



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

QUALITY ASSURANCE TASK FORCE AGENDA

October 27, 2026 @ 10:00 a.m.

QUALITY ASSURANCE TASK FORCE

DATE & TIME:

Tuesday, October 27, 2026 | 10:00 a.m.

LOCATION:

MetroPlan Orlando
250 S. Orange Ave., Ste. 200, Orlando, FL 32801
Parking Garage: 25 W. South St.

[CLICK HERE TO JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

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



WiFi available | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson Marilyn Baldwin
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Marilyn Baldwin
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	PUBLIC COMMENTS ON ACTION ITEMS	

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

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

How to comment:

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

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

VII. ACTION ITEMS		
A.	2027 QATF Proposed Meeting Schedule (Section 1)	Ms. Virginia Whittington
B.	Review and Recommend Approval of Annual Expenditure Report (AER) (Section 2)	Ms. Virginia Whittington
C.	Review and Recommend Approval of Annual Operating Report (AOR) (Section 3)	Ms. Virginia Whittington
VIII. PRESENTATIONS & STATUS REPORTS		
A.	LYNX/Community Transportation Coordinator (CTC) Update (Section 4)	Ms. Kimberly Frye Director of Mobility Services
IX. GENERAL INFORMATION		
None.		
X. UPCOMING MEETINGS OF INTEREST		
A.	Transportation Disadvantaged Local Coordinating Board – Thursday, November 12 • Annual Public Meeting at 10:00 a.m. • TDLCB, immediately following (NOTE: The TD Annual Public meeting will be held at 10:00 a.m. The TDLCB will meet at 10:30 a.m. or immediately upon conclusion of the public meeting, whichever occurs first.) • Location: MetroPlan Orlando, 250 S. Orange Av., Suite 200, Orlando, FL 32801	
B.	MetroPlan Orlando Board Meeting – Wednesday, November 18, 2026	
XI. MEMBER COMMENTS		
XII. PUBLIC COMMENTS (GENERAL)		
Public comments of a general nature can be made in two ways: 1. In person at the meeting location listed on page 1 of this agenda. 2. Virtually via Zoom. Use the ‘raise hand’ feature during public comment to indicate you want to speak.		
How to comment: 1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker. 2. Each speaker has two minutes to address the board and should state his/her name and address for the record.		

XIII. ADJOURNMENT

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

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

Section 1





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

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

407.481.5672
MetroPlanOrlando.gov

PROPOSED
QATF and TDLCB
2027 Quarterly Meeting Schedule
(All meetings are scheduled to begin at 10:00 a.m.)

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

QATF

January 26, 2027

April 27, 2027

July 27, 2027

October 26, 2027

TDLCB

February 11, 2027

May 13, 2027

August 12, 2027

November 18, 2027*

.* November 18th date adjusted due to holiday.



Section 2



250 SOUTH ORANGE AVENUE
SUITE 200
ORLANDO, FLORIDA 32801

PH: 407.481.5672
FX: 407.481.5680
WWW.METROPLANORLANDO.GOV

September 1, 2026

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

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the 2025-2026 Actual Expenditure Report (AER) for Orange, Osceola and Seminole (OOS) Counties.

The report reflects actual trips and expenses for the FY 2025-26 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined). Subsequent pages are county by county.

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

Sincerely,

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

Enclosures



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

COUNTY: Joint Orange, Osceola, Seminole Counties

DUE: **September 15, 2026**

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$33,150,760	\$492,742	\$13,418,778	\$199,452

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

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



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

COUNTY: Orange County
DUE: September 15, 2026

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
22,020,720	327,309	8,138,800	120,972

Transportation Alternatives

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

Other

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



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

COUNTY: Osceola County
DUE: September 15, 2026

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
5,209,752	77,436	2,760,019	41,024

Transportation Alternatives

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

Other

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



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

COUNTY: Seminole County
DUE: September 15, 2026

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
5,920,288	87,997	2,519,959	37,456

Transportation Alternatives

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

Other

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

Section 3





Data Submission Summary

County Name	Fiscal Year	Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date
Orange	07/01/2025 - 06/30/2026	Organization	Submitted	09/03/2026	Under Review	09/03/2026
Orange	07/01/2025 - 06/30/2026	Coordinated System	Submitted	09/03/2026	Under Review	09/03/2026
Orange	07/01/2025 - 06/30/2026	Trips	Submitted	09/03/2026	Under Review	09/03/2026
Orange	07/01/2025 - 06/30/2026	Vehicles & Drivers	Submitted	09/03/2026	Under Review	09/03/2026
Orange	07/01/2025 - 06/30/2026	Revenue Sources	Submitted	09/03/2026	Under Review	09/03/2026
Orange	07/01/2025 - 06/30/2026	Expense Sources	Submitted	09/03/2026	Under Review	09/03/2026
Osceola	07/01/2025 - 06/30/2026	Organization	Submitted	09/03/2026	Under Review	09/03/2026
Osceola	07/01/2025 - 06/30/2026	Coordinated System	Submitted	09/03/2026	Under Review	09/03/2026
Osceola	07/01/2025 - 06/30/2026	Trips	Submitted	09/03/2026	Under Review	09/03/2026
Osceola	07/01/2025 - 06/30/2026	Vehicles & Drivers	Submitted	09/03/2026	Under Review	09/03/2026
Osceola	07/01/2025 - 06/30/2026	Revenue Sources	Submitted	09/03/2026	Under Review	09/03/2026
Osceola	07/01/2025 - 06/30/2026	Expense Sources	Submitted	09/03/2026	Under Review	09/03/2026
Seminole	07/01/2025 - 06/30/2026	Organization	Submitted	09/03/2026	Under Review	09/03/2026
Seminole	07/01/2025 - 06/30/2026	Coordinated System	Submitted	09/03/2026	Under Review	09/03/2026
Seminole	07/01/2025 - 06/30/2026	Trips	Submitted	09/03/2026	Under Review	09/03/2026
Seminole	07/01/2025 - 06/30/2026	Vehicles & Drivers	Submitted	09/03/2026	Under Review	09/03/2026
Seminole	07/01/2025 - 06/30/2026	Revenue Sources	Submitted	09/03/2026	Under Review	09/03/2026
Seminole	07/01/2025 - 06/30/2026	Expense Sources	Submitted	09/03/2026	Under Review	09/03/2026

Section 4



LYNX Mobility Services Quarterly Report



October 27, 2026

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY |



Service Trends at a Glance



All Access Lynx Trips

FY – Trip Count	October	November	December	January	February	March	April	May	June	July	August	September	Total	Average	Growth
FY 2025 - 2026	63,857	54,804	56,897	56,336	53,566	59,893	60,993	57,996	55,255	56,685	57,795	58,356	692,433	57,703	1.78%
FY 2024 - 2025	54,321	55,414	54,372	55,804	54,336	58,566	61,320	59,382	53,991	55,123	57,814	59,660	680,103	56,675	

TD Trips

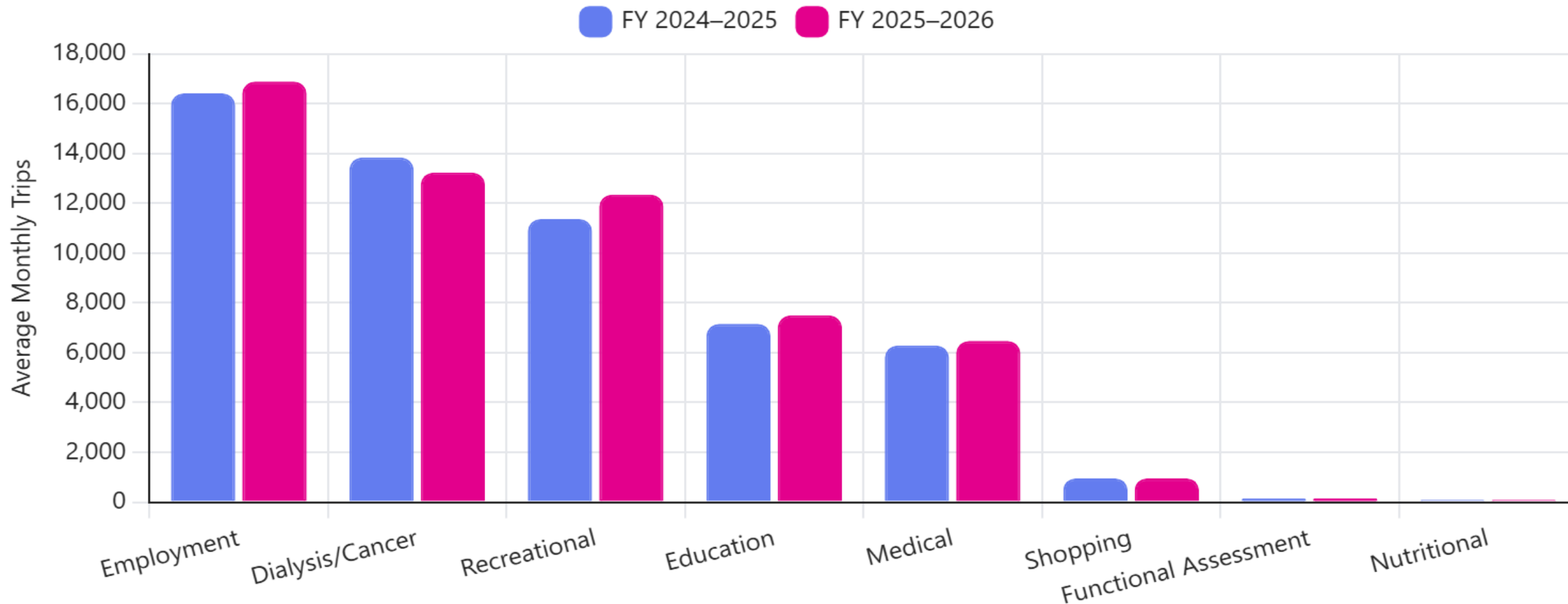
FY – Trip Count - TD	October	November	December	January	February	March	April	May	June	July	August	September	Total	Average	Growth
FY 2025 - 2026	17,509	15,486	16,203	16,032	14,993	16,753	16,873	16,354	15,745	16,256	16,355	16,206	194,765	16,230	-0.16%
FY 2024 - 2025	15,203	15,492	15,919	16,238	15,521	17,093	17,258	17,210	15,876	16,260	16,357	16,640	195,067	16,256	

On Time Performance

FY – On Time Performance	October	November	December	January	February	March	April	May	June	July	August	September	Average	Improvement
FY 2025 - 2026	90.20%	89.20%	89.20%	90.00%	88.30%	87.60%	87.20%	87.90%	90.30%	90.30%	86.30%	85.38%	88.49%	-2.40%
FY 2024 - 2025	89.20%	90.50%	89.40%	92.60%	91.00%	91.40%	90.50%	91.10%	90.20%	91.20%	90.10%	90.20%	90.62%	

Trips by Purpose

Year-over-Year Trip Purpose Comparison



CTD Reimbursement Summary

State FY	Overall Trips Invoiced	LYNX Submitted Invoice Amount	CTD Allowable Billing	Minus LYNX 10% Cost-Share	CTD Final Reimbursement	Amount Over Grant
SFY22	144755	\$7,805,319.22	\$4,739,425.53	-\$473,942.53	\$4,265,483.00	\$3,065,893.69
SFY23	154276	\$8,013,596.69	\$4,346,995.54	-\$434,699.54	\$3,912,296.00	\$3,666,601.15
SFY24	168689	\$8,570,881.70	\$3,782,395.54	-\$378,239.54	\$3,404,156.00	\$4,788,486.16
SFY25	191039	\$9,908,512.12	\$3,529,941.10	-\$352,994.10	\$3,176,947.00	\$6,378,571.02
SFY26	195201	\$10,984,693.82	\$3,204,717.83	-\$320,471.83	\$2,884,246.00	\$7,779,975.99

Call Center Metrics Definitions

- **IVR Time**
Time spent navigating the automated IVR menu before entering the queue.
- **Queue Time (Key Rider Metric)**
Actual time a caller waits in line to speak with a Mobility Service Representative (MSR). This is the true rider wait time.
- **Average Speed of Answer (ASA)**
Includes all queue time, IVR navigation, and abandoned calls.
- **Talk Time**
Time spent speaking directly with an MSR.
- **Hold / Park Time**
Time the caller is placed on hold or parked during the call.

Booking and ETA Call Stats

Agency	Month	Calls	QUEUE CALLBACK REGISTERED count	ABANDONED count	Average SPEED OF ANSWER	TIME TO ABANDON	IVR TIME	QUEUE WAIT TIME	TALK TIME	HOLD TIME
LYNX	Mar-26	40535	2236	2839	Avg: 00:02:18.267	Avg: 00:05:57	Avg: 00:03:44	Avg: 00:02:53.133	Avg: 00:03:02	Avg: 00:00:31
LYNX	Apr-26	43737	4301	6567	Avg: 00:05:11.419	Avg: 00:09:02	Avg: 00:06:42	Avg: 00:06:41.881	Avg: 00:03:14	Avg: 00:00:38
LYNX	May-26	43325	5110	7395	Avg: 00:06:35.928	Avg: 00:09:46	Avg: 00:08:06	Avg: 00:08:37.385	Avg: 00:03:14	Avg: 00:00:43
LYNX	Jun-26	43646	6659	8729	Avg: 00:08:26.428	Avg: 00:13:03	Avg: 00:10:27	Avg: 00:12:23.843	Avg: 00:03:26	Avg: 00:00:42
Transdev	Jul-26	41148	3944	4488	Avg: 00:03:38.318	Avg: 00:06:28	Avg: 00:04:46	Avg: 00:04:37.446	Avg: 00:03:42	Avg: 00:00:20
Transdev	Aug-26	48881	5707	7268	Avg: 00:05:09.300	Avg: 00:08:18	Avg: 00:06:33	Avg: 00:06:45.880	Avg: 00:03:12	Avg: 00:00:20
Transdev	Sep-26	46327	4875	5688	Avg: 00:04:17.209	Avg: 00:06:26	Avg: 00:05:26	Avg: 00:05:10.166	Avg: 00:03:07	Avg: 00:00:24

Summary and Updates

- **Trip Activity**
Trip demand remains strong with stable year-over-year patterns.
- **On-Time Performance (OTP)**
OTP is currently **below the 90% target**, and we continue to monitor trends.
- **Call Center Performance**
We recently identified **Queue Wait Time** as the correct measure of rider wait experience. This is now our primary focus for evaluating call performance and meeting the 3-minute service standard.
- **Vehicle Update**
We now have **135 new vehicles in service**, with 58 still to come.



Access Plus + Program

- **Did you know?**
ADA-approved ACCESS LYNX riders can ride LYNX Fixed-Route and NeighborLink services free of charge with a LYNX-issued ID card.
- **Travel Training Available**
We also offer **free travel training** to help riders learn how to use fixed-route service confidently and independently.
- **More to Come**
We will be sharing more about the ACCESS Plus+ program in future meetings as we look at opportunities to enhance rider travel options.

Questions and Close

