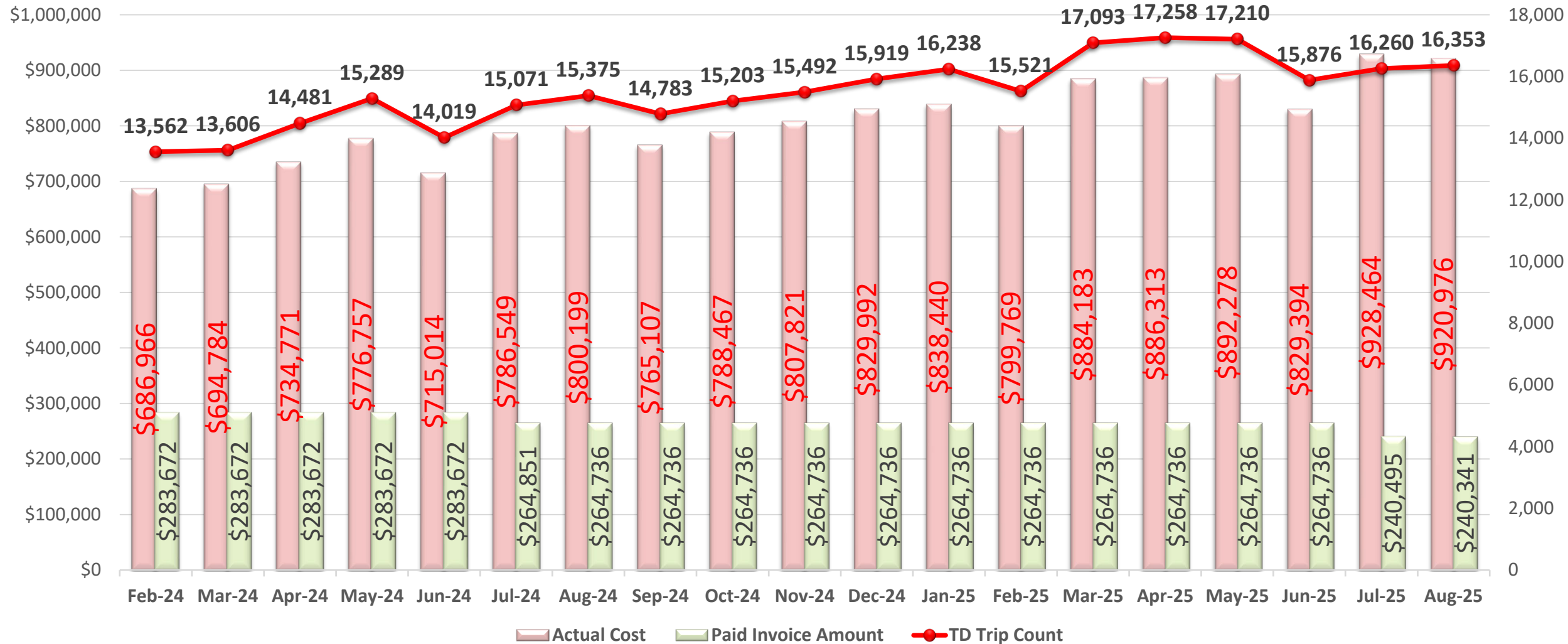
Customer Service Activity

	January 25	February 25	March 25	April 25	May 25	June 25	July 25	August 25	September 25
Average Speed of Answer	4:04	4:01	4:13	6:26	5:08	3:51	4:12	5:12	4:00
Average Calls Answered Per Agent	55	55	56	57	61	64	64	71	69

	January 25	February 25	March 25	April 25	May 25	June 25	July 25	August 25	September 25
Total Calls	51,264	48,440	52,761	55,952	57,940	55,097	57,185	61,366	57,820
Calls Answered	43,996	41,783	45,353	44,681	48,308	47,465	48,787	50,751	49,733
Calls Answered Percentage	86%	86%	86%	80%	83%	86%	85%	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**
 - 76 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

