



metroplan orlando  
*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA**

**February 12, 2026 @ 10:00 a.m.**

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## TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

**DATE & TIME:**

Thursday, February 12, 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 tablet. Zoom meeting ID and dial-in info available here on [web calendar](#).



**WiFi available** | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson
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 LCB Vice-Chairperson	Ms. Virginia Whittington
B.	Approval of 2026 TDLCB Bylaws (Section 1)	Ms. Virginia Whittington
C.	Approval of TDLCB Grievance Procedures (Section 2)	Ms. Virginia Whittington
D.	Approval of QATF and Grievance Committee Members (Section 3)	Ms. Virginia Whittington
E.	Approval of Recommended Revisions to the CTC Evaluation Ratings	Ms. Virginia Whittington
F.	Approval of November 13, 2025 Meeting Minutes (Section 4)	Ms. Virginia Whittington
G.	Acknowledgement of the Summary of Public Meeting Comments (Section 5)	Ms. Virginia Whittington

IX. PRESENTATIONS & STATUS REPORTS		
A.	LYNX/Community Transportation Coordinator (CTC) Update (Section 6)	Ms. Kim Frye, ACCESS LYNX
	Ms. Kim Frye will provide a CTC update highlighting ACCESS LYNX trip demand, performance, and customer service activity	
B.	Progress Report – SCOUT (Section 7)	Mr. Ji Li, Micro Transit Manager, Seminole County
	Mr. Li will provide an update on SCOUT, Seminole County’s on-demand, rideshare service which began operation in 2025.	

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 Meeting – March 11, 2026; 9:00 a.m.
B.	Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, May 12; 10:00 a.m.

XII. MEMBER COMMENTS	
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### **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

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## 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**

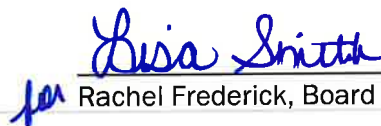

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole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

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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: \_\_\_\_\_

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

## Section 3

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## **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





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

**DATE:** Thursday, November 13, 2025

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

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

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**Chair Mayor Bates, Presiding**

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**Members in attendance were:**

Ms. Marilyn Baldwin, representing the Disabled  
Mayor Pat Bates, Seminole County, Chairperson  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, representing the Elderly  
Ms. Tashara Cooper, At large alternate  
Ms. Betsy Delano, representing the Medical Community  
Mayor Jackie Espinosa, Osceola County (virtual)  
Ms. Kim Frye, ACCESS LYNX  
Ms. Angela Hunter for Ms. Janee Olds, Career Source CF  
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities  
Mr. Bob Melia, Citizen Advocate (System User)  
Mr. Luis Nieves-Ruiz, SunRail CAC  
Ms. Yvette Reyes, Economically Disadvantaged  
Ms. Jo Santiago-Mercer, FDOT  
Mr. Calvin Smith, AHCA  
Mr. Tim Timmermann for Ms. Wendy Ford, Osceola Council on Aging  
Ms. Cena Underwood, At large alternate  
Ms. Alnita Whitt, Veterans  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Commissioner Mayra Uribe, Orange County  
Vacant, Division of Vocational Rehabilitation  
Vacant, State Coordinating Council of Early Childhood  
Vacant, For-Profit Operator  
Vacant, EMS

**Staff in Attendance**

Mr. Gary Huttman, MetroPlan Orlando  
Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. Mighk Wilson, MetroPlan Orlando  
Ms. Taylor Laurent, MetroPlan Orlando  
Ms. Leilani Vaiaoga, MetroPlan Orlando  
Ms. Giselle Valadez, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Rachel Frederick, MetroPlan Orlando

**Others in Attendance**

Ms. Selita Stubbs, ACCESS LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX  
Mr. Lendy Castillo, ACCESS LYNX  
Mr. Joey Hogan, TransDev

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

**I. CALL TO ORDER**

Mayor Pat Bates, Chairperson, called the meeting to order at 11:00 a.m. and welcomed members.

**II. PLEDGE OF ALLEGIANCE**

Mr. Calvin Smith 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. She thanked government and community partners for their support on October 15<sup>th</sup> at the 2025 Blind Experience. A short recap video of the event was shown.

Ms. Virginia Whittington also shared her thanks - to the partners, to Ms. Giselle Valadez, MetroPlan Orlando who organized the event, and to Ms. Leilani Vaiaoga, MetroPlan Orlando who put the recap video together. Ms. Whittington introduced Ms. Kimberly Frye, the new Director of Mobility Services at ACCESS LYNX.

Ms. Marilyn Baldwin extended her appreciation to partners and staff for the Blind Experience. She stated how important it is for people to understand how it is to live with low vision and blindness. The Blind Experience offers that chance to raise awareness.

Ms. Baldwin provided an update from the Quality Assurance Task Force (QATF) meeting held on October 28, 2025, noting there were three action items, the membership renewal of two members and a CTC update from Ms. Kimberly Frye. She stated the next QATF meeting will be on January 27, 2026.

#### **IV. AGENDA REVIEW & ANNOUNCEMENTS**

Ms. Virginia Whittington stated there were no changes to the agenda and introduced Mr. Mighk Wilson to present the Safety Moment.

Mr. Wilson presented on pedestrian safety. He stated that in the last couple of years there has been a decline in pedestrian fatalities, which reflects a reduction in alcohol and drug use – by both drivers and pedestrians. Mr. Wilson showed the comparison of 2017-23 vs. 2024-25 with a downward trend in most categories of pedestrian fatalities, and unimpaired pedestrian fatalities being the only increase over the period noted. He stated that the trends are related to a nationwide decline in alcohol consumption and drug use - particularly in younger drivers, with Gen Z involved in 70% fewer impaired related fatalities compared to older generations, which dropped only by 31%.

#### **V. CONFIRMATION OF QUORUM**

Ms. Rachel Frederick confirmed a quorum was present.

#### **VI. PUBLIC COMMENTS ON ACTION ITEMS**

None.

#### **VII. ACTION ITEMS**

##### **A. Approval of the August 14, 2025 TDLCB Meeting Minutes**

Approval of the August 14, 2025 TDLCB meeting minutes was requested.

**MOTION:** Ms. Alnita Whitt moved approval of the August 14, 2025 meeting minutes. Mr. Luis Nieves-Ruiz seconded the motion, which passed unanimously.

##### **B. 2026 QATF & TDLCB Proposed Meeting Schedule**

Approval of 2026 Meeting Schedule was requested.

**MOTION:** Ms. Marilyn Baldwin moved approval of the proposed 2026 QATF & TDLCB meeting schedule as presented. Ms. Betsy Delano seconded the motion, which passed unanimously.

**C. Request for Approval of Annual Expenditure Report (AER)**

Approval of the Annual Expenditure Report was requested.

**MOTION:** Ms. Marilyn Baldwin moved approval of the Annual Expenditure Report. Ms. Betsy Delano seconded the motion, which passed unanimously.

**D. Request for Approval of Annual Operating Report (AOR)**

Approval of the Annual Operating Report was requested.

**MOTION:** Ms. Alnita Whitt moved approval of the Annual Operating Report. Mr. Calvin Smith seconded the motion, which passed unanimously.

**E. Approval of QATF Membership Recommendations**

Approval of the QATF membership recommendations was requested.

**MOTION:** Ms. Neika Berry moved approval of the QATF membership recommendations. Ms. Betsy Delano seconded the motion, which passed unanimously.

**VIII. PRESENTATIONS & STATUS REPORTS**

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

Ms. Taylor Laurent presented a preview of the entirety of the 2050 MTP before action is taken for approval in December 2025. Ms. Laurent reminded members of the planning process to date and confirmed the key federal requirements that were adhered to. She shared the planning emphasis areas and the public participation that had been included during the planning process.

Ms. Laurent detailed the chapters and appendices contained in the final plan. She continued to share the programming structure of the cost feasible projects and highlights of some of those projects. Also detailed were the public & agency participation and the contributions each made. Ms. Laurent shared how people can submit public comments about the 2050 MTP and she concluded with what comes next with implementation of the plan.

Discussion ensued regarding the cost feasible plan and sources of funding.

**B. ACCESS LYNX/Community Transportation Coordinator (CTC) Update**

Ms. Kimberly Frye, Director of Mobility Services - ACCESS LYNX, shared a breakdown of various statistics. She stated that in October 2025, ACCESS LYNX delivered 9,000 more trips than in the same period of 2024, and are experiencing an on-time performance of 91% year to date. Ms. Frye noted that the average speed of answering a call, year to date, is 4 minutes 37 seconds, and in

the future, she will analyze the call data at peak times and hopes to make improvements there. She also confirmed 76 out of 85 new vehicles have been delivered. She also stated that she is looking to possibly change the data she shares with the LCB to ensure they are getting the information they need.

Ms. Marilyn Baldwin requested the costing of a pilot on-demand program in response to riders appeals. Ms. Virginia Whittington clarified that information received during the reports is used to conduct the annual CTC evaluation. She asked members to let her know of any specific requests.

## **IX. GENERAL INFORMATION**

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

- A. Planning Grant Update
- B. Report of Operator Payments

## **X. UPCOMING MEETINGS OF INTEREST**

- A. Quality Assurance Task Force Meeting – January 27, 2026; 10:00 a.m. at MetroPlan Orlando
- B. Transportation Disadvantaged Local Coordinating Board Meeting – February 12, 2026; 10:00 a.m. at MetroPlan Orlando
- C. Commission for Transportation Disadvantaged Business Meeting – December 12, 2025 (Virtual Meeting. Visit <https://www.fdot.gov/ctd/ctd-calendar> to for the access link or call in number.)

## **XI. MEMBER COMMENTS**

Mr. Bob Melia thanked ACCESS LYNX for looking into further data and will be interested in the outcomes of the call hold exploration. He also commented on the newer vehicles that seem to be smaller, which he does not support. He states bigger vehicles give greater options on how they place riders and will be more efficient in the end.

Chair Bates highlighted the option of CRANE Rides in Altamonte Springs which have wheelchair accessibility and will expand their footprint from January.

Ms. Marilyn Baldwin commented regarding the new SCOUT service in Seminole County and would like to request a presentation to the TDLCB.

Ms. Whittington stated she hopes to confirm a presentation by Brightline at the February meeting. She also thanked Ms. Baldwin for stepping in as the QATF chair.

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

None.

### XIII. ADJOURNMENT

Chair Bates thanked everyone for attending. There being no further business the meeting adjourned at 11:43 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 12<sup>th</sup> day of February, 2026 .

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Deputy Mayor Ken Gilbert, Chairperson

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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 5





**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION  
DISADVANTAGED LOCAL COORDINATING BOARD PUBLIC MEETING  
SUMMARY OF COMMENTS**

**DATE:** November 13, 2025

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

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

**Those that attended the meeting in person were:**

Ms. Marilyn Baldwin, representing the Disabled  
Mayor Pat Bates, Seminole County, Chairperson  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, representing the Elderly  
Ms. Tashara Cooper, At large alternate  
Ms. Betsy Delano, representing the Medical Community  
Mayor Jackie Espinosa, Osceola County (virtual)  
Ms. Kim Frye, Access LYNX  
Ms. Angela Hunter for Ms. Janee Olds, Career Source CF  
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities  
Mr. Bob Melia, Citizen Advocate (System User)  
Mr. Luis Nieves-Ruiz, SunRail CAC  
Ms. Yvette Reyes, Economically Disadvantaged  
Ms. Jo Santiago-Mercer, FDOT  
Mr. Calvin Smith, AHCA  
Mr. Tim Timmermann for Ms. Wendy Ford, Osceola Council on Aging  
Ms. Cena Underwood, At large alternate  
Ms. Alnita Whitt, Veterans  
Mr. Adam Zubritsky, OCPS

**Members Not in Attendance**

Commissioner Mayra Uribe, Orange County  
Vacant, Division of Vocational Rehabilitation  
Vacant, State Coordinating Council of Early Childhood  
Vacant, For-Profit Operator  
Vacant, EMS

**Others in Attendance**

Mr. Lendy Castillo, ACCESS LYNX  
Ms. Selita Stubbs, ACCESS LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX  
Mr. Joey Hogan, TransDev  
Mr. Gary Huttman, MetroPlan Orlando

Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. Mighk Wilson, MetroPlan Orlando  
Ms. Taylor Laurent, MetroPlan Orlando  
Ms. Leilani Vaiaoga, MetroPlan Orlando  
Ms. Giselle Valadez, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Rachel Frederick, MetroPlan Orlando

A complete list of other attendees is available upon request.

Mayor Pat Bates, Chairperson, called the public meeting to order at 10:00 a.m. and welcomed everyone. Ms. Betsy Delano led attendees in the Pledge of Allegiance. Ms. Rachel Frederick called roll. Chair Bates thanked the board members and the public for attending. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public meeting and that, upon completion, it will be immediately followed by the regular Transportation Disadvantage Local Coordinating Board (LCB) meeting. Ms. Whittington provided the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual features. In addition, she confirmed that the meeting had been properly noticed. She shared that representatives from ACCESS LYNX and Transdev were in attendance – and that a complete copy of the comments would be provided to ACCESS LYNX for follow-up. Lastly, Ms. Whittington thanked attendees for participating and providing their comments and detailed that any person wishing to speak would have two minutes to do so.

#### **Public Comments:**

- Ms. Whittington noted that a copy of public comments received prior to the meeting, via email and/or voicemail, was provided to the members of the LCB, and a summary of each would be read into the record.

#### **Online Commenters**

- Ms. Sheila Young, Orange County – commended UZERV, TransDev and Access LYNX on the service they provide. She shared that her ‘on-time pick up’ is 98% and the drivers are phenomenal. She would really like on-demand service, the same as other counties she listed and asked for Access LYNX to consider providing that service.
- Mr. Greg Lindberg, Orange County – echoed Ms. Young’s comments regarding on-demand service which he stated would be a tremendous help, in particular with medical appointments and travelling to and from work.

#### **In person Comments**

- Ms. Linda Freda, Seminole County – spoke on behalf of a family member who travels to work from Oviedo to South Orlando, 32819. She said the length of time the rides take can make the service untenable. She explained that her family member has spent up to four hours getting to and from work in one day. She noted that 30% of the time in the last month, the rides to work have taken more than 1 ½ hours each day, and 60% of the time, over 1 ½ hours for the journey home.

- Ms. Lauren Paige Jackson, Orange County – commented on a trip she made to DeLand in May 2025 with Access LYNX and another transportation company. Her appointment in DeLand ended much earlier than the ride home she had booked, and she asked Access LYNX to amend the ride to pick her up earlier. However, the other transportation company was not able to be flexible and on calling Access LYNX to revert back to her original ride time, she was told it would have to be cancelled. As a result after riding on fixed route, she had to walk 3.5 miles home which ended with her fiancé being taken to hospital.
- Mr. Eric Lutz, Orange County – stated he was very impressed with the service this year, including UZERV and Big Star. He noted he has about 98% success rate with on time pickups and does not feel he has been on the vans for longer than necessary. He asked if rides in the Poinciana, Kissimmee area could be looked at, particularly across town as they take a lot longer than they should. He expressed gratitude for the call-back function and named many Access LYNX staff members who he wanted to give recognition and appreciation to.
- Ms. Alma Rhees, Seminole County – Stated for the most part, she is very happy with Access LYNX, and noted the younger drivers could have a program to encourage them to talk to each other if they have any questions. She commented on the Seminole County SCOUT program, which she tried using the day prior and commented was absolutely horrible. She had to cancel her ride and her doctor's appointment. She commented on the confusion and the changing of pick-up times, and how Seminole County are not meeting the needs of the disabled.
- Mr. Dakota Kern, Orange County – he is a caregiver and commented on the lack of information the drivers have. He said he knows riders enter details in the app of where they are for a ride pick up, but the driver's often do not find them and note them as a no-show. He says he knows drivers can treat riders as if they do not know what they are doing, when he knows the riders can be very detailed and very well researched. He says riders have their feelings hurt when they are treated this way. As a care giver he feels powerless when all he can do is advise them to call dispatch.
- Dr. Patricia Tice, Orange County – echoed many of the comments already expressed, and says that the service has been outstanding, helpful and very pleasant to work with. She stated the interface on the app (web access) needs work. She will be holding a training session with the Downs Syndrome Foundation of Florida, to help them use transportation systems throughout Orlando. She spoke of the problem scheduling a ride to pick up a young person when their work shift ends, but the ride will arrive 15 minutes early, which presents a problem with their job. She said the app is very difficult to use for people with cognitive disability and recommends they find an expert to do a task analysis in a detailed way to make sure the app works.
- Ms. Carole Herard, Orange County – says her husband is a new user of Access LYNX for the past month. He has dementia and has a certain routine he uses and 98% of his rides are on time and he has a good experience with the drivers. She asked as a care giver, if she could be alerted if her husband's ride is late, as to have him ready and then have to wait an hour not knowing if the ride is coming is difficult. To please provide customer service with this.
- Mr. Freddy Hernandez, Orange County – *(comment translated by MetroPlan Orlando staff)*. He is very grateful for this service. He is someone who has a lot of health problems and with all his heart he thanks you and hope God blesses you all. Thank you, this is a great service.

Ms. Virginia Whittington then read comments received via email and phone message, prior to the meeting, into the record. She also noted there were three comments received after the deadline, which would not be read into the record but were included in the printed copy.

## TD Public Meeting Comments 2025

### Received via Email/Phone Prior to Meeting

Name of Commenter	Date Received	Email/Phone
Karen McRainey	10/27/25	ksmcrainey@gmail.com
<p>1. My disabled husband and I live in Seminole County. We use Access Lynx for transportation two days a week for him to go to adult daycare in Orange County. Our county commission recently voted to cancel their contract with Lynx for bus services in order to save \$\$\$. We understand that Access Lynx will continue to serve us but at a yet-to-be-determined cost increase. We are deeply disappointed in our county commissioners' decision which will affect those who can least afford increased expenses. We ask that you consider those who depend on your transportation and keep any increase to a minimum.</p>		

Name of Commenter	Date Received	Email/Phone
Jennifer Parker	11/1/2025	(407) 929 4450
<p>2. I do not think it fair that my fare is going up in January just because the routes that were there making my house inside the bus line are going to be discontinued. I think I should be grandfathered into \$4 ride because I am not the one making the change, you guys are making the change, and I shouldn't have to pay higher so you guys can save some money. Also, I was thinking the people that do the scheduling of the rides, should be more considerate. After getting off a long days work, you are tired and hungry and the last thing you want it to be taken all over Orlando and everywhere else before being taken home. You should pick people up who are already going in the same direction as their house, so they don't have to go all over Orlando and sometimes don't get home till 8 p.m. Also, this scheduling makes the bus drivers late the majority of the time. Too many pickups and drops offs. I don't like having to wait almost an hour for my ride and making me an hour late. The people doing the scheduling need to think that those who are dropped off at the special needs school can't be dropped off till 7.30 a.m. They should take me to work first and then the special needs place. Need more consideration when people are doing the scheduling of the rides and my rate should stay at \$4 a ride expect when its outside the bus line the way it is now. Not the way it's going to be when they discontinue the 103 and the 434 buses. Scout doesn't even come into my area to pick me up as I am outside of the Scout area too even though I am in Seminole county and my work is outside the Scout area as my work is in Orange County.</p>		

Name of Commenter	Date Received	Email/Phone
Daniel Molster	11/3/25 & 11/5/25	(203) 980-7970 Daniel.molster.esums@gmail.com

**SUMMARY:**

3. I use AccessLYNX due to not being able to drive due to an invisible disability. It has been extremely helpful for getting to and from work primarily, which is why I mostly use it for. However, the van service specifically through TransDev as a partner, and there have been other van companies has been horrendous. It got to a level over the summer where I was unable to use the service and suffered issues at work. I work at Universal Orlando, I was getting to work late, waiting hours for buses to arrive, unable to get ahold of customer service to be coherent. There were a lot of issues with the service, and earlier this year I was switched to USURV as the main provider after having so many challenges with TransDev and the Access LYNX bus portion. Access LYNX needs to allow the riders to book through the USURV app directly. That is something that USURV has advised riders to bring forward to Access LYNX as many other cities and states utilize the book direct through USURV. USURV is reliable, on time, dependent. They contact if there's a challenge, they don't just not show up, their gps is more accurate. They provide safer rides, arguably it's, it's an amazing service. Riders who do not need the physical assistance or wheelchair access should not be forced to take the van. I'm hoping one of the things this year that gets addressed is booking direct with USURV.

#####

**ORIGINAL MESSAGE**

*My name is Daniel Molster 203-980-7970 and I use the access link service due to not being able to drive due to an invisible disability. I got approved for the service in December of 2024 and it has been extremely helpful for getting to and from work primarily, which is why I mostly use it for. However, the van service specifically through TransDev as a partner, and there have been other van companies has been horrendous. It got to a level over the summer where I was unable to use the service and suffered issues at work. I work for Universal Orlando where they were unable to be timely or prompt, or courteous. Even in some cases, I was getting to work late waiting hours for buses to arrive, unable to get ahold of customer service to be coherent. There were a lot of issues with the service, and earlier this year I was switched to USURV as the main provider after having so many challenges with TransDev and the Access LYNX bus portion. There were a lot of issues with the service, and earlier this year I was switched to USURV as the main provider after having so many challenges with TransDev and the Access LYNX bus portion. They are obviously the best provider that Access LYNX has. I know many other riders feel the same way. Something that Access LYNX needs to do is allow the riders to book through the USURV app directly. That is something that USURV has advised riders to bring forward to Access LYNX as many other cities and states utilize the book direct through USURV to avoid having to go through TransDev for the bookings. As someone who relies on USURV for by rides to and from work and having to have had conversations with Access LYNX leadership after leaving a negative comment with them on their e mail website. I explained that I cannot use the bus service unfortunately, due to its lack of consistency, reliability and timeliness. I cannot lose my job over Access LYNX and 'unintelligible' transportation. USURV is reliable, on time, dependent. They contact if there's a challenge, they don't just not show up, their gps is more accurate. They provide safer rides, arguably it's, it's an amazing service. Everyone, including Access LYNX, should be very grateful that they exist.*

*The drivers also want to take clients they, they love seeing the same people. I have had amazing experiences with USURV, I cannot say of the same about the TransDev service and the other, I believe - I don't remember the other company that does the buses or the vans rather, but they're horrendous. USURV has been the only provider that has been really consistent and strong and great. They really just need to allow riders to book directly through USURV instead of having to go through TransDev booking process on the website. I know there's a lot of time where errors are constantly made as well where they will try to 'unintelligible". That's part of the challenge I brought up with the Access LYNX previously through with their E mail form was that there's no consistency until you get to a higher level where you have to tell them that it is not acceptable the way they run the, the service. So again, riders who do not need the physical assistance or wheelchair access or however you want to say it should not be forced to take the van. We should be able to make that distinction clearly and easily to Access LYNX, that there is no need for us to have the van if we are already USURV qualified in the system and able to take the ride eligible. You should be able to book directly through them. There is no reason to have Access LYNX, TransDev (unintelligible) slash whoever else is running that backend. They should not be making that distinction. Because again, 9 or 10 times for most people, they're going to assign a van, when in reality it just hurts the rider and hurts the client. So, and I know USURV wants to have riders book direct. So I, I'm hoping one of the things this year that gets addressed is being able to book through USURV directly. It needs to happen. There is no reason why other cities and states and other, you know, paratransit services are using them. And if they're one of the major providers at this point, then preferred by most riders that use it. (Voice mail cut off after 5 minutes)*

Name of Commenter	Date Received	Email/Phone
Barbara Buttermilch	11/05/25	(407) 460 2996

**SUMMARY:**

4. One comment about a specific driver experience which has been forwarded to Access LYNX.

Also after dropping me off at a Doctors appointment on time, they could not get someone to pick me up for four hours. I had to sit outside the Doctors office for 4 hours not knowing how I was going to get back from Orlando to St. Cloud. Yesterday I made an appointment to go to Publix , they were to pick me up between 10 and 10.15 a.m. I called for an ETA and they said they couldn't get here before 11.15 a.m. They didn't know when they would pick me up or when they could take me back home so I ended up cancelling it. Now I am concerned about a future Doctors appointment.

####

**ORIGINAL MESSAGE**

*I have gotten very disappointed with your drivers and, and your service over the past couple of weeks. I use Access LYNX for many years now and have not really run into too much trouble except for the past couple of years. And especially in the past couple weeks. A couple of years ago I had a driver for her name is Eric Riviera who drove a minivan , would pick me up and park on the tarmac*

of Publix here in Saint cloud. He yelled and screamed at me in front of all the people that were in that area leaving Walmart. That's because I did not call him to come back and finish the work he was doing in my apartment as a side from LYNX. I did want him back, he has an O. C. D personality, and my apartment is my business and not his. At any rate each time he picks me up, which I've tried to avoid having him pick me up because of the fear he has put in me. He picked me up a couple of weeks ago and he parked on the tarmac of Walmart where I could not see him when I left the grocery section of the store. I had to come out and look for him, and he was in the corner of the building off to the side. I wish I could have taken a picture of where he was, but the fear that that man has put in me is just incredible. And I don't feel I need to do that.

My 2nd complaint is picking me up. I had a doctor's appointment on a week ago last Tuesday at (unintelligible address) after I got there, that was fine. I got there on time. They could not get someone to come and get me at 3 o'clock, 3.30, 4 o'clock, 5 o'clock and they finally reach somebody to come and take me back to Osceola County, St. Cloud at 5.25 p.m. That is totally unacceptable. Having to sit outside a doctor's office for 4 straight hours and not know how I was going to get from Orlando back to St. Cloud. Yesterday. I made an appointment to go to Publix at 440, 113th street, here in St. Cloud. They were to pick me up between 10 and 10.30. I just called about 10.15 to find out what the ETA was and they said they couldn't get here much before 11.15. I have company coming at 1 o'clock. They didn't know when they could get me here, pick me up at 11.15 or 11.30, but they didn't know when they could go back to Publix to pick me to take me home. I might have another 4 hour wait. I ended up canceling it. Now I am concerned about doctors appointments that I have on Friday the 7th of November. (Voicemail cut off after 5 minutes)

Name of Commenter	Date Received	Email/Phone
Carmen Celia Sanchez	11/06/25	celimar8689@gmail.com

5. I would like to express my sincere gratitude for the transportation services you provide. Access Lynx, and especially UZURV, have been essential for my mobility, as I rely entirely on this service since I am unable to drive. I truly appreciate your dedication and commitment to helping individuals like me maintain independence and access essential destinations.

As with any great service, there is always room for improvement. I would like to respectfully share a few suggestions for consideration:

- Same-Day Trip Requests:

In certain situations—such as needing to go to the emergency room or pick up a prescription—it is not possible to plan ahead. It would be very helpful to have an option for same-day trip scheduling in these cases.

- Short-Duration Trips:

Occasionally, I need to make very brief stops (under 15 minutes), such as dropping off or picking up an item. Currently, the system requires waiting 1.5 to 2 hours for the return trip, which can be quite difficult. A more flexible option for quick turnaround trips would be greatly appreciated.

- Website Scheduling Functionality:



I find the Access Lynx website to be an excellent and efficient tool for scheduling trips. However, about 90% of the time, I end up calling by phone because the website does not accept my requested pickup or drop-off times. Ironically, when I call, I am often able to secure those same times without issue. Additionally, phone scheduling can take 20 to 30 minutes due to hold times. If this system inconsistency could be addressed, it would make the scheduling process much smoother for riders.

Thank you for taking the time to review my feedback. I am deeply appreciative of all that your team does and hope that these suggestions can help enhance the experience for all riders.

Regards,  
Carmen Celia Sanchez

Name of Commenter	Date Received	Email/Phone
Kamisheba Bell	11/8/25	(407) 595 5087

**SUMMARY:**

6. I haven't had a lot of problems when it comes to taking the service of Access LYNX. The one problem is the GPS system. It needs to be updated, if it is new drivers the person can easily become lost. It needs to be updated. Thank you for listening and your understanding, have a good day.

####

**ORIGINAL MESSAGES**

*Hello, my name is Kamisheba Bell and my phone number is 407-595-5087. And I'm here to voice my opinion on the Access LYNX service. So far I haven't had a lot of problems with the when it comes to taking the service of Access LYNX and receiving rides. But there's one problem is the Compass system, like when the person travels. There is a system that is on that is on the screen. So it needs to be updated again. My name is coming to Kamisheba Bell and my phone number is 407-595-5087. Thank you. Have a good day, bye.*

*Hello, my name is karma shiva bell, and my phone number is 407595505087. It's 407-595-5087, excuse me. I'm calling in regards for how I feel about the Access LYNX service. I am calling again to let you know that it's the gps system, not the Compass system. It's called the gps system. It needs to be updated. Any time I go on the bus, if it's a new driver the person can easily become lost. I've had problems with this in the past, but now I know that the drivers are becoming more familiar of where I live, the way to pick me up and dropped me off. But I'm still I'm calling once more to let you know that there is a problem with the GPS system that needs to be updated. Have a great day and once again, thank you for listening and your understanding have a good day, bye.*

Name of Commenter	Date Received	Email/Phone
Diana Perlaza	11/08/25	(305) 494 6799
<p>7. Good morning, my name is Diana Perlaza, and I'm currently using Lynx's door-to-door service. I'm truly grateful. It's an excellent service, always punctual, and if there's ever a delay, they respond immediately when I call to find out what's happening or send another vehicle. Thank you so much! Congratulations!</p> <p>(translated by MetroPlan staff from a voicemail message)</p> <p><b>ORIGINAL Voicemail Text.</b></p> <p><i>Buenos días, mi nombre es Diana Perlaza, estoy recibiendo el servicio de Lynx, puerta a puerta y en verdad estoy muy agradecida. Es un servicio excelente siempre con puntualidad y cuando por alguna razón hay alguna demora me atienden inmediatamente cuando llamo para ver qué sucede o envían otro transporte. Muchísimas gracias, felicitaciones.</i></p>		

Name of Commenter	Date Received	Email/Phone
Natalie Harvey	11/08/25	<a href="mailto:natalie.virginia.harvey@gmail.com">natalie.virginia.harvey@gmail.com</a>
<p>8. My name is Natalie Harvey, and I am 19 years old. I have been using Access Lynx since high school due to my epilepsy, which prevents me from driving. While I am grateful for the service, I would like to share some concerns I have regarding my commute to and from work. I live in Oviedo and work in 9400 Southpark Center Loop, Orlando, FL 32819.</p> <p>There are many days when my travel time ranges from an hour and a half to as long as three hours. This has occasionally caused me to arrive late to work. In the evenings, I often do not get home until around 8:40 p.m., even though I finish work at 5:00 p.m. Additionally, there have been instances where drivers have told me they were taking me home but then made additional pick-ups along the way, further extending my travel time.</p> <p>My mornings also start very early—around 4:40 a.m. or 5:15 a.m.—because of long routes and multiple pick-ups. The pick-up window I am given when scheduling rides has often been inaccurate, which adds to the difficulty of planning my day.</p> <p>I would greatly appreciate it if my evening drop-off could be between 6:00 and 6:45 p.m., and if my morning pick-up could be scheduled closer to 7:00 a.m. This would help ensure I can maintain a more consistent and manageable daily routine.</p> <p>Thank you for taking the time to review my concerns. I have worked very hard to get my full-time job, including my pharmacy tech certification. I really enjoy my job and would love to keep it. I appreciate the valuable service Access Lynx provides and hope that some adjustments can be made to improve my commuting experience.</p> <p>Sincerely, Natalie Harvey</p>		

Name of Commenter	Date Received	Email/Phone
Erica Winslow	11/10/25	(407) 486 7665
<p>9. Good morning, my name is Erica and I am a caregiver for someone that uses Access LYNX to go to dialysis in Casselberry. I want to say there is a 30 minute window where the driver can come to pick up the patient. Well, sometimes they're on time, sometimes they're standing outside waiting for 30 minutes. I understand they don't call to let them know that they're close by or running late. But if the patient is not outside waiting for the bus and they're running late or not feeling well, the driver will leave. The driver waits 5 minutes and then he leaves. I just think that the system that you guys have in place needs to be tweaked a little bit. And also keep in mind that a lot of these patients don't feel well if it's either really hot outside or cold or rainy. And I just think that the service that the drivers gives sometimes is not really (<i>unintelligible</i>). Also I just think that the hold time when you call Access LYNX to speak to dispatch, to see where your ride is or to cancel or change something is ridiculous. The amount of time you have to wait for somebody to answer the phone, it's terrible for a patient. A lot of times they just don't bother because they know that there is going to be a long wait time on hold. Also, the recording that you have on there is in English and Spanish. So it's an extra long time before you even get into the queue to speak to someone. It's ridiculous. You should just have a really simple message on your phone. That goes right to somebody and dispatch. These are people that need your ride and that don't feel well and are going either to the doctor, dialysis or wherever. So hopefully you guys will work on that, especially the telephone system. Thank you.</p>		

Name of Commenter	Date Received	Email/Phone
Andrea Craig	11/11	(321) 353-1770
<p>10. I don't know what I would do without your service, so thank you for providing that for me. And everybody else that accesses that. So I'm leaving a comment this morning because I understand that there's going to be a change in Seminole county starting in January. The Scout service is already starting to be available here in Seminole County. I have not used that yet, but I'm probably going to have to sometime soon. However, I do have a requirement to have medical appointments that are outside of Seminole that are in Orange County and I really am still going to need to be able to use Access LYNX. So I guess my comment is about what the fees are going to be for the rides. So right now, I know from earlier that there was a destination or where they're picking you up, or dropping you off is not close to a bus stop that the fee for the ride increases. So obviously, if they're discontinuing these bus stops in Seminole County completely I don't know how this is going to work through. My suggestion is that if a ride originates or ends at your home address, that maybe we could just have it not increased. There's no way for me to get anywhere else to have to be picked up, unless I go onto SunRail or something like that, but that's a whole different thing than just being picked up and taken to a doctor's appointment. So my suggestion is if we're just going to be picked up at our home location to go to a doctors appointment into a different county, maybe the fee to stay the same. So that's why comment and thank you for allowing us to leave a message like this.</p>		

Name of Commenter	Date Received	Email/Phone
Amanda Ranochak	11/11	amanda.ranochak@gmail.com

11. Having a system like access lynx has been very beneficial to me keeping my job. I used to be able to take a normal bus to my work until they closed our office back in May. Taking too many transfers and trying to navigate things in the dark along with what would be a 3-hour trip would send me into burnout and confusion as I am legally blind and autistic. Although the system has been helpful it still has its flaws. None are on the drivers themselves but rather dispatch and logistics.

For example, if I am going to Eatonville why are we taking someone from Pine Hills as a pickup and dropping them off downtown before reaching Eatonville, basically ping ponging around the map. If pick ups and drop offs are needed why are they dispatched to drivers going the opposite directions? It doesn't make sense. Something with the logistics is off somewhere and it penalizes the riders, whether they need to pay cancellation fee for a doctor's appointment or they get a reprimand from their job for being late (the theme parks don't mess around with this and show no mercy for disabled workers utilizing the Access Lynx system.) I am thankful I have a boss who is flexible at times but she still stresses the importance of time management as if I have control over this. Rides need to be on time or as close to it as possible.

Another thing that I noticed is a driver can be 5 minutes away from the destination and then get called to pick up someone ASAP on the other side of town. How about that person 5 minutes from their destination gets dropped off first and then they go pick up that person next? Most drivers use common sense and inform dispatch of what they plan on doing with their drop off but many new drivers panic and next thing you know your 5 minutes ETA turns onto 35 minutes. It's a waste of gas, time, and resources.

As a person with a disability I want to have a peaceful ride share experience that involves an ample amount of time to get somewhere without having to sacrifice too much time. 2 hour pickup and dropoff windows are way too long. I have a life too. Maybe tone it down to an hour or worse case scenario an hour and a half? It shouldn't be an all day affair to do one task because I'm stuck on a bus or van for too long. Ten years ago, I was stuck on one for THREE HOURS and wound up walking home because that driver wouldn't take the 5 minutes to drop me off since we were that close to my house and needed to pick up 2 more people downtown. Make it make sense. Just because most disabled people don't work doesn't mean their time isn't valuable.

I feel like Access Lynx dispatch needs to ride this service for a week and see the flaws of the system first hand. Only then will they understand. Supervisors too.

And please give the drivers their time to breathe too. I've heard several complaints that their breaks get pushed back and they don't have time to go to the bathroom or grab a snack. Not giving them basic needs is what makes some of them get grumpy at the clients and lose their morale. They are the real heroes out here helping us get to where we need to go.

What I would love to see is more UZURV rides out there as well. Having the ability to book something same day would help a lot...even if I have to wait two hours. If other state do it, why can't we?

Anyway, thank you for all you do.  
Amanda Ranochak

*(MAP supplied after the close of the comment period as a visual aid to demonstrate her comment – added on the final page).*

Name of Commenter	Date Received	Email/Phone
Marsha Bukala	11/11	mjbukala@yahoo.com

12. I am submitting a public comment in regards to a request I have made in the past and others in the blind and low vision community. Last year I gave the board a list of counties that offered on demand para transit. I believe this service was going to be looked into for riders here. What progress has been made?

Also to refresh your memory here are some of the reasons this would be of great help to me:

- I call my doctor and they are able to get me an appointment the same day. However, I do not have transportation with having to call the day before by 5 PM.
- I have a doctor appointment and I am sent for additional tests. I have no idea what time to have my ride pick me up.
- Also Minneapolis St. Paul recently added on demand to add to the list I gave you last year. I believe there are some other counties but I have not gotten an updated list.

Also from speaking to Uzurv typically the passenger will pay a little more in fare. They take the rider up to 15 miles. After that there is a charge to the passenger for each additional mile. They advised the cost is actually less for the county. Please update on the status of this type of program.

Also a big thank you to the Access Lynx and Uzurv drivers so do a great job.

Name of Commenter	Date Received	Email/Phone
Sheila Young	11/11	sheilayoung125@att.net

13. I am not sure why we aren't able to implement on demand rides with Uzurv. Many places throughout Florida, as well as other states, have put this into place. It would make rides much easier, as you would not have to book a sudden ride the day before, and when having doctor visits, you could stop at the pharmacy to pick up a prescription, instead of having to book a ride for the next day to go pick it up, then having to wait more than an hour to return back home. There are many examples of huge success with this system, and our area is so large and used so frequently, that this would benefit in so many different ways.

Name of Commenter	Date Received	Email/Phone
Sergio Cubero	11/11	sergjesus116@yahoo.com
<p>14. My name is Sergio Cubero. I use Access Lynx for transportation for daily use. First of all, I am very grateful for the service. I think access lynx is an amazing transportation service company. I do have a few suggestions I would love to see in the near future. I will list them in order.</p> <ul style="list-style-type: none"> <li>• I highly recommend drivers to use Highway 429 if they are going to Walt Disney World property from the Winter Garden, FL area. Try to encourage the drivers to avoid using I-4 as much as possible unless they have to pick up someone who is located near I-4.</li> <li>• I don't know if it's possible or not, but I would like to see Access Lynx to expand at least to the Lake County/ Clermont area in the near future. I wouldn't mind if I pay \$7 or \$8 per ride if that would encourage drivers or the company to expand. Or maybe have two bases for the drivers, one serves East and another West Orlando/ Central FL. I would love to live in Clermont one day, but I would need Access Lynx to take me to work and other locations in Orlando.</li> <li>• I would like to see the same day booking with an extra charge. Sometimes, I forgot to book a ride for the day when I would like to go somewhere. I think riders who would like to go somewhere on the same day should be able to book a ride at least 2 hours in advance before the pick up time. For example, if I want to go somewhere at 3pm, I should be able to book it at 1pm. I think it would give us more freedom. I am not a fan of having to book my rides by 5pm the day before.</li> <li>• Lastly, I would like to be able to book my ride as normal by at least 9pm or 10pm for the next day. I wish Lynx gives us extended time to book rides. I do not like the 5pm limit to book a ride for the next day.</li> </ul> <p>I believe my ideas would make Access Lynx be more reliable and help others who cannot drive or take the city buses. I really hope you will consider my suggestions and try to put them in effect in the near future. Of course, I do not expect to have my suggestions go in effect right away. However, I really hope you would consider them. I will be looking forward to hearing from you. My email is <a href="mailto:sergjesus116@yahoo.com">sergjesus116@yahoo.com</a> or my number is 727-278-7137.</p>		

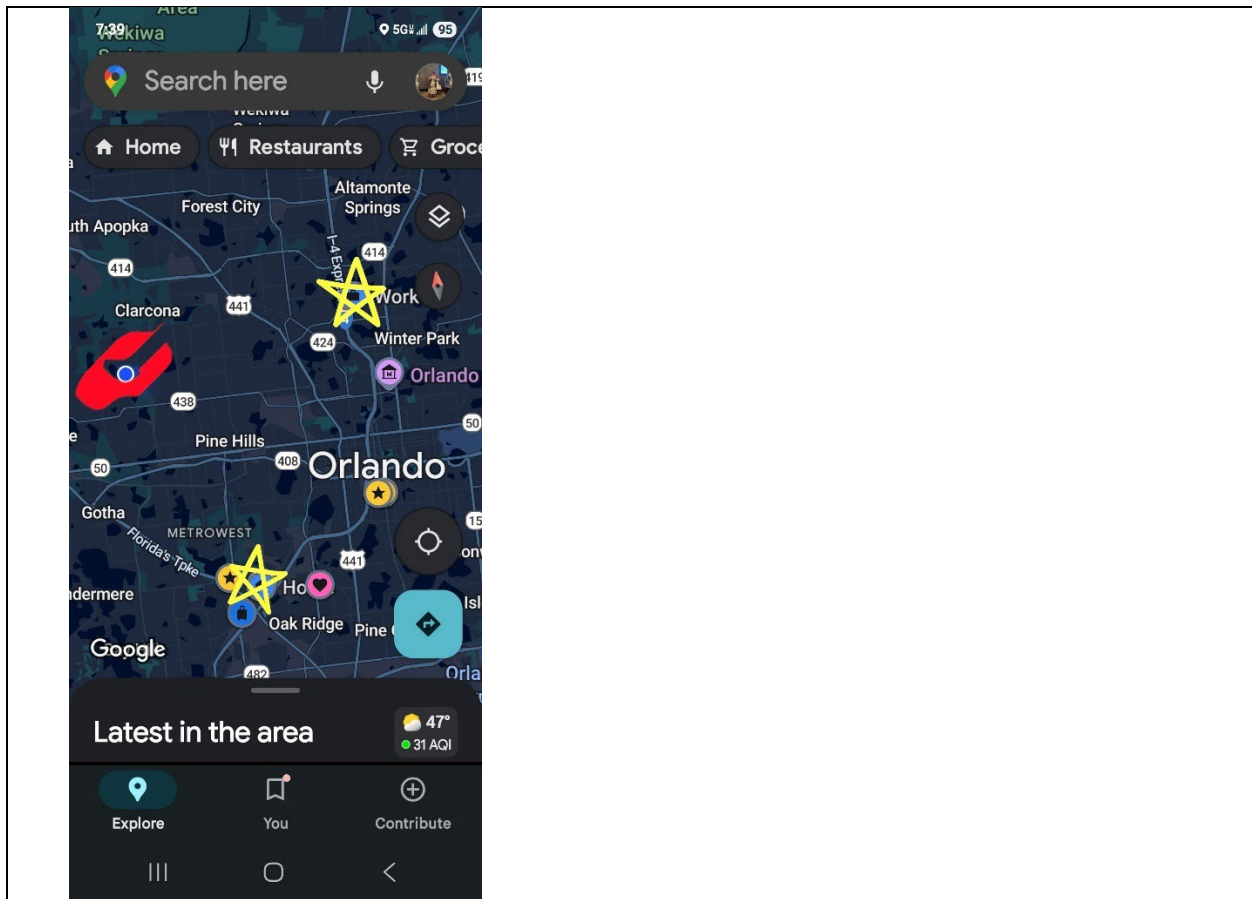
## RECEIVED AFTER THE DEADLINE:

Name of Commenter	Date Received	Email/Phone
Mary Morgan	11/12	(407) 419-6652
<p>15. My name is Mary morgan, and my phone number is 407-419-6652. I have been riding with Access LYNX (unintelligible) years now. And in the very beginning, when I first started being a customer with them, everything was great and wonderful and no issues with them at all. They were on time to pick me up and take me where I need to be. And customer services representatives is were kind and professional. Even the dispatchers too they look very kind of professional and nice and helpful. Even the drivers they were wonderful in their job too. But as the years went by later on, then Access Lynx started to get really bad and started to get from good to worse and reason why I am saying that is because now that we're riding</p>		

with them, when you book at certain time where you need to be added as a like at a doctor's appointment, or our job is somewhere (unintelligible) They're always late. They're not on time as far as the drivers. And as for the customer service of representatives, a lot of them now are very rude and very unprofessional, and not helpful at all, even (unintelligible) They are very rude and very unprofessional, and they took time, they always ran it (unintelligible) that I was not able to get home and they, they would not (unintelligible) and care enough about my wellbeing like locations like gave me other faraway places from my home destination and I was trying to get home (unintelligible) customer service and (unintelligible) is not clear whether or not I need to get home in there. That is not right by me, being a disabled person in a wheelchair and even other people that had disabilities that are riding with Access Lynx. That's not fair we are treated this way and I feel like they need to do better with talking to their customer and the client (unintelligible) with respect and showing hospitality too (unintelligible) while, they're doing their job too. I had a recent incident with them. I can say last saturday when I booked had with my ride to go to store and they were supposed to pick me up at 4 55 PM. I was outside, waiting on them for a whole hour. Nobody showed up until the driver finally showed up at 5 48 PM. Come to find out he was not at the right destination location where I lived, that he, that the wrong apartment and I was still sitting outside waiting on them. And so being in the wheelchair I struggle to navigate. (voicemail cut off after 5 minutes)

Name of Commenter	Date Received	Email/Phone
Amanda Ranochak	11/12	amanda.ranochak@gmail.com
<p><b>Earlier comment submitted on 11/11– this email and visual was added on 11/12 to support her earlier comment, post deadline.</b></p> <p>16. I hope it's not too late to share a visual to go with my public comment but someone in logistics explain this to me.</p> <p>The stars are my pickup and dropoff points. Why are we picking up someone almost 30 minutes away from the direction I'm heading to? That's the red spot where they picked him up before me. Why are the logistics so bad? Nothing makes sense. I was late this day by about 10 minutes or so. For someone employed constant lateness can jeopardize a job and for people with disabilities who are often looked over on job opportunities this can impact whatever they were able to get hired as.</p> <p>I get it's a ride share but why are the logistics so bad on pickups? Make it make sense. (MAP ON THE NEXT PAGE)</p>		





Name of Commenter	Date Received	Email/Phone
John Rivera	11/14	(407) 984-9776
<p><b><i>Received after the deadline:</i></b></p> <p>My name is John (Rivera?) phone number 407-984-9776. I just want to say that I'm very happy with the service that you guys are providing. I'm very proud of it actually to be a member and doing the good work that you guys are doing. Thank you so much.</p>		

**Member comments:**

Chair Bates thanked everyone for providing their important feedback and confirmed a copy of all comments will be forwarded to ACCESS LYNX.

There being no further comments, the public comment period was closed.

The public meeting adjourned at 10:50 a.m.



## Section 6







## LYNX Mobility Services Quarterly Report



February 12, 2026 TDLCB

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY |





## Trips at a Glance

FY – Trip Count	October	November	December	QTR Total	QTR Average	Growth
FY 2025 - 2026	63,857	54,804	56,897	175,558	58,519	7.0%
FY 2024 - 2025	54,321	55,414	54,384	164,119	54,706	

FY- On Time Performance	October	November	December	QTR Average	QTR Improvement
FY 2025 - 2026	90.2%	89.2%	89.2%	89.5%	-0.2%
FY 2024 - 2025	89.2%	90.5%	89.4%	89.7%	



# Trips by Purpose



FY 2025 - 2026	October	November	December	QTR Average
Employment	18,996	15,890	16,886	17,257
Dialysis/ Cancer	14,028	12,364	13,455	13,282
Recreational	12,795	12,327	12,053	12,392
Education	8,997	6,819	6,680	7,499
Medical	7,756	6,169	6,594	6,840
Shopping	1,033	1,012	1,042	1,029
Functional Assessment	190	149	125	155
Nutritional	62	74	62	66
<b>Total</b>	<b>63,857</b>	<b>54,804</b>	<b>56,897</b>	

FY 2024 - 2025	October	November	December	QTR Average
Employment	15,354	15,855	15,920	15,710
Dialysis/ Cancer	13,941	13,882	14,165	13,996
Recreational	10,187	11,735	11,675	11,199
Education	7,100	6,515	5,573	6,396
Medical	6,509	6,315	5,926	6,250
Shopping	912	887	920	906
Functional Assessment	124	140	123	129
Weather	117	-	-	117
Nutritional	77	85	82	81
<b>Total</b>	<b>54,321</b>	<b>55,414</b>	<b>54,384</b>	



## Customer Service Activity

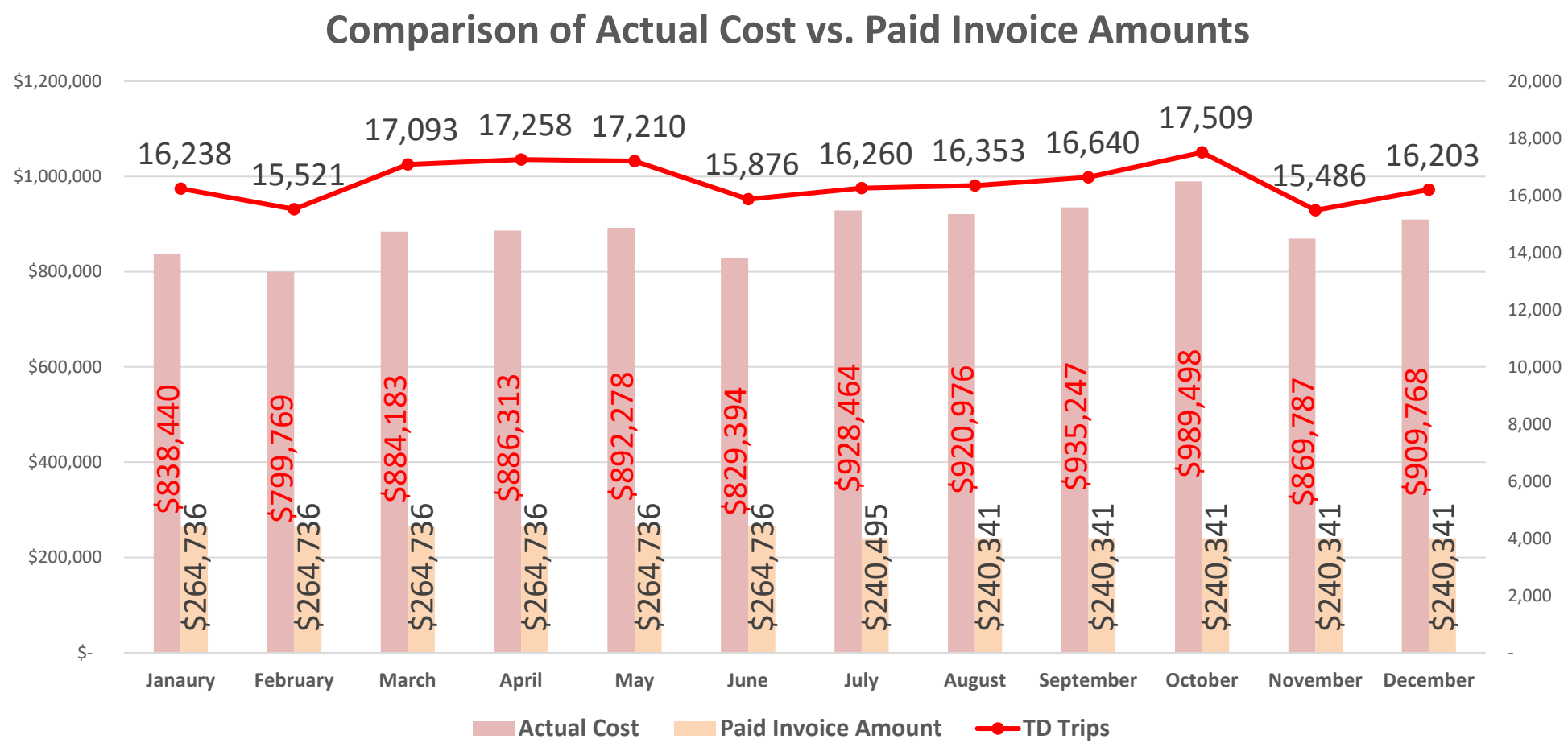
### Booking and ETA Calls Only

FY – Calls Volume	October	November	December	QTR - Average Total	Growth
FY 2025 - 2026	40,486	38,474	42,795	40,585	12.2%
FY 2024 - 2025	37,389	33,759	37,413	36,187	

FY – Speed of Answer	October	November	December	QTR - Average Total	Growth
FY 2025 - 2026	3.9	3.8	5.0	4.23	-37.4%
FY 2024 - 2025	7	5.3	8	6.77	

Peak Time 2025	October	November	December	Peak Average
Total Calls	33,622	31,681	35,628	33,644
Answer Time	4.52	4.38	5.79	4.9

# Actual Cost vs. Paid Invoice



## Summary and Updates

- We have observed a significant increase in the number of requests for trips
- On-time performance (OTP) remains steady at 89.3%.
- **FY25 vehicle procurement**  
Deliveries have officially begun, and we anticipate having all 75 vehicles in our possession by August, if not sooner. We are excited about this progress!
- We are dedicated to achieving an average answer speed of just 3 minutes. This goal reflects our commitment to providing timely and effective support to our customers.





## Questions and Close





## Section 7







# Meet scout

Major Update on Service Performance &  
Existing Issues and Solutions

**TDLCB Board Meeting  
February 12, 2026**





# Overview of Scout Service

Peformance Indicators	November 2025	December 2025	January 2026	Per. Change (11/2025 to 01/2026)
Service Overview				
Total Passengers	18,245	19,364	23,539	29.0%
Total Rides	15,872	16,850	20,908	31.7%
Service Quality & Reliability				
Avg. Wait Time (mins)	29.63	35.15	45.17	52.4%
Avg. Customer Service Rating	4.79	4.79	4.78	-0.2%
Financial & Service Efficiency				
Cost Per Passenger	\$21.78	\$20.36	\$19.87	-8.8%
Farebox Recovery	13.9%	14.3%	14.7%	5.8%



# How Scout helps Vulnerable Population

Discount Category	November 2025	December 2025	January 2026	Per. Change (11/2025 to 01/2026)
Low-Income Riders (High Level)*	312	383	358	14.7%
Low-Income Riders (Low Level)**	2,698	3,257	4,024	49.1%
Student	1,144	1,163	2,086	82.3%
Seniors (65 or Older)	602	740	836	38.9%
Persons with disabilities	575	705	773	34.4%
Access Lynx Users	445	463	564	26.7%
Total Vulnerable Riders/Total Riders	36.4%	39.8%	41.3%	13.6%

\*2025 Income Limits and Rent Limits Florida Housing Finance Corporation SHIP and HHRP Programs 80% Low Income Level

\*\*2025 Department of Health and Human Services (HHS)Federal Poverty Level (200% FPL)



# Issues & Solutions

## Extended Wait Time & Solutions

- ➡ [Implemented a wait time planner for pre-trip planning](#)
- ➡ Expanded fleet by seven vans and added drivers in 01/2026
- ➡ Restricted daily rider cancellations to two to optimize dynamic routing.
- ➡ Secured FDOT grant approval for service expansion after 07/2026.
- ➡ Enhanced ongoing operational optimizations





# Issues & Solutions

## Organization Requests & Solutions



Organizations requested a mechanism to send “bus passes” to their clients.



Developed an on-line portal that allows organizations to set up “corporate account” to buy and send “tokens” to their clients.



Two organizations have set up the “corporate accounts”, and more is on the way.




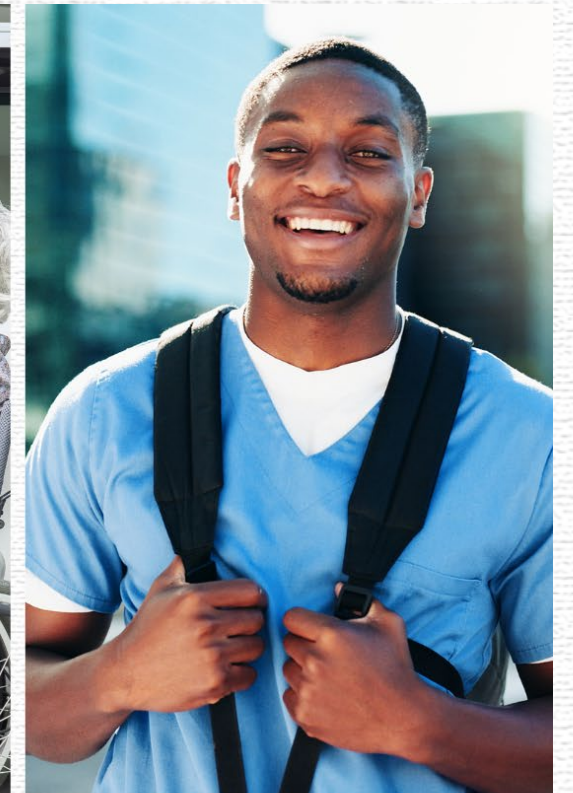


# Issues & Solutions

## People with Disabilities FAQs

 Is Access Lynx still available for access in Seminole County?

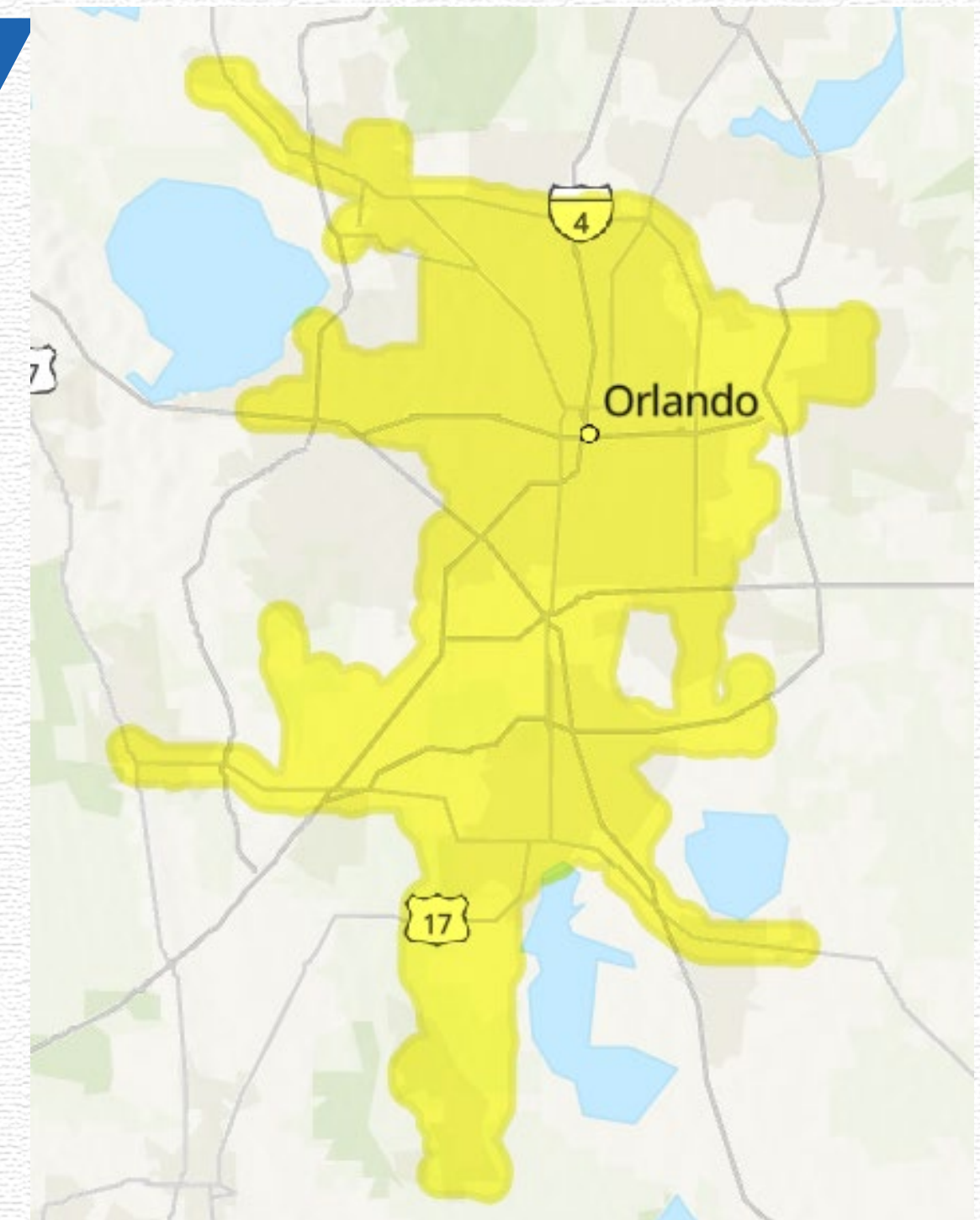
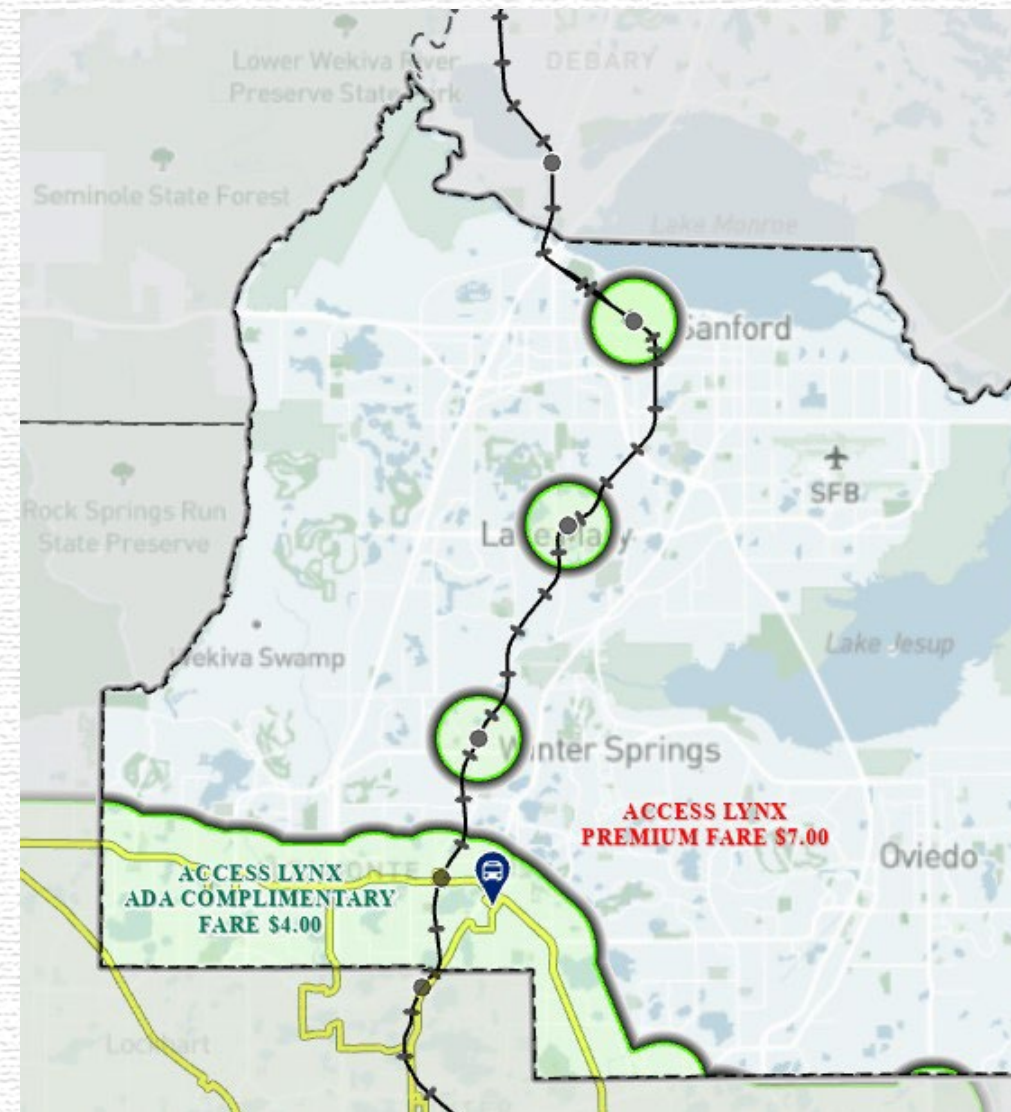
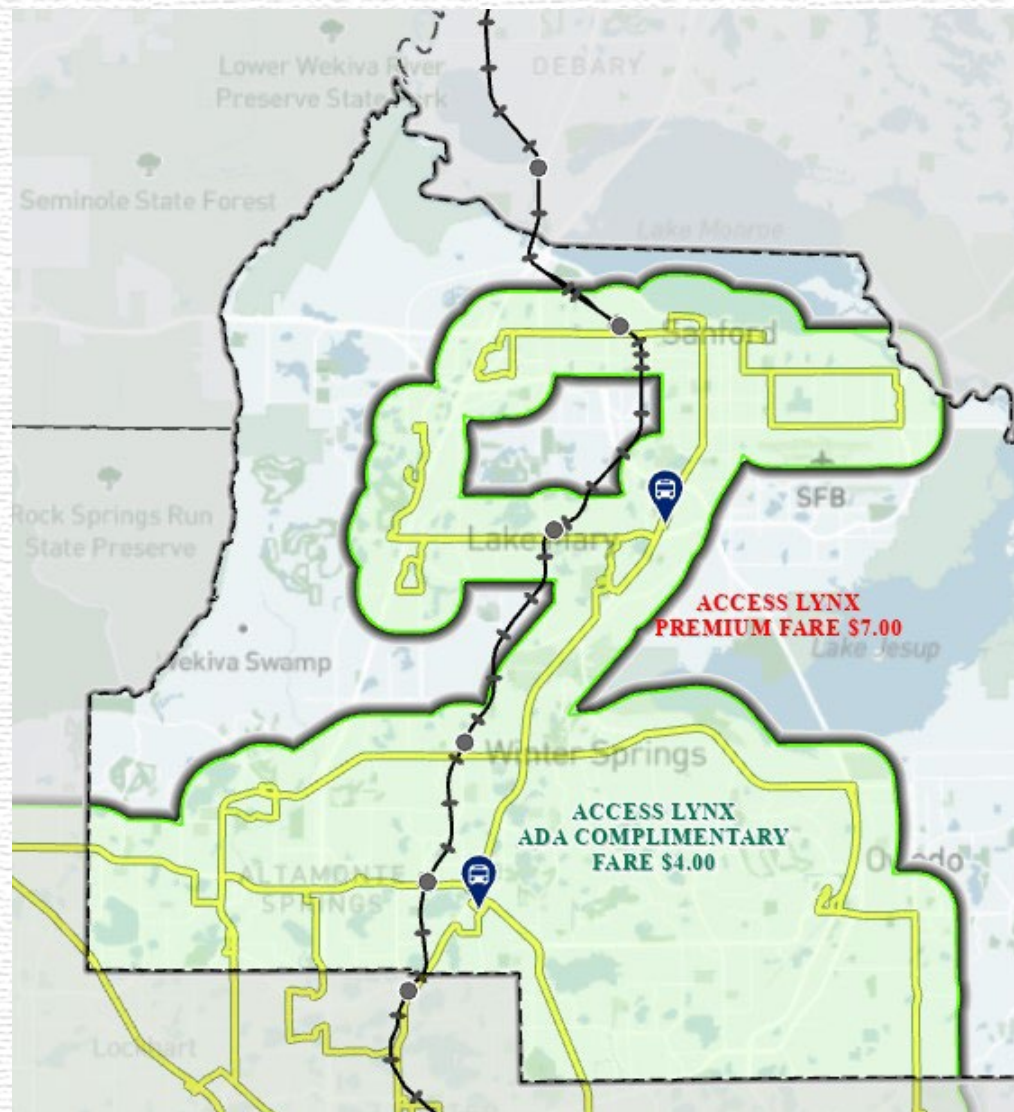
 How about trips start from/to Seminole County and to/from Orange County?





# Issues & Solutions

Is Access Lynx still available for access in Seminole County?





# Issues & Solutions

How about trips start from/to Seminole County and to/from in Orange County?



Book a ride with Access Lynx Directly:

- \$4.00 one-way fare if your both start and end locations are within  $\frac{3}{4}$ -mile buffer of the Lynx fixed routes.
- \$7.00 one-way fare if either of your start or your end locations are outside of  $\frac{3}{4}$ -mile buffer of the Lynx fixed routes.



Book a ride with Scout and transfer at Altamonte Springs Sunrail Station in the County:

- \$1.00 (\$0.50 book via freebee app) to or from Altamonte Springs Sunrail station by Scout.
- \$4.00 one-way fare for Access Lynx service for drop-off/pickup at the Sunrail station.
- Total \$4.50 for one-way trip fare
- Need to plan ahead to make a timely transfer.



# END PRESENTATION





## Section 8





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**

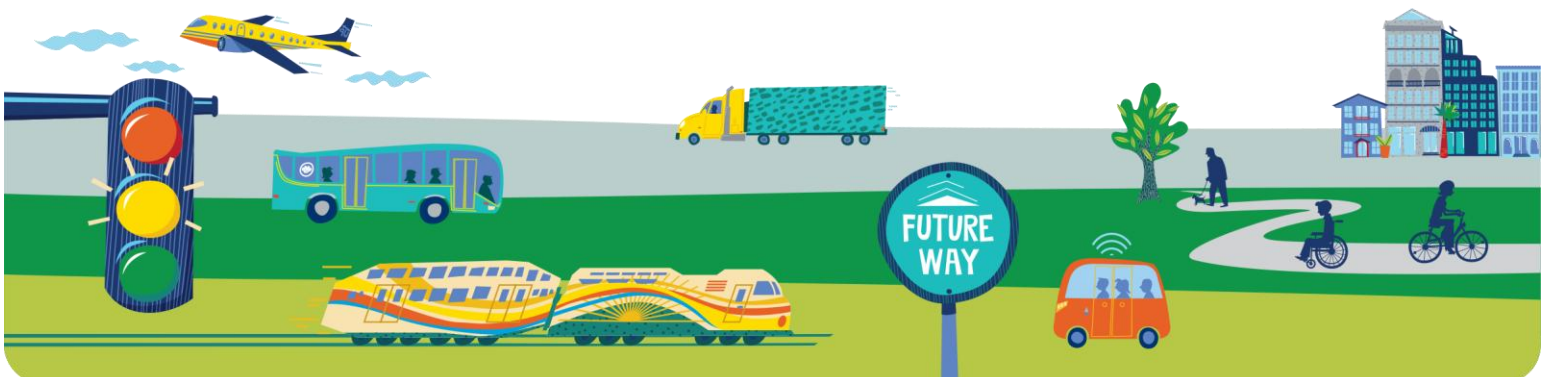
February 12, 2026

May 14, 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