



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD
AGENDA**

May 14, 2026 @ 10:00 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Thursday, May 14, 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 JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

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



WiFi available | Network: MpoGuest | Password: mpoaccess

| | | |
|------|-------------------------------------|---------------------------------|
| I. | CALL TO ORDER | Chairperson Ken Gilbert |
| II. | PLEDGE OF ALLEGIANCE | |
| III. | CHAIR'S ANNOUNCEMENTS | Chairperson Ken Gilbert |
| IV. | AGENDA REVIEW & ANNOUNCEMENTS | Ms. Virginia L. Whittington |
| V. | CONFIRMATION OF QUORUM | Ms. Rachel Frederick |
| VI. | QUALITY ASSURANCE TASK FORCE REPORT | Ms. Marilyn Baldwin, QATF Chair |
| VII. | PUBLIC COMMENTS ON ACTION ITEMS | |

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

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

How to comment:

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

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

VIII. ACTION ITEMS

A. Approval of February 12, 2026, TDLCB Meeting Minutes (Section 1) Ms. Virginia Whittington
MetroPlan Orlando

B. Request for Approval of the 2026-2027 Annual Rate Calculations (Section 2) Mr. Cody Johnson, LYNX

Staff requests approval of the FY 2026-2027 Annual Rate Calculations. The Commission for Transportation Disadvantaged has provided its review and approval of the rates as submitted.

| ACCESS LYNX TD RATES | | | |
|-----------------------------|------------------|------------------|-------------------|
| Type of Trip | FY 2025-26 Rates | FY 2026-27 Rates | Percentage Change |
| Ambulatory | \$45.22 | \$44.84 | -0.84% |
| Wheelchair | \$77.52 | \$76.87 | -0.84% |

C. Approval of Draft TDSP Minor Update (Section 3) Mr. Cody Johnson

Mr. Cody Johnson will review and request approval of the minor updates to the Transit Development Services Plan (TDSP) 2026 Minor Update. A copy of the presentation is included.

Due to the size of the update document, a link is being provided to view the Draft TDSP Minor Update online:

[Draft TDSP Minor Update 2026](#)

D. TDLCB Membership Certification Revisions (Section 4) Ms. Virginia Whittington

Approval of the revised TDLCB membership certification to reflect recent changes. The updated certification ensures continued compliance with state requirements. Upon approval by the TDLCB, the revised membership certification will be sent to the MetroPlan Orlando Board for adoption at its June 10th meeting.

E. Update to Quality Assurance Task Force (QATF) Composition (Section 5) Ms. Virginia Whittington

Approval is requested to update the composition of the Quality Assurance Task Force to align with recent changes in TDLCB membership.

F. Status of the 2025 CTC Evaluation (Section 6) Ms. Virginia Whittington

A status report on the 2025 Community Transportation Coordinator (CTC) Evaluation and TD Rider Survey will be presented and request for staff to submit the final report to the CTD.

A summary of the TD Rider Survey results are included and **a link to the full, unedited rider survey responses is provided below.**

[2026-ACCESS-LYNX-Survey-Results.pdf](#)

IX. PRESENTATIONS & STATUS REPORTS**A. ACCESS LYNX/Community Transportation Coordinator (CTC) Update (Section 7)**

Ms. Kim Frye
ACCESS LYNX

ACCESS LYNX staff will provide a Community Transportation Coordinator update. This update will include a report on the upcoming transition of the paratransit Customer Service operations to Transdev to enhance trip optimization and operational efficiency, effective July 1, 2026.

X. GENERAL INFORMATION (Section 8)**A. Planning Grant Report – January – March 2026**

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

B. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is provided for information purposes.

XI. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Board – June 10, 2026; 9:00 am.

B. Quality Assurance Task Force – July 28, 2026; 10:00 a.m.

C. Transportation Disadvantaged Local Coordinating Board – August 20, 2026; 10:00 a.m.

XII. MEMBER COMMENTS**XIII. PUBLIC COMMENTS (GENERAL)**

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

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

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2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

XIV. ADJOURNMENT

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

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

Section 1



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

DATE: Thursday, February 12, 2026
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, FL 32801

Chair Deputy Mayor Ken Gilbert, Presiding

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
Ms. Kim Frye, ACCESS LYNX
Deputy Mayor Ken Gilbert, St. Cloud, Osceola - Chairperson
Ms. Angela Hunter for Ms. Janee Olds, Career Source CF
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Ms. Jennifer Jensen, OC EMS
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
Commissioner Mayra Uribe, Orange County
Ms. Sharon Wright, Division of Vocational Rehabilitation
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Vacant, State Coordinating Council of Early Childhood
Vacant, For-Profit Operator

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. Mighk Wilson, MetroPlan Orlando
Ms. Natalia Barbour, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Rachel Frederick, MetroPlan Orlando

Others in Attendance

Mr. Ji Li, Seminole County
Ms. Selita Stubbs, ACCESS LYNX
Ms. Yesenia Rivera, ACCESS LYNX
Mr. Joey Hogan, TransDev

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

I. CALL TO ORDER

Deputy Mayor Ken Gilbert, Chairperson, called the meeting to order at 10:00 a.m. and welcomed members.

II. PLEDGE OF ALLEGIANCE

Mayor Pat Bates led the Pledge of Allegiance.

III. CHAIR ANNOUNCEMENTS

Chair Ken Gilbert reminded members of the importance of attending in person and how members of the public can participate in person or virtually. Chair Gilbert asked each member to introduce themselves and who they represent.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington welcomed new members Deputy Mayor Ken Gilbert – representing Osceola, Ms. Jennifer Jensen – representing Orange County Emergency Services, and Ms. Sharon Wright representing the Division of Vocational Rehabilitation. Ms. Whittington also introduced MetroPlan Orlando’s new staff member – Ms. Natalia Barbour – Senior Transportation Planner.

Ms. Whittington reported that the QATF was unable to meet in January, however she did have one-on-one meetings with each member to discuss some of the agenda items. She also confirmed that the

QATF would meet, once the TDLCB meeting has concluded, to elect their Chair and Vice-Chair for 2026. Ms. Whittington provided an update to the agenda, indicating that Action Item E would serve as the final action item. Accordingly, Items F and G would be presented in advance of that item.

Mr. Mighk Wilson presented the Safety Moment – Rail Crossing Safety, and shared a short video demonstrating what not to do on rail tracks. He also noted the statistics from 2018 – 2022 of motor vehicle and pedestrian fatalities and serious injuries at rail crossings. He ended by highlighting how we all can help keep rail crossings safe, by reporting any problem or emergency to the number located at each crossing.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. PUBLIC COMMENTS ON ACTION ITEMS

None.

VII. ACTION ITEMS

A. Election of 2026 LCB Vice-Chairperson

Ms. Virginia Whittington facilitated the election of the Vice-Chair explaining the rotation of the Chair position among elected officials from Orange, Osceola, and Seminole counties, and noting that the Vice-Chair would be from Orange County.

MOTION: Mayor Pat Bates nominated Commissioner Mayra Uribe, Orange County as Vice-Chair of the TDLCB for 2026, and was seconded by Ms. Marilyn Baldwin.

Ms. Whittington called for a motion to cease nominations.

MOTION: Ms. Alnita Whitt made a motion to cease nominations. Mr. Luis Nieves-Ruiz seconded the motion which passed unanimously.

Ms. Whittington returned to the initial motion - the nomination of Commissioner Mayra Uribe to serve as Vice-Chair of the TDLCB for 2026. Having a motion and second, a voice vote was conducted, and the motion was approved unanimously.

B. Approval of the 2026 TDLCB Bylaws

Ms. Virginia Whittington presented the proposed amendments to the bylaws. Members discussed, suggested alternative wording and agreed a final version.

MOTION: Commissioner Uribe moved approval to accept the changes to the TDLCB 2026 Bylaws including the change made by the LCB. Mayor Bates seconded the motion, which passed unanimously.

C. Approval of TDLCB Grievance Procedures

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

MOTION: Ms. Marilyn Baldwin moved approval of the TDLCB Grievance Procedures as presented. Ms. Neika Berry seconded the motion, which passed unanimously.

D. Approval of QATF and Grievance Committee Members

Ms. Whittington requested review and approval of the recommended 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

Ms. Whittington requested review and approval of the recommended 2026 TDLCB Grievance Committee Members:

- Mr. Calvin Smith, representing Agency for Healthcare Administration
- Ms. Yvette Reyes, representing Economically Disadvantaged
- Ms. Janeé Olds, representing Regional Workforce Development
- Ms. Alnita Whitt, representing Veterans
- Mr. Adam Zubritsky, representing Public Education
- Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

MOTION: Mayor Bates moved approval of the 2026 Quality Assurance Task Force Members and 2026 TDLCB Grievance Committee Members as presented. Commissioner Uribe seconded the motion, which passed unanimously.

Action Item E. was taken out of order.

F. Approval of November 13, 2025 Meeting Minutes

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

MOTION: Mayor Pat Bates moved approval of the November 13, 2025 TDLCB meeting minutes. Ms. Alnita Whitt seconded the motion, which passed unanimously.

G. Acknowledgement of the Summary of Public Meeting Comments Received

Acknowledgment of the Summary of Public Meeting Comments received on November 13, 2025 was requested.

MOTION: Commissioner Uribe moved approval of the acknowledgement of the Summary of Public Meeting comments received. Mayor Bates seconded the motion, which passed unanimously.

E. Approval of Recommended Revisions to the CTC Evaluation

Ms. Whittington stated that, pursuant to statutory requirements, the Board is required to conduct an annual evaluation of the Community Transportation Coordinator. Members had discussed at a previous meeting the desire to consider changes to the scoring criteria. Ms. Whittington explained the current compressed scoring model, and a suggested expanded scoring criteria. Members agreed a new scoring criteria should be applied to all questions. Discussion ensued. resulting in the following rating scale:

| | |
|---|------------------------|
| 5 | Excellent |
| 4 | Good |
| 3 | Acceptable |
| 2 | Needs some improvement |
| 1 | Unacceptable |

MOTION: Commissioner Mayra Uribe moved approval of the revisions to the CTC evaluation, selecting Option 4 with the wording as agreed above. Ms. Angela Hunter seconded the motion, which passed unanimously

Ms. Whittington noted the next steps with the rider survey being released on Monday, February 16, 2026, the CTC Evaluation being sent on March 23, the final report being shared on May 14 and submitted to the Commission for Transportation Disadvantaged by the June 30 deadline.

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Ms. Kim Frye introduced a new Customer Service Manager at LYNX – Ms. Yesenia Rivera. Ms. Frye shared the trip count of Q4 FY 2026 in comparison to Q4 FY 2025 which showed a 7% increase. On time performance for Q4 2025 was 89.5%. She highlighted trips per purpose and call volume which showed a 12.2% increase on the same time period year on year. Ms. Frye showed a 37.4% improvement on speed of answer and a peak average of 33,644 calls (M-F, 8 - 5). Ms. Frye noted a change to the call menu options, with the “call back” feature moved to one of the initial selections, resulting in the significant improvement in customer experience.

Ms. Frye showed the delta in the actual costs incurred and the invoice paid by the Transportation Disadvantaged reimbursement. She reported that 75 new vehicles should be delivered by August and confirmed their commitment to an average answer speed of three minutes.

Ms. Virginia Whittington reminded members that the statistics shown in the presentation will assist members when completing their CTC evaluation.

Member discussion ensued.

B. Progress Report- SCOUT

Mr. Ji Li – Micro Transit Manager, Seminole County presented on the Scout Service introduced in Seminole County. He compared statistics, including the number of total rides, the average wait time and average customer service score from the beginning of the service in November 2025 to January 2026. He detailed the categories and numbers of riders from the vulnerable population using the service.

Mr. Li shared issues experienced by riders and outlined the solutions being implemented. He noted that Access LYNX continues to operate in Seminole County; however, he also highlighted the fare impacts for trips beyond the ¾-mile buffer resulting from the reduction in the LYNX bus service.

Mr. Li stated they would be receiving an FDOT grant in July 2026 when they will be able to invest in more ADA compliant vehicles. He noted that any rider 17 years or younger is classified as a student.

Member discussion ensued, including clarification regarding the number of riders/passengers versus the number of rides. Also discussed were the challenges faced by vulnerable populations when using the service to connect to SunRail, including the need to make two separate ride reservations, one of which must be scheduled with Access Lynx a day in advance. It was also clarified Scout was introduced to replace the majority of Lynx bus routes (within Seminole county only), not to replace the Access Lynx service.

Members who had any further questions were encouraged to submit to staff who would forward to Scout.

IX. GENERAL INFORMATION

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

- 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. at MetroPlan Orlando
- B. Transportation Disadvantaged Local Coordinating Board Meeting – May 14, 2026; 10:00 a.m. at MetroPlan Orlando

XI. MEMBER COMMENTS

None.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

Chair Gilbert thanked everyone for attending. There being no further business the meeting adjourned at 11:45 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 14th day of May, 2026 .

Deputy Mayor Ken Gilbert, Chairperson

Rachel Frederick
Board Services Coordinator

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.

Section 2

Preliminary Information Worksheet

Version 1.4

| | |
|-------------------------------|-------------------------------|
| CTC Name: | CFRTA LYNX |
| County (Service Area): | Orange, Seminole, and Osceola |
| Contact Person: | Kim Frye |
| Phone # | 407-254-6169 |

Check Applicable Characteristic:

| ORGANIZATIONAL TYPE: | NETWORK TYPE: |
|-----------------------------------------------|-------------------------------------------------|
| <input checked="" type="radio"/> Governmental | <input checked="" type="radio"/> Fully Brokered |
| <input type="radio"/> Private Non-Profit | <input type="radio"/> Partially Brokered |
| <input type="radio"/> Private For Profit | <input type="radio"/> Sole Source |

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

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

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

| | Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025 | Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026 | Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

| | | | | | | |
|---------------------------------|--------------|--------------|--------------|-------|------|--|
| Farebox | \$ 3,062,303 | \$ 3,377,065 | \$ 3,468,404 | 10.3% | 2.7% | |
| Medicaid Co-Pay Received | | | | | | |
| Donations/ Contributions | | | | | | |
| In-Kind, Contributed Services | | | | | | |
| Other | | | | | | |
| Bus Pass Program Revenue | | | | | | |

Local Government

| | | | | | | |
|--------------------------------------|--------------|---------------|---------------|--------|-------|--|
| District School Board | | | | | | |
| Compl. ADA Services | | | | | | |
| County Cash | \$ 8,631,336 | \$ 10,236,050 | \$ 11,935,544 | 18.6% | 16.6% | |
| County In-Kind, Contributed Services | | | | | | |
| City Cash | | | | | | |
| City In-kind, Contributed Services | | | | | | |
| Other Cash | \$ 16,434 | \$ 90,000 | \$ 90,000 | 447.6% | 0.0% | |
| Other In-Kind, Contributed Services | | | | | | |
| Bus Pass Program Revenue | | | | | | |

CTD

| | | | | | | |
|-----------------------------------|--------------|--------------|--------------|------|--------|--|
| Non-Spons. Trip Program | \$ 3,103,801 | \$ 3,176,843 | \$ 2,811,990 | 2.4% | -11.5% | |
| Non-Spons. Capital Equipment | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other TD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

USDOT & FDOT

| | | | | | | |
|------------------------------------|--------------|--------------|--------------|-------|-------|--|
| 49 USC 5307 | \$ 538,989 | \$ 600,000 | \$ 659,000 | 11.3% | 9.8% | |
| 49 USC 5310 | | | | | | |
| 49 USC 5311 (Operating) | | | | | | |
| 49 USC 5311(Capital) | | | | | | |
| Block Grant | | | | | | |
| Service Development | \$ 2,742,893 | \$ 3,194,920 | \$ 2,890,000 | 16.5% | -9.5% | |
| Commuter Assistance | | | | | | |
| Other DOT (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

AHCA

| | | | | | | |
|-------------------------------------|-----------|-----------|-----------|------|------|---------------------------------------------------|
| Medicaid | | | | | | State planning to support Paratransit operations. |
| Other AHCA (specify in explanation) | \$ 78,671 | \$ 80,000 | \$ 80,000 | 1.7% | 0.0% | |
| Bus Pass Program Revenue | | | | | | |

DCF

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

DOH

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

DOE (state)

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Carl Perkins | | | | | | |
| Div of Blind Services | | | | | | |
| Vocational Rehabilitation | | | | | | |
| Day Care Programs | | | | | | |
| Other DOE (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

AWI

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| WAGES/Workforce Board | | | | | | |
| Other AWI (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOEA

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Older Americans Act | | | | | | |
| Community Care for Elderly | | | | | | |
| Other DOEA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DCA

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Community Services | | | | | | |
| Other DCA (specify in explanation) | | | | | | |
| Bus Pass Admin. Revenue | | | | | | |

Comprehensive Budget Worksheet

Version 1.4

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

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

| | Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025 | Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026 | Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|-----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

| APD | | | | | | |
|---------------------------------------|---------------------|---------------------|---------------------|-------------|-------------|---------------------------------------------------------------------------------------------------------------------|
| Office of Disability Determination | | | | | | |
| Developmental Services | | | | | | |
| Other APD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DJJ | | | | | | |
| (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Other Fed or State | | | | | | |
| Total ADA Compl. Services | \$ 19,511,229 | \$ 24,584,111 | \$ 25,649,564 | 26.0% | 4.3% | Local ADA funding from LYNX's funding allocation model for Orange, Seminole, and Osceola counties for ADA services. |
| xxx | | | | | | |
| xxx | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Other Revenues | | | | | | |
| Interest Earnings | | | | | | |
| xxxx | | | | | | |
| xxxx | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Balancing Revenue to Prevent Deficit | | | | | | |
| Actual or Planned Use of Cash Reserve | \$ 7,889,276 | \$ 2,889,369 | \$ 4,023,204 | | | |
| Balancing Revenue is Short By = | | None | None | | | |
| Total Revenues = | \$45,574,932 | \$48,228,358 | \$51,607,706 | 5.8% | 7.0% | |

| EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!) | | | | | | | |
|------------------------------------------------------------------------------|---------------------|---------------------|---------------------|-------------|-------------|----------------------------------------------------------------------------------------------------------------------|--|
| Operating Expenditures | | | | | | | |
| Labor | \$ 1,326,717 | \$ 2,082,932 | \$ 1,045,746 | 57.0% | -49.8% | Forecast: \$2.63m Budget Stabilization Funds used to balance expenses with revenues in FY2026 and \$2.63m in FY2027. | |
| Fringe Benefits | \$ 924,015 | \$ 817,978 | \$ 413,035 | -11.5% | -49.5% | | |
| Services | \$ 694,113 | \$ 629,127 | \$ 880,503 | -9.4% | 40.0% | | |
| Materials and Supplies | \$ 2,698,584 | \$ 2,705,000 | \$ 2,699,500 | 0.2% | -0.2% | | |
| Utilities | \$ 103,794 | \$ 154,420 | \$ 103,860 | 48.8% | -32.7% | | |
| Casualty and Liability | | | | | | | |
| Taxes | \$ 89,485 | \$ 154,500 | \$ 103,100 | 72.7% | -33.3% | | |
| Purchased Transportation: | | | | | | | |
| Purchased Bus Pass Expenses | | | | | | | |
| School Bus Utilization Expenses | | | | | | | |
| Contracted Transportation Services | \$ 39,402,415 | \$ 41,211,975 | \$ 45,750,210 | 4.6% | 11.0% | | |
| Other | \$ 295,073 | \$ 439,690 | \$ 587,295 | 49.0% | 33.6% | | |
| Miscellaneous | | | | | | | |
| Operating Debt Service - Principal & Interest | | | | | | | |
| Leases and Rentals | \$ 40,736 | \$ 32,736 | \$ 24,457 | -19.6% | -25.3% | | |
| Contrib. to Capital Equip. Replacement Fund | \$ - | \$ - | \$ - | | | | |
| In-Kind, Contributed Services | \$ - | \$ - | \$ - | | | | |
| Allocated Indirect | | | | | | | |
| Capital Expenditures | | | | | | | |
| Equip. Purchases with Grant Funds | | | | | | | |
| Equip. Purchases with Local Revenue | | | | | | | |
| Equip. Purchases with Rate Generated Rev. | | | | | | | |
| Capital Debt Service - Principal & Interest | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Total Expenditures = | \$45,574,932 | \$48,228,358 | \$51,607,706 | 5.8% | 7.0% | | |

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Worksheet for Program-wide Rates

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

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

| PROGRAM-WIDE RATES | |
|------------------------------------------|--------------|
| Total <u>Projected</u> Passenger Miles = | 9,891,013 |
| Rate Per Passenger Mile = \$ | 4.63 |
| Total <u>Projected</u> Passenger Trips = | 722,584 |
| Rate Per Passenger Trip = \$ | 63.31 |

| |
|------------------------------------------------|
| Fiscal Year |
| 2026 - 2027 |
| Avg. Passenger Trip Length = 13.7 Miles |

| Rates If No Revenue Funds Were Identified As Subsidy Funds | |
|------------------------------------------------------------|---------------|
| Rate Per Passenger Mile = \$ | 8.98 |
| Rate Per Passenger Trip = \$ | 122.88 |

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

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|-----------------------------------------|-----------------------------------------|-------------------------------------------------------------|---------------------------------------------------------|
| <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | STOP! Do NOT Complete Sections II - V for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services **TOTALLY** in the upcoming budget year?....

| Ambulatory | Wheelchair | Stretcher | Group |
|--------------------------------------|--------------------------------------|--------------------------------------------------|----------------------------------------------|
| <input checked="" type="radio"/> Yes | <input checked="" type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No |
| Answer # 2 for Ambulatory Service | Answer # 2 for Wheelchair Service | Do Not Complete Section II for Stretcher Service | Do Not Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------------------------------|-------------------------------------|--------------------------------------------------|----------------------------------------------|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No | <input checked="" type="radio"/> No |
| Leave Blank | Leave Blank | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------|-------------|-------------|-------------|
| Leave Blank | Leave Blank | Leave Blank | Leave Blank |
| Leave Blank | Leave Blank | Leave Blank | Leave Blank |
| Leave Blank | Leave Blank | Leave Blank | Leave Blank |

Effective Rate for **Contracted Services**:
 per **Passenger Mile** =
 per **Passenger Trip** =

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------|------------------------------------------|--------------------------------------------------|----------------------------------------------|
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be **less** than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|----------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------|----------------------------------------------|
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... **Do NOT Complete Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate 0.00 to 1.00**

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

| | | RATES FOR FY: 2026 - 2027 | | | |
|-------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------|-------------|---------------|-------------|
| | | Ambul | Wheel Chair | Stretcher | Group |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 9,891,013 | 7,059,681 | 2,831,332 | Leave Blank | Leave Blank |
| Rate per Passenger Mile = | | \$3.84 | \$6.58 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 722,584 | 514,292 | 208,292 | Leave Blank | Leave Blank |
| Rate per Passenger Trip = | | \$52.50 | \$90.01 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |
| 2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ... | | Combination Trip and Mile Rate | | | |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | | \$0.00 |
| Rate per Passenger Mile for Balance = | | \$3.84 | \$6.58 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |

| | | Rates If No Revenue Funds Were Identified As Subsidy Funds | | | |
|---------------------------|--|------------------------------------------------------------|-------------|---------------|-----------|
| | | Ambul | Wheel Chair | Stretcher | Group |
| Rate per Passenger Mile = | | \$7.45 | \$12.78 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |
| Rate per Passenger Trip = | | \$101.90 | \$174.68 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |

Program These Rates Into Your Medicaid Encounter Data

Section 3

SUMMARY OF 2026 MINOR UPDATES TO THE TDSP

- Page vi through ix – Updated TDLCB Roster as of February 2026.
- Page x – Updated with latest signed TDLCB Certification as of March 2026.
- Pages 7 & 8 – Updated LYNX organizational charts (**Figures 2 & 3**) as of March 2026.

Development Plan

- Page 9 – Added latest LYNX TDP Minor Update completed in February 2026
- Page 9 – Added latest MetroPlan Orlando’s Metropolitan Transportation Plan (MTP) 2050, adopted in December 2025.
- Page 10 – Added latest MetroPlan Orlando’s Transportation Improvement Plan (TIP) FY2025/26-2029/30.
- Page 11 – Updated service area description to include additional regional transportation modes beyond LYNX fixed-route and NeighborLink services, specifically SunRail and SCOUT.
- Page 13 - Updated LYNX Network Service Area map as of April 2026 (**Figure 4**).
- Pages 14 through 18 - Updated demographic data tables (**Tables 1 – 6**), using 2024 ACS 5-year data.
- Page 20 - Updated Service Area Housing Unit Characteristics table (**Table 7**).
- Page 23 – Updated BEBR Population Projections table 2030-2050 (**Table 11**).
- Page 24 - Updated Labor Force and Unemployment Table as of December 2025 (**Table 12**).
- Page 25 – Updated ACCESS LYNX Trips by Purpose table (**Table 13**), using trip data from calendar year 2025.
- Page 26 – Added table showing year-over-year changes in ACCESS LYNX trips by purpose (**Table 14**).
- Page 27 – Updated ACCESS LYNX Top 20 Trip Generators table (**Table 15**), using trip data from calendar year 2025.
- Pages 36 through 38 - Updated ACCESS LYNX Goals and Objectives table (**Table 23**).

Service Plan

- Page 53 - Updated Coordinated System Service Providers table as of CY2025 (**Table 26**).
- Pages 55 through 62 - Updated Paratransit and NeighborLink Vehicle Inventory tables (**Tables 27 & 28**).
- Page 70 - Updated FCTD calculated rates for FY2026/2027 (**Table 30**).

Quality Assurance

- Page 71 - Most recent annual CTC evaluation was completed in July 2025, spanning FY2024/2025.
- Page 71 - Most recent FCTD Quality Assurance and Program Evaluation (QAPE) report for Orange, Osceola, and Seminole Counties was completed in December 2024.

Attachments

- Updated the TDLCB Grievance Procedures from those approved on February 12, 2026 (**Attachment 6**).
- Updated LYNX Human Services Transportation Plan documentation (**Attachment 7**).
- Updated LYNX System Safety Plan documentation (**Attachment 8**).
- Updated the FCTD trip rate justification worksheets (**Attachment 9**).
- Added latest CTC evaluation documentation (**Attachment 11**).
- Updated latest FCTD CTC evaluation documentation (**Attachment 12**).



Mobility Management Services – TDSP Minor Update



What is the TDSP?

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

1 Development Plan

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

2026 TDSP Minor Update

Section I: Development Plan

| Page(s) | 2026 Update |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| vi – ix | Updated TDLCB Roster (February 2026) |
| x | Updated with latest signed TDLCB Certification (March 2026) |
| 7 – 8 | Updated LYNX Organizational Charts (March 2026) |
| 9 | Updated the Consistency Review of Other Plans section to include the latest: <ul style="list-style-type: none">• LYNX Transit Development Plan (February 2026)• MetroPlan Orlando 20250 Metropolitan Transportation Plan (December 2025)• MetroPlan Orlando FY26-FY30 Transportation Improvement Program (March 2026) |
| 11 | Updated service area description to include additional regional transportation modes beyond LYNX fixed-route and NeighborLink services, specifically SunRail and SCOUT. |
| 13 | Updated the LYNX Network Service Area map (April 2026) |
| 14 - 18 | Updated LYNX Service Area Demographics tables (2024 American Community Survey) |

2026 TDSP Minor Update

Section I: Development Plan (Cont.)

| Page(s) | 2026 Update |
|---------|-----------------------------------------------------------------------------------------------|
| 20 | Updated LYNX Service Area Housing Unit Characteristics table (2024 American Community Survey) |
| 23 | Updated Population Projections 2030-2050 table (BEBR 2025) |
| 24 | Updated Labor Force and Unemployment table (BLS December 2025) |
| 25 | Updated ACCESS LYNX Trips by Purpose table (CY2025) |
| 26 | Added table showing year-over-year changes in ACCESS LYNX trips by purpose |
| 27 | Updated ACCESS LYNX Top 20 Trip Generators table (CY2025) |
| 36 - 38 | Updated status column for the Goals, Objectives, and Strategies table. |

2 Service Plan

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

2026 TDSP Minor Update

Section II: Service Plan

| Page(s) | 2026 Minor Update | | | | | | | | | |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------|------|------------|----------|---------|------------|----------|---------|
| 53 | Updated Coordinated System Service Providers table (CY2025) | | | | | | | | | |
| 55 - 62 | Updated Paratransit and NeighborLink Vehicle Inventory tables (CY2025) | | | | | | | | | |
| 70 | Updated FCTD Calculated Rate table for FY2026/27 <table border="1"><thead><tr><th>Service Type</th><th>Unit</th><th>Rate</th></tr></thead><tbody><tr><td>Ambulatory</td><td>Per Trip</td><td>\$44.84</td></tr><tr><td>Wheelchair</td><td>Per Trip</td><td>\$76.87</td></tr></tbody></table> | Service Type | Unit | Rate | Ambulatory | Per Trip | \$44.84 | Wheelchair | Per Trip | \$76.87 |
| Service Type | Unit | Rate | | | | | | | | |
| Ambulatory | Per Trip | \$44.84 | | | | | | | | |
| Wheelchair | Per Trip | \$76.87 | | | | | | | | |

3 Quality Assurance

- Results from Evaluation Processes
- Annual CTC Evaluation
 - Most recent covered FY2024–25 and no findings were identified.
- FCTD Triennial Quality Assurance and Program Evaluation (QAPE)
 - Most recent covered CY2024 and no findings were identified.

2026 TDSP Minor Update

Attachments

| Attachment | 2026 Update |
|------------|----------------------------------------------------------------------------|
| 6 | Updated the TDLCB Grievance Procedures (February 2026) |
| 7 | Updated LYNX Human Services Transportation Plan documentation (April 2025) |
| 8 | Updated the LYNX System Safety Program Plan (December 2025) |
| 9 | Updated the FCTD trip rate justification worksheets (FY2026/27) |
| 11 | Added latest CTC evaluation documentation |
| 12 | Updated latest FCTD CTC evaluation documentation |

Questions?

Section 4



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

**MEMBERSHIP CERTIFICATION
 TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD FOR
 ORANGE, OSCEOLA, AND SEMINOLE COUNTIES**

Date: June 10, 2026

Name (DOPA): MetroPlan Orlando

Address: 250 S. Orange Avenue
 Suite 200
 Orlando, Florida 32801

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41- 2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature: _____
 Honorable Nicole H. Wilson

Title: Chairperson of MetroPlan Orlando

MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES

| <u>REPRESENTING</u> | <u>MEMBER</u> | <u>TERM</u> |
|----------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------|
| ELECTED OFFICIALS | Hon. Ken Gilbert (Osceola) Hon. Pat Bates (Seminole) Hon. Mayra Uribe (Orange) | - - - |
| FLORIDA DEPT OF TRANSPORTATION | Jo Santiago-Mercer | - |
| AGENCY FOR PERSONS WITH DISABILITIES | Jeanette Estes Alt: Sharon Jennings | - |
| MEDICAL COMMUNITY | Betsy Delano Alt: Frances Collazo-Rivas | - |
| FLORIDA DEPT. OF EDUCATION/ VOCATIONAL REHABILITATION | Sharon Wright Alt: N/A | - |

| | | |
|------------------------------------------|------------------------------------------------------------------------|-------------|
| ECONOMICALLY DISADVANTAGED | Yvette Reyes Alt: Nicola Norton | - |
| CHILDREN AT RISK | Vacant Alt: Vacant | - |
| REGIONAL WORKFORCE DEVELOPMENT | Angela Hunter Alt: Janeé Olds | - |
| PUBLIC EDUCATION | Adam Zubritsky | - |
| VETERANS | Alnita Whitt | - |
| MEDICAID (AHCA) | Calvin Smith | - |
| FLORIDA DEPT. OF ELDER AFFAIRS | Rob Gilts Alt: Tim Timmerman | - |
| REPRESENTING THE ELDERLY (OVER SIXTY) | Charlotte Campbell | Two Years |
| REPRESENTING THE DISABLED | Marilyn Baldwin | Three Years |
| CITIZEN ADVOCATE | Neika Berry | One Year |
| CITIZENS ADVOCATE (SYSTEM USER) | Bob Melia | Three Years |
| FOR-PROFIT OPERATOR | N/A | - |
| NON-VOTING MEMBERS | Kimberly Frye, ACCESS LYNX Alt: Selita Stubbs | - |
| | Jennifer Jensen, Emergency Medical Services Alt: Amanda Freeman | - |
| | Luiz Nieves, SunRail CAC | - |
| | Tashara Cooper, At Large Alternate | - |
| | Cena Underwood, At Large Alternate | - |
| | Frances Collazo-Rivas, Alternate representing the Medical Community | - |

Section 5





Proposed

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

Mr. Rob Gilts, representing an Area Agency on Aging

Ms. Sharon Wright, representing the Florida Department of Education & Vocational Rehabilitation

Section 6



ACCESS LYNX 2026 TD RIDER SURVEY

Summary Report (April 9, 2026)

Due to the length and volume of responses in the ACCESS LYNX Rider Survey, an AI-assisted tool (ChatGPT) was used to support the summarization and synthesis of the results. All findings were reviewed and validated to ensure they accurately reflect the survey data.

Overall Takeaway

Service is valued but unreliable. Riders appreciate drivers and access—but scheduling, wait times, and communication gaps remain and continue to undermine trust and daily life stability.

Key Performance Highlights

- **Reservation System:** 58.5% positive | 25.6% negative
- **Hold Times:** 47% wait 10+ minutes; 24% wait 20+ minutes
- **Reservationists:** 68.5% positive
- **Drivers:** 74.8% positive (*strongest area*)
- **Vehicle Availability:** 76.6% reliable
- **On-Time Performance:**
 - To destination: 40.5% negative
 - Return trips: **50.9% negative (worst performing area)**

What Riders Are Saying (Quantified Themes from Comments)

Reservations

Question 1 – How would you rate the user-friendliness of the ACCESS LYNX reservation system?

Theme Breakdown (based on ~140+ substantive comments):

- ~45% report system glitches, time changes, or poor usability
- ~30% prefer online over phone (but still with issues)
- ~25% say system lacks flexibility (no same-day, rigid times)

Bottom line: Functional, but unreliable and frustrating.

Hold Time

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

Theme Breakdown:

- ~65% report excessive hold times (30–60+ minutes common)
- ~20% report dropped/disconnected calls
- ~15% say they avoid calling altogether

Bottom line: Access to the system is a barrier itself.

Callback Option

Q3 - (Awareness) When calling ACCESS LYNX to make a reservation or get a ride status, were you aware of the callback option instead of waiting on hold?

Q4 - (Satisfaction when used) - How satisfied were you with using the callback option?

Q5 – (Reasons not used) If you have not used the callback option. Please tell us why not.

Theme Breakdown:

- ~40% do not trust callback (missed calls, hang-ups, no response)
- ~30% unaware or unclear how it works
- ~30% prefer to hold or use other methods

Bottom line: The feature exists—but lacks credibility

Customer Service - Reservationists

Q6 - On average, how would you rate your customer service experience with the ACCESS LYNX reservationists?

Theme Breakdown:

- ~50% positive (polite, helpful)
- ~35% report inconsistent service depending on agent
- ~15% report rude/unprofessional behavior

Bottom line: Not a system issue—a consistency issue

Customer Service - Drivers

Q7 – On average, how would you rate your customer service experience with the ACCESS LYNX drivers?

Theme Breakdown:

- ~70% positive (friendly, caring, helpful)
- ~20% neutral/mixed
- ~10% negative (safety, attentiveness concerns)

Bottom line: A clear organizational strength

Scheduling, Efficiency & On-Time Performance (CRITICAL)

Q8 - On average, how often does an appropriate vehicle (one that best meets your mobility needs) arrive to transport you?

Q9 – How would you rate the efficiency, scheduling and on-time performance...?

Q10 - When your vehicle is delayed, how satisfied are you with the information provided about the delay?

Q11 - In the past year, have you been late to or missed doctor appointments, school or work, or social events because of ACCESSLYNX?

Theme Breakdown (largest comment volume):

- ~60% report late pickups or arrivals
- ~55% report excessively early pickups (1–3 hours early)
- ~50% report long ride times (2–3 hours for short trips)
- ~35% report inconsistent or changing schedules
- ~30% report missed trips or cancellations

Bottom line: Riders do not feel they can depend on the service to manage daily life

Top Systemwide Concerns

1. **Unreliable Scheduling & On-Time Performance**
 - Most cited issue across all questions
 - Direct impact on employment, healthcare, and quality of life
2. **Excessive Hold Times & Phone Access Barriers**
 - Riders cannot reach the system when needed
3. **Poor Communication & Lack of Real-Time Updates**
 - Delays, cancellations, and changes not communicated
4. **Inconsistent Customer Service Experience**
 - Wide variation depending on staff interaction

Priority Areas for Improvement (Focused Action)

1. **Fix Scheduling Reliability**
 - Reduce early pickups and excessive ride times
 - Improve routing logic to prioritize rider outcomes
2. **Improve Call Center Performance**
 - Reduce hold times below 10 minutes
 - Add dedicated cancellation/urgent line
3. **Implement Real-Time Communication**
 - Rider alerts (text/app) for delays and arrivals
 - Improve coordination with contractors (e.g., UZURV)
4. **Standardize Customer Service Training**
 - Professionalism + disability sensitivity
 - Consistent service expectations across staff

Bottom Line

- **Strength:** Drivers and service intent
- **Risk:** Scheduling system is eroding trust
- **Opportunity:** Fix reliability + communication = immediate perception shift.

Section 7



LYNX Mobility Services Quarterly Report



Trips at a Glance

| FY – Trip Count | October | November | December | January | February | March | Total | Average | Growth |
|-----------------|---------|----------|----------|---------|----------|--------|---------|---------|--------|
| FY 2025 - 2026 | 63,857 | 54,804 | 56,897 | 56,336 | 53,566 | 59,904 | 345,364 | 57,561 | +3.77% |
| FY 2024 - 2025 | 54,321 | 55,414 | 54,372 | 55,804 | 54,336 | 58,566 | 332,813 | 55,469 | |

| FY On Time Performance | October | November | December | January | February | March | Average | Improvement |
|---------------------------|---------|----------|----------|---------|----------|--------|---------|-------------|
| FY 2025 - 2026 | 90.20% | 89.20% | 89.20% | 90.00% | 88.30% | 87.60% | 89.08% | -1.76% |
| FY 2024 - 2025 | 89.20% | 90.50% | 89.40% | 92.60% | 91.00% | 91.40% | 90.68% | |



Trips by Purpose



| FY 2025 - 2026 | October | November | December | January | February | March | QTR Average |
|-----------------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|
| Employment | 18,996 | 15,890 | 16,886 | 16,670 | 15,612 | 17,427 | 16,914 |
| Dialysis/ Cancer | 14,028 | 12,364 | 13,455 | 12,999 | 11,994 | 13,440 | 13,047 |
| Recreational | 12,795 | 12,327 | 12,053 | 11,301 | 10,760 | 12,906 | 12,024 |
| Education | 8,997 | 6,819 | 6,680 | 7,667 | 7,705 | 7,841 | 7,618 |
| Medical | 7,756 | 6,169 | 6,594 | 6,468 | 6,400 | 7,120 | 6,751 |
| Shopping | 1,033 | 1,012 | 1,042 | 1,054 | 912 | 904 | 993 |
| Functional Assessment | 190 | 149 | 125 | 100 | 106 | 157 | 138 |
| Nutritional | 62 | 74 | 62 | 77 | 77 | 109 | 77 |
| Total | 63,857 | 54,804 | 56,897 | 56,336 | 53,566 | 59,904 | |

| FY 2024 - 2025 | October | November | December | January | February | March | QTR Average |
|-----------------------|---------------|---------------|---------------|---------------|---------------|---------------|-------------|
| Employment | 15,354 | 15,855 | 15,920 | 16,476 | 16,086 | 17,172 | 15,710 |
| Dialysis/ Cancer | 13,941 | 13,882 | 14,165 | 13,921 | 12,784 | 14,206 | 13,996 |
| Recreational | 10,187 | 11,735 | 11,675 | 10,497 | 10,377 | 12,177 | 11,199 |
| Education | 7,100 | 6,515 | 5,573 | 7,389 | 7,620 | 7,149 | 6,396 |
| Medical | 6,509 | 6,315 | 5,926 | 6,467 | 6,370 | 6,685 | 6,250 |
| Shopping | 912 | 887 | 920 | 905 | 926 | 962 | 906 |
| Functional Assessment | 124 | 140 | 123 | 76 | 97 | 145 | 129 |
| Nutritional | 77 | 85 | 70 | 73 | 75 | 70 | 117 |
| Weather | 117 | 0 | 0 | 0 | 1 | 0 | 81 |
| Total | 54,321 | 55,414 | 54,372 | 55,804 | 54,336 | 58,566 | |



Customer Service Activity

Booking and ETA Calls Only

| FY – Calls Volume | October | November | December | January | February | March | Average | Growth |
|-------------------|---------|----------|----------|---------|----------|--------|---------|---------|
| FY 2025 - 2026 | 40,486 | 38,474 | 42,795 | 36,722 | 35,432 | 40,535 | 39,074 | +10.87% |
| FY 2024 - 2025 | 37,389 | 33,759 | 37,413 | 34,378 | 32,225 | 36,304 | 35,245 | |

| FY – Speed of Answer | October | November | December | January | February | March | Average | Improvement |
|----------------------|---------|----------|----------|---------|----------|-------|---------|-------------|
| FY 2025 - 2026 | 3.9 | 3.8 | 5.0 | 2.8 | 2.0 | 2.3 | 3.3 | +37.74% |
| FY 2024 - 2025 | 7.0 | 5.3 | 8.0 | 3.8 | 3.7 | 4.0 | 5.3 | |

| Peak Times (8 AM – 5 PM) | October | November | December | January | February | March | Peak Average |
|--------------------------|---------|----------|----------|---------|----------|--------|--------------|
| Total Calls | 33,622 | 31,681 | 35,628 | 30,934 | 30,050 | 34,289 | 32,701 |
| Answer Time | 4.5 | 4.4 | 5.8 | 3.2 | 2.2 | 2.6 | 3.8 |

Summary and Updates

- **We have observed a significant increase in the number of requests for trips**
- **On-time performance (OTP) remains steady at 89.8%.**
- **Vehicle Update**
We currently have 85 units, with six more delivered and ready to be in service any day. There are still 100 units on order.
- **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 8





SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G3D35 Q3

INVOICE DATE:

QUARTER SERVICE DATES:

January 1 - March 31, 2026

AGENCY

MetroPlan Orlando

| I PROGRAM MANAGEMENT | PROGRESS |
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| A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A) | No activity this reporting period. |
| B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC) | Ongoing activity. |
| C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3) | The agenda for the January (QATF) and February Transportation Disadvantaged Local Coordinating Board meetings are provided as deliverables. |
| D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3) | A copy of the draft meeting minutes from the February LCB meeting, attendance record, and notice/announcement of meeting are provided as deliverables. |
| E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4) | No activity this reporting period. |
| F. Provide staff support for committees of the local coordinating board. (Task 3) | Ongoing. MetroPlan Orlando provides a staff liaison and board services coordinator to support the TDLCB and its committees. |
| G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5) | A copy of the 2026 by-laws, approved by the LCB at its February 12, 2026 board meeting are provided as deliverable. |
| H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6) | A copy of the 2026 grievance procedures implemented in accordance with Commission guidelines, were approved by the LCB at its February 12, 2026 meeting and are provided as deliverable. |
| I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3) | An updated membership roster, and membership certification are provided as deliverable. |
| J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3) | Copies of legal advertisements published in accordance with the Coordinating Board & Planning Agency Operating Guidelines, are provided as deliverables. |

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| K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7) | No activity this reporting period. |
| L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8) | No activity this reporting period. |

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

| III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION | PROGRESS |
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| A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9) | The LCB received a copy of the latest quarterly report at their February 12, 2026 meeting. |
| B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10) | No activity this reporting period. |
| C. Attend at least one CTD meeting each year within budget/staff/schedule availability. | No activity this reporting period. |
| D. Notify CTD staff of local TD concerns that may require special investigations. | No activity this reporting period. |
| E. Provide training for newly-appointed LCB members. (Task 3) | Orientation/training for two newly-appointed LCB members was conducted. Orientation |
| F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement. | No activity this reporting period. |

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| <p>G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)</p> | <p>Staff assisted with review of application submitted for coordinated services contracts.</p> |
| <p>H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)</p> | <p>Currently underway.</p> |
| <p>I. Assist the CTD in joint reviews of the CTC.</p> | <p>No activity this reporting period.</p> |
| <p>J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.</p> | <p>Currently underway.</p> |
| <p>K. Implement recommendations identified in the CTD's QAPE reviews.</p> | <p>No activity this reporting period.</p> |

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

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

Representative

Date:



May 14, 2026

Deputy Mayor Ken Gilbert, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Deputy Mayor Gilbert,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third-party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third-party contract from the Grantee to a subcontractor for goods or services to be performed as a whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

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

407-841-2279
www.golynx.com

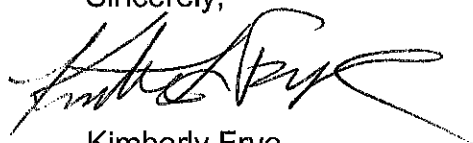
455 North Garland Avenue
Orlando, FL 32801-1518

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

Our contractor, Transdev Services, Inc, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely payment requirements to our contractor for the period of January 1, 2026, to March 31, 2026.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kimberly Frye', with a long, sweeping underline that extends to the right.

Kimberly Frye
Director, Mobility Services

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