metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

AGENDA

September 17, 2026 @ 10:00 a.m.

MEETING AGENDA

metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:	LOCATION:
Thursday, September 17, 2026 | 10:00 a.m.	MetroPlan Orlando 250 S. Orange Ave., Ste. 200, Orlando, FL 32801 Parking Garage: 25 W. South St.
CLICK HERE TO JOIN VIRTUALLY: Transportation Disadvantaged Local Coordinating Board	**MEMBERS OF THE PUBLIC ARE WELCOME!** Participate at the location above or online from your computer, smartphone or tablet. Zoom meeting ID and dial-in info available here on web calendar.

WiFi available | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chair Ken Gilbert
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chair Ken Gilbert
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick

VI. PUBLIC COMMENTS ON ACTION ITEMS

Comments on *Action Items* can be made in two ways:
1. In person at the meeting location listed at the top of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

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

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

VII. ACTION ITEMS

A. **Approval of May 14, 2026, TDLCB Meeting Minutes (Section 1)** — Ms. Virginia L. Whittington

VIII. PRESENTATIONS & STATUS REPORTS

A. **LYNX/Community Transportation Coordinator (CTC) Update** — Ms. Kim Frye, ACCESS LYNX Staff

Access Lynx staff will provide a Community Transportation Coordinator update.

IX. GENERAL INFORMATION (Section 2)

A. **Planning Grant Update**

B. **Report of Operator Payments**

X. UPCOMING MEETINGS/EVENTS OF INTEREST

A. **FPTA/CTD Annual Conference & Expo** – October 25-27, 2026, Orlando, FL

B. **Quality Assurance Task Force Meeting** – Tuesday, October 27, 2026; 10:00 a.m.

C. **Annual Transportation Disadvantaged Public Workshop** – Thursday, November 12, 2026; 10:00 a.m.; MetroPlan Orlando Board Room

D. **MetroPlan Orlando Board Meeting** – Wednesday, November 18, 2025; 9:00 a.m.

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

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

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

How to comment:

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

XIII. ADJOURNMENT

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

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

Section 1

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

DATE: Thursday, May 14, 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
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
Mr. Rob Gilts, Osceola Council on Aging
Ms. Angela Hunter, Career Source CF
Ms. Jennifer Jensen, OC EMS
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Yvette Reyes, Economically Disadvantaged
Ms. Jo Santiago-Mercer, FDOT
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans
Commissioner Mayra Uribe, Orange County
Ms. Sharon Wright, Division of Vocational Rehabilitation

Members not in attendance:

Mayor Pat Bates, Seminole County
Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Luis Nieves-Ruiz, SunRail CAC
Ms. Cena Underwood, At large alternate
Mr. Adam Zubritsky, OCPS
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. Giselle Valadez, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Rachel Frederick, MetroPlan Orlando

Others in Attendance
Ms. Kim Frye, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzales, 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

Ms. Yvette Reyes 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.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington welcomed returning members Mr. Rob Gilts – Osceola Council on Aging, and Ms. Angela Hunter – Career Source, who are now both primary members in their respective seats.

Ms. Whittington brought attention to the MTP Executive Summary and Annual Report to the Community, which highlights some of the major work MetroPlan Orlando has done over the past several months. The two reports, which are combined into one, can also be viewed online:

- A Safer, Smarter Future, 2026 Report to the Community
- Journey to 2050: Metropolitan Transportation Plan Executive Summary

In addition, there is a short video to aid the general public in understanding the recent work: [MTP 2050 Executive Summary & Report to the Community]

After commending the Communications Team on their good work producing the above documents, Ms. Whittington shared the news that Ms. Mary Ann Horne will retire in June, as will Mr. Mighk Wilson. She acknowledged their extensive contributions to MetroPlan Orlando and wished them well in their future plans.

Mr. Mighk Wilson presented the Safety Moment on the topic of speed. He highlighted that 47% of KSI crashes occur on just 2% of the road network, where drivers are traveling at an average 85th percentile speed of 53 mph—10 miles over the posted limit. He emphasized the risk pedestrians face when crossing the roadway, noting that the danger increases significantly at vehicle speeds of 40 mph or more, rising to an eightfold greater risk. He concluded by urging members to recognize the heightened risk to both drivers and pedestrians when vehicle speeds exceed 40 mph, especially at night.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

The QATF Chair - Ms. Marilyn Baldwin, gave a report on their recent meeting on April 28, 2026. She referred to the four recommended items for approval, a discussion the members had regarding the TD Rider Survey results and stated the next QATF meeting is on July 28, 2026.

VII. PUBLIC COMMENTS ON ACTION ITEMS

None.

VIII. ACTION ITEMS

A. Approval of February 12, 2026 TDLCB Minutes

Approval of the February 12, 2026 TDLCB Meeting Minutes was requested.

MOTION: Ms. Alnita Whitt moved approval of the February 12, 2025 TDLCB meeting minutes. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. Request for Approval of the 2026-2027 Annual Rate Calculations

Mr. Cody Johnson requested approval of the 2026-2027 Annual Rate Calculations as presented. Mr. Johnson reported that the calculations had been reviewed and approved by the Commission for Transportation Disadvantaged.

MOTION: Commissioner Urive moved approval of the 2026-2027 Annual Rate Calculations. Ms. Neika Berry seconded the motion, which passed unanimously.

C. Approval of Draft TDSP Minor Update

Mr. Cody Johnson presented the minor updates to the Transportation Disadvantaged Service Plan (TDSP). He began by explaining what the TDSP contains and that it undergoes a minor update annually with major updates conducted every five years. Mr. Johnson highlighted the minor updates and reported that the goals and objectives remain the same.

Commissioner Uribe asked how the stated updates impact the riders. It was explained that the data is gathered and updated each year, to aid in the completion of the five-year major update. It was also discussed how the timing of the TD rider survey and CTC evaluation could be better aligned, so the most recent year could be included in the major update.

MOTION: Commissioner Uribe moved approval of the Draft TDSP Minor Update as presented. Ms. Sharon Wright seconded the motion, which passed unanimously.

D. Approval of the TDLCB Membership Certification Revisions

Ms. Whittington requested approval of the TDLCB membership certification revisions as presented. She explained that the update is necessary due to several recent member changes.

MOTION: Commissioner Uribe moved approval of the revised 2026 TDLCB membership certification as presented. Ms. Neika Berry seconded the motion, which passed unanimously.

E. Update to Quality Assurance Task Force (QATF) Composition

Approval of the update to the QATF composition was requested.

MOTION: Ms. Neika Berry moved approval of the updated QATF composition as presented. Ms. Alnitta Whitt seconded the motion, which passed unanimously.

F. Status of the 2025 CTC Evaluation

Ms. Virginia Whittington provided context for the CTC Evaluation and thanked members for their participation, supported by the 347 completed TD rider survey responses. Ms. Whittington stated the most common concerns raised by the riders were; scheduling and reliability; improve call center performance; implement real-time communication; and standardize customer service training. She noted that 187 of the riders reported missing appointments/work/events in the past year. She also stated that MetroPlan Orlando is planning to host focus groups in the future, to better understand the reasons behind that issue. She also acknowledged the drivers received the highest scores and were identified as the strength of the service. Ms. Whittington detailed more of the riders' concerns which included:

- the length of call hold time
- reduce early pickups and excessive ride times
- to have a dedicated cancellation line
- rider alerts (text/app) for delays & arrival times
- consistent service expectations across staff
- professionalism & disability sensitivity

Moving on to the LCB member evaluations, Ms. Whittington reminded members of the scoring criteria which they updated in February. She shared the scores on each of the categories with an overall grade of approximately 3.5 out of 5 and noted the key insights for the 2025 CTC Evaluation which align with the TD riders survey results as concerns were primarily around reliability, communication, customer service and scheduling. In conclusion the top priority recommendations were stated as:

- Improve scheduling reliability
- Reduce call hold times
- Strengthen communications with riders
- Expand customer service and sensitivity training

Member discussion ensued around the timing of the survey and evaluation, and ideas on how to gather more real-time feedback instead of once per year. Suggestions also included mystery riders– which could include Board members, and for riders to document by video their ride experience. LCB members also expressed concerns about the number of the number of no-shows reported. It was highlighted that some riders book both, a Medicaid ride and a TD ride, then take the one who turns up first. Rider education and responsibility were key points discussed.

MOTION: Ms. Alnitta Whitt moved approval of the 2025 Community Transportation Coordinator (CTC) Evaluation, and the TD Rider survey as presented. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Ms. Kim Frye introduced Mr. Joey Hogan, TransDev General Manager, who explained an upcoming change to transfer the reservation call center functions from LYNX to Transdev. This transition was recently approved by the LYNX Board will be effective July 5th and would essentially allow riders to track their vehicle in real time via an APP. Riders will have access to an ETA and the ability to cancel their trip. He also shared the customer service training that will happen and other planned improvements.

Member discussion followed regarding the clarity of the call hold time measure and the potential for a survey upon completion of the booking process or ride. Also noted was rider education required on the option for callers to receive on call back vs. holding. Chair Gilbert asked for clarification on the no-show policy and any consequences for riders. A dedicated phone line for cancellations was recommended, and rider responsibility was also discussed.

It was asked how customer comments were addressed, the number of comments Access Lynx receive and the type. Ms. Frye confirmed she can share these statistics at a future meeting. It was also noted that unless a customer comment requests a response, the rider is not contacted; however, with implementation of new technology, the LCB expressed a desire for this to be improved. Ms. Baldwin requested ACCESS LYNX keep the QATF informed of changes they are implementing. Members highlighted the need for larger vehicles, and Ms. Frye noted that some are due for delivery, with larger vehicles also planned for the next order. Being able to have real, accurate wait time on the call hold message was also something ACCESS LYNX is currently evaluating.

X. GENERAL INFORMATION

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

A. Planning Grant Report – January thru March 2026
B. Report of Operator Payments

XI. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Board Meeting – June 10, 2026; 9:00 a.m. at MetroPlan Orlando

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

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

XII. MEMBER COMMENTS

Ms. Kimber Saint-Preux of Apopka stated she is the owner of a service contracted through TransDev; however, her contract is set to end in July. She noted her ability to pivot, emphasizing that she has buses and already trained drivers available.

XIII. PUBLIC COMMENTS (GENERAL)

None.

XIV. ADJOURNMENT

Chair Gilbert thanked everyone for attending. There being no further business the meeting adjourned at 12:14 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 22nd day of September, 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

FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY QUARTERLY REPORT

SERVICE AREA/COUNTIES: Orange, Osceola, and Seminole

INVOICE NUMBER: G3D35 Q4

INVOICE DATE: *June 30, 2026*

QUARTER SERVICE DATES: *April 1 - June 30,* 2026

AGENCY
MetroPlan Orlando

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, **solicit and recommend a CTC**. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity this planning 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 *Local Coordinating Board and Planning Agency Operating Guidelines* . (Task 3)	The agendas for the April (QATF) and May 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 May 14, 2026 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)	No activity this reporting period. The next scheduled review of the bylaws is February 2027.
H.	Develop, annually update, and implement local coordinating board **grievance procedures** in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this reporting period. The next scheduled review of the grievance procedures is February 2027.
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 *Coordinating Board and Planning Agency Operating Guidelines* . (Task 3)	Copies of legal advertisements published in accordance with the Coordinating Board & Planning Agency Operating Guidelines, are provided as deliverables.

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

II.	**SERVICE DEVELOPMENT**	**PROGRESS**
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the **Transportation Disadvantaged Service Plan (TDSP)** following CTD guidelines. (Task 1)	The TDLCB approved the minor update to the Transportation Disadvantaged Service Plan (TDSP) at its May 14, 2026 board meeting. A summary of the updates, presentation deck, and adopted TDSP are provided as deliverables.
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**
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 May 14, 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)	No activity this reporting period.
F.	Provide **assistance** to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this reporting period.

G.	To the extent feasible, collect and review **proposed funding applications** involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this reporting period.
H.	Ensure the local coordinating board conducts, as a minimum, **an annual evaluation** of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's *Evaluation Workbook for Community Transportation Coordinators and Providers in Florida* (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)	An annual CTC evaluation was conducted May 2026 with a report out to the LCB on May 14, 2026. The final report is provided as the deliverable.
I.	Assist the CTD in **joint reviews** of the CTC.	No activity this reporting period.
J.	Ensure the LCB annually reviews **coordination contracts** to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	Staff assisted with review of application submitted for coordinated services contracts.
K.	Implement recommendations identified in the CTD's **QAPE** reviews.	No activity this reporting period.

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

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

Representative
Date:

Revised: 06/30/2021

September 17, 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 payments*

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

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

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely payment requirements to our contractor for the period of April 1, 2026, to June 30, 2026.

Sincerely,

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)