



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **QUALITY ASSURANCE TASK FORCE AGENDA**

**January 27, 2026 @ 10:00 a.m.**

---

## QUALITY ASSURANCE TASK FORCE

**DATE & TIME:**

Tuesday, January 27, 2026 | 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, smart phone 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 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](https://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.

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.	Election of 2026 QATF Chairperson and Vice-Chairperson	Ms. Virginia Whittington
B.	Annual Review of TDLCB Bylaws (Section 1)	Ms. Virginia Whittington
C.	Annual Review of TDLCB Grievance Procedures (Section 2)	Ms. Virginia Whittington
D.	Recommendation of QATF and Grievance Committee Members (Section 3)	Ms. Virginia Whittington
VIII. DISCUSSION		
A.	2026 CTC Evaluation (Section 4)	Ms. Virginia Whittington
B.	2026 ACCESS LYNX TD Riders’ Satisfaction Survey (Section 5)	Ms. Virginia Whittington
IX. PRESENTATIONS & STATUS REPORTS		
A.	LYNX/Community Transportation Coordinator (CTC) Update	Ms. Kim Frye, ACCESS LYNX
	Ms. Kim Frye will provide a CTC update highlighting ACCESS LYNX trip demand, performance, and customer service activity	
X. GENERAL INFORMATION (Section 6)		
A.	2026 QATF and TDLCB Meeting Schedule	
B.	2025 TDLCB Member Attendance Report	
X. UPCOMING MEETINGS OF INTEREST		
A.	MetroPlan Orlando Board – Wednesday, February 11; 9:00 a.m.	
B.	Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, February 12; 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](https://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](mailto: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](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.*

# Section 1





## The Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

### ARTICLE I: Preamble

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

### ARTICLE II: Name and Purpose

#### **SECTION 1: NAME**

The name of the Coordinating Board shall be the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the "TDLCB".

#### **SECTION 2: PURPOSE**

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

### ARTICLE III: Local Coordinating Board Membership

#### **SECTION 1: VOTING MEMBERS**

In accordance with Section 41-2.012, Florida Administrative Code, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

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

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

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

## **SECTION 2: ALTERNATE MEMBERS**

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

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

## **SECTION 3: TECHNICAL ADVISORS - NON-VOTING MEMBERS**

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

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

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

## **SECTION 4: TERMS OF APPOINTMENT**

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

## **SECTION 5: TERMINATION OF MEMBERSHIP**

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

## **SECTION 6: ATTENDANCE**

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

## **ARTICLE IV: Officers and Duties**

### **SECTION 1: APPOINTMENTS**

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

### **SECTION 2: CHAIRPERSON**

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

The Chairperson shall serve a term of one (1) year or until a successor is appointed by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

### **SECTION 3: VICE CHAIRPERSON**

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

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

## **ARTICLE V: Administration of the Local Coordinating Board**

### **SECTION 1: REGULAR MEETINGS**

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

Meetings may also be held in a hybrid virtual environment as long as a physical in-person quorum is met as applicable by Florida Sunshine laws. Upon establishment of a physical, in -person quorum, TDLCB members joining remotely may participate (and vote) action items.

### **SECTION 2: MEETING NOTICES**

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



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

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

### SECTION 3: QUORUM

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

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

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

### SECTION 4: VOTING

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

1. Voting Procedures. Voting shall be by voice unless a member specifically requests a roll call vote on a particular matter. In instances where dissenting votes are cast, a roll call must be conducted.
2. Code of Ethics. Members, Officers, and Employees are required to comply with Florida Statute 112, Part III, Code of Ethics for Public Officers and Employees. Members are expected to abide by the ethical rules which govern their service on the organization they represent.

All members (designated or alternates) shall avoid any professional conflict of interest and prevent the appearance of undue influence. Any member who becomes aware of any type of conflict or attempt to influence shall make it known to the staff liaison and either excuse himself/herself from the proceedings, and/or file a conflict-of-interest form into the record.

### SECTION 5: BYLAWS AND PARLIAMENTARY PROCEDURES

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

### SECTION 6: PLANNING AGENCY RESPONSIBILITIES

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

## ARTICLE VII: Local Coordinating Board Duties

### **SECTION 1: BOARD DUTIES**

The TDLCB shall:

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

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

## ARTICLE VIII: Committees

### **SECTION 1: QUALITY ASSURANCE TASK FORCE**

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

### **SECTION 2: GRIEVANCE COMMITTEE**

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

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

### **SECTION 3: OTHERS**

Other committees may be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members

appointed to the committees shall be voting members of the Coordinating Board. Committee members shall elect all committee chairpersons each calendar year.

#### ARTICLE IX: Communication with Other Agencies and Entities

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

#### ARTICLE X: Amendments

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

#### **CERTIFICATE**

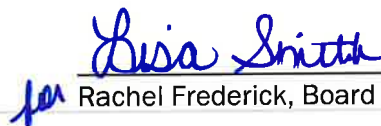
The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole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



Honorable Pat Bates, Chairperson

**Passed and duly adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board at its meeting on the 13<sup>th</sup> day of February 2025.**

ATTEST:



Rachel Frederick, Board Services Coordinator

## Section 2

---



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

**GRIEVANCE PROCEDURE FOR  
TRANSPORTATION DISADVANTAGED SERVICES**

**February 13, 2025**



# **GRIEVANCE PROCEDURE**

## **I. CREATION OF A GRIEVANCE PROCEDURE**

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

## **II. DEFINITIONS**

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

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

## **III. OBJECTIVE**

- a. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- b. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- c. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

#### **IV. MEMBERS**

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

#### **V. GRIEVANCE PROCEDURES**

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

##### **STEP ONE**

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the most recent **Orange, Osceola And Seminole Counties Local Coordinating Board Grievance Procedure For Transportation Disadvantaged Services**. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.



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

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

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

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

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

## **STEP TWO**

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.
  - a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10)

working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.

- c) All meetings and hearings will be open to the public.
  - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

### **STEP THREE**

- 1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
- 2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
- 3. The MPO will update the file and the Grievance Log Tracking Form.
- 4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.
- 5.

### **CERTIFICATION**

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedures of the TDLCB as adopted the 13<sup>th</sup> day of February, 2025.



Honorable Pat Bates, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

## GRIEVANCE TRACKING FORM (FOR OFFICE USE ONLY)

CTC File Number: \_\_\_\_\_

### Step 1 of the Grievance Process

Date Grievance Received at CTC: \_\_\_\_\_

CTC Representative: \_\_\_\_\_

File Established: \_\_\_\_\_

Date Grievance responded to: \_\_\_\_\_

Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

### Step 2 of the Grievance Process

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Grievance Committee of the TDLCB: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_

### Step 3 of the Grievance Process

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Local Coordinating Board: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_

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

AGENCY/INDIVIDUAL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

---

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

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

Please send completed form and any supporting documentation to:

LYNX

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

**GRIEVANCE FORM - CONTINUED**

**GRIEVANCE INFORMATION**

## This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

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

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

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

## Section 3

---



## **2026 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. Bob Melia, Citizen Advocate (System User)

Ms. Neika Berry, Citizen Advocate (Non-System User)

Mr. Adam Zubritsky, Public Education/Orange County Public Schools





## **2025 TDLCB Grievance Committee**

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

## Section 4





metroplan orlando  
*A REGIONAL TRANSPORTATION PARTNERSHIP*

# LYNX Community Transportation Coordinator

## Orange, Osceola and Seminole Counties

**January 1, 2025 – December 31, 2025  
Evaluation Form**

## TABLE OF CONTENTS

<b><u>Topic</u></b>	<b><u>Page</u></b>
<b>INTRODUCTION .....</b>	<b>1</b>
<b>COORDINATION</b>	
<u>Operations</u>	
Planning .....	2
Transport .....	2
Service Monitoring .....	2
Billing.....	2
Reporting .....	2
<u>Administrative</u>	
Eligibility Records/Certification .....	3
Reservations .....	3
Trip Allocation .....	3
Scheduling .....	3
<b>COST EFFECTIVENESS AND EFFICIENCY .....</b>	<b>5</b>
<b>LOCAL PERFORMANCE MEASUREMENTS</b>	
On Time Performance .....	6
Call Hold Time .....	7
Complaints and Compliments .....	7
<b>AVAILABILITY</b>	
Demand.....	8
Customer Service Accessibility .....	8
Public Awareness .....	8
<b>OVERALL EVALUATION .....</b>	<b>9</b>
<b>IDEAS AND CONCERNS .....</b>	<b>10</b>
<b>GLOSSARY .....</b>	<b>11</b>



## INTRODUCTION

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

ACCESS LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is **January 1, 2025 – December 31, 2025.**

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

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

## COORDINATION

### OPERATIONS

Please rate each Operations Standard as indicated below:

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

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

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

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

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

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

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

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

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

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

## ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

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

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

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

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

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

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

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

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

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

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

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

--	--	--	--	--

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

---



---



---



---

DRAFT



## COST EFFECTIVENESS AND EFFICIENCY

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

Measurements	January 1, 2025 – December 31, 2025	
Coordinated Trips	XXX,XXX	
Unduplicated Passengers	X,XXX TD: X,XXX	X.XX%
No-Shows	XX,XXX	
Road Calls	XXX	
Chargeable Accidents	XX	
Vehicles	XXX	

RATIOS:

Measurements	01/01/2025-12/31/2025)
Trips/Vehicle Mile	
Trips/Road Call	
Operating Expense/Vehicle Mile	
Operating Expense/Trip	
Chargeable Accidents/100,000 Vehicle Miles	
Local Revenue/Operating Expense	

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

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

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

---

---

---

---

---

---

---

### LOCAL PERFORMANCE MEASUREMENTS

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

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

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

#### **On-Time Performance**

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

*The TDLCB established an on-time performance goal of 90% or higher. The average on-time performance between January 1, 2025 and December 31, 2025 was **XX.XX%***

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

#### **Call Hold Time**

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

*The TDLCB established an average call hold time goal of **three (3) minutes**. The average call hold time (Paratransit Reservations & ETA) between January 1, 2025 and December 31, 2025 was **X minutes and XX seconds**.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

#### **Commendations and Concerns**

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

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

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

---

---

---

## AVAILABILITY

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

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

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

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

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

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

**Public Awareness** - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective

in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

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

**Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between January 1, 2025 and December 31, 2025:**

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

---

---

---

---

### **YOUR OVERALL EVALUATION OF ACCESS LYNX IS:**

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

Please provide any general comments or feedback you may have:

---

---

---

---

---

---

---

---

DRAFT

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

1. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

2. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

3. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

4. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

## GLOSSARY

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

**Subscription Trips**

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

**Demand Response Trips**

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

## 5. Other trip purposes

DRAFT

## Section 5

---

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

Please Tell Us About Your Experience with ACCESS LYNX

**MetroPlan Orlando is responsible for oversight of paratransit service in Orange, Osceola and Seminole counties. (You can learn more about us at [MetroPlanOrlando.gov](https://www.MetroPlanOrlando.gov).)**

**The purpose of this survey is to get feedback on your experiences using ACCESS LYNX.**

**Your participation will help us determine whether the service is meeting the community's needs. Please consider your experience using ACCESS LYNX between January 1, 2024 and December 31, 2024.**

**Your participation is voluntary, and you can be assured that your responses will remain confidential and anonymous.**

**Please respond by 5 p.m. on Friday, February 14, 2025.**

**Results of this survey will be shared with the Transportation Disadvantaged Local Coordinating Board (TDLCB). Find out more about the [TDLCB](#) and about [how to attend their meetings](#) at our website. We appreciate your feedback. It will be used to help make ACCESS LYNX a better service.**

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Customer Service

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

Excellent

☐

Good

☐

Fair

☐

Needs Improvement

☐

Unacceptable

☐

Please tell us about your experience:

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

Other (please specify)

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Customer Service

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

Excellent

☐

Good

☐

Fair

☐

Needs Improvement

☐

Unacceptable

☐

Please tell us about your experience:

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

Excellent

☐

Good

☐

Fair

☐

Needs Improvement

☐

Unacceptable

☐

Please tell us about your experience:

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Accessibility & Performance

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

- ☐ Always, (100% of the time.)
- ☐ Almost always, (76%-99% of the time.)
- ☐ Most times, (40% - 75% of the time.)
- ☐ Sometimes, (1%-39% of the time.)
- ☐ Never.
- ☐ If you responded "most times," "sometimes," or "never" please explain.

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Accessibility & Performance

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)?

	Excellent	Good	Fair	Needs Improvement	Unacceptable
Going to destination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us about your experience:



## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Your Eligibility

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

- ☐ Very satisfied    ☐ Satisfied    ☐ Neither satisfied nor dissatisfied    ☐ Dissatisfied  
☐ Very dissatisfied

Please tell us about your experience.

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Your Experience

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

- ☐ Has gotten better    ☐ Has stayed the same    ☐ Has gotten worse

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### Overall Evaluation

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

Excellent

☐

Good

☐

Fair

☐

Needs Improvement

☐

Unacceptable

☐

Please tell us about your experience:

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### About You

What is your age?

- ☐ Younger than 25 years
- ☐ 25-45 years
- ☐ 46-65 years
- ☐ Older than 65 years

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### About You

What is your gender?

☐ Female

☐ Male

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### About You

In which county do you live?

- ☐ Orange
- ☐ Osceola
- ☐ Seminole

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

### About You

How is your **ACCESS LYNX** eligibility classified?

- ☐ Americans with Disabilities (ADA) program
- ☐ Transportation Disadvantaged (TD) program
- ☐ Not sure

## 2024-25 ACCESS LYNX Customer Satisfaction Survey

Thank You!

**We appreciate your taking time to finish this survey. Results will be shared with the Transportation Disadvantaged Local Coordinating Board.**

We hope you will consider giving us input on some of our other transportation planning initiatives. We are currently gathering feedback on transportation in Central Florida as part of our Metropolitan Transportation Plan, which lays out the vision for the year 2050.

**You can give us your thoughts in [a short survey here](#).**



## Section 6





metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

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

407.481.5672  
MetroPlanOrlando.gov

**FINAL**

## 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

\* Date adjusted due to conflict





## Transportation Disadvantaged Local Coordinating Board Attendance Record 2025

	NAME	ORGANIZATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% attendance in person
1	Calvin Smith	AHCA/Medicaid		P				P		P			P		100%
2	Charlotte Campbell	Elderly		P				P		P			P		100%
3	Marilyn Baldwin	Disabled		P				P		P			P		100%
4	Adam Zubritsky	Public Education		P				A		P			P		75%
5	Neika Berry	Citizen Advocate		P				A		P			P		75%
6	Robert Melia	Citizen Advocate, System User		P				P		P			P		100%
7	Alnita Whitt	Veterans		P				A		A			P		50%
8	Comm. Mayra Uribe	Orange County		P				P		P			A		75%
9	Jeannette Estes	Agency for Persons w/Disabilities		A				R		R			R		75%
10	Wendy Ford	Osceola Council on Aging		R				R		R			R		100%
11	Mayor Pat Bates	Seminole County		P				P		A			P		75%
12	Wayne Olson	Fl. Department of Education & Vocational		P				P		P			V		75%
13	Jo Santiago-Mercer	FDOT		R				P		P			P		100%
14	Mayor Jackie Espinosa	Osceola County		Virt				Virt		A			Virt		0%
15	Vacant	For-Profit		V				V		V			V		
16	Yvette Reyes	Economically Disadvantaged		P				R		A			P		75%
17	Vacant	4C		V				V		V			V		
18	Janeé Olds	Career Source CF		P				P		A			R		75%
19	Betsy Delano	Medical Community		P				P		P			P		100%
	<b>Non-Voting Members</b>														
20	Cena Underwood	At-Large Alternate Member		A				P		A			P		50%
21	Tashara Cooper	At-Large Alternate Member		P				P		P			P		100%
22	Vacant	Emergency Management Services		V				V		V			V		
23	Luis Nieves-Ruiz	SunRail CAC		P				P		P			P		100%
24	Kim Frye	LYNX		P				R		R			P		100%

A = Absent

P = Present

R = Represented

Virt = Virtual

V= Vacant