



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA**

**February 15, 2024 @ 10:00 a.m.**

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## TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

**DATE & TIME:**

Thursday, February 15, 2024 | 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 tablet. Zoom meeting ID and dial-in info available here on [web calendar](#).



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

I.	CALL TO ORDER	Chairperson
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia L. Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	QUALITY ASSURANCE TASK FORCE REPORT	QATF Chairperson
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.org/SpeakerCard](https://MetroPlanOrlando.org/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.

<b>VIII. ACTION ITEMS</b>		
A.	Acknowledgement of Summary of Public Comments Received at November 9, 2023 Public Workshop (Tab 1)	Ms. Virginia L. Whittington
B.	Approval of November 9, 2023 TDLCB Meeting Minutes (Tab 2)	Ms. Virginia L. Whittington
C.	Election of 2024 TDLCB Vice Chairperson	Ms. Virginia L. Whittington
D.	Approval of 2024 TDLCB Membership Certification (Tab 3)	Ms. Virginia L. Whittington
E.	Approval of 2024 QATF Members (Tab 4)	Ms. Virginia L. Whittington
F.	Approval of 2024 QATF Chairperson and Vice-Chairperson	Ms. Virginia L. Whittington
G.	Approval of 2024 TDLCB Bylaws (Tab 5)	Ms. Virginia L. Whittington
H.	Approval of 2024 TDLCB Grievance Procedures (Tab 6)	Ms. Virginia L. Whittington
I.	Approval of 2024 TDLCB Grievance Committee Members (Tab 7)	Ms. Virginia L. Whittington
J.	Approval of May 9, 2024 TDLCB Meeting Date to May 16, 2024	Ms. Virginia L. Whittington
<b>IX. PRESENTATIONS &amp; STATUS REPORTS</b>		
A.	Annual Sunshine Law Refresher	Ms. Lisa Smith
B.	2050 Metropolitan Transportation Plan: Kickoff (Tab 8)	Ms. Taylor Laurent MetroPlan Orlando
C.	2024 TD Riders Survey Results	Ms. Virginia L. Whittington
D.	LYNX/Community Transportation Coordinator (CTC) Update (Tab 9)	Mr. Norm Hickling LYNX
<b>X. GENERAL INFORMATION</b>		Tab 10
A.	<b>Planning Grant Report – October-December 2023</b>  Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.	

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**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.

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**C. Approved 2024 MetroPlan Orlando Board and Committees Meeting Schedules**

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**D. MetroPlan Orlando 2024 Legislative Position Statements**

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**E. 2023 TDLCB Attendance Record**

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**XI. UPCOMING MEETINGS OF INTEREST**

**A.** MetroPlan Orlando Board Meeting – **March 13; 9:00 a.m.** at MetroPlan Orlando

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**B.** Quality Assurance Task Force – **April 23; 10:00 a.m.** at MetroPlan Orlando

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**C.** Transportation Disadvantaged Local Coordinating Board – **May 16; 10:00 a.m.** at MetroPlan Orlando

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**XII. MEMBER COMMENTS**

**XIII. PUBLIC COMMENTS (GENERAL)**

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

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

How to comment:

1. Complete an electronic speaker card at [MetroPlanOrlando.org/SpeakerCard](https://MetroPlanOrlando.org/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.

**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.org](mailto:info@metroplanorlando.org) at least three business days prior to the event.*

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

**TAB 1**





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A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: November 09, 2023

LOCATION: MetroPlan Orlando  
250 S. Orange Avenue, Suite 200  
Orlando, FL 32801

TIME: 10:00 a.m.

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

Ms. Marilyn Baldwin, representing the Disabled  
Mayor Pat Bates, Seminole County  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, At-Large Alternate  
Commissioner Olga Castano, Osceola County, Chairperson  
Ms. Betsy Delano, representing the Medical Community  
Mr. Carlos Colon for Ms. Jamie Ledgerwood, FDOT  
Mr. Bob Melia, Citizen Advocate (System User)  
Ms. Janee Olds, Career Source CF  
Mr. Wayne Olson, Division of Vocational Rehabilitation  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA  
Ms. Cheryl Stone, representing the Elderly  
Commissioner Mayra Uribe, Orange County  
Mr. Adam Zubritsky, OCPS

**Members Not in Attendance**

Ms. Dianne Arnold, Economically Disadvantaged  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Ms. Karla Radka, Senior Resource Alliance  
Ms. Alnita Whitt, Veterans  
Vacant, For-Profit Operator  
Vacant, EMS  
Vacant, SunRail CAC

**Others in Attendance**

Mr. Norman Hickling, ACCESS LYNX  
Ms. Selita Stubbs, ACCESS LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX  
Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Cynthia Lambert, MetroPlan Orlando  
Ms. Leilani Vaiaoga, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Lisa Smith, MetroPlan Orlando  
Ms. Rachel Frederick, MetroPlan Orlando

A complete list of other attendees is available upon request.

Commissioner Olga Castano, Chairperson, called the public meeting to order at 10:00 a.m. and welcomed everyone. Mayor Pat Bates led attendees in the Pledge of Allegiance. Ms. Rachel Frederick called roll and confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public meeting, provided details on how the public meeting was noticed, the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual raise hand feature to be recognized by the Chairperson. She stated that two sign language interpreters were present to assist a member of the public who is hearing impaired. In addition, she confirmed that the meeting had been properly noticed. She shared that representatives from ACCESS LYNX and Transdev were in attendance – and that a complete copy of the comments would be provided to ACCESS LYNX for follow-up. Lastly, Ms. Whittington thanked attendees for participating and providing their comments and detailed that any person wishing to speak would be allowed two minutes to do so.

#### **Public Comments:**

- Ms. Whittington acknowledged that public comments received via email/voicemail had been provided to the members of the LCB but would also be read into the record.

#### **Online Commenters**

- Ms. Sheila Young, Orange County said she thoroughly enjoyed using UZERV, however whenever she had been assigned a van, they had been 90% late. She stated that Pinellas County and Jacksonville has Mobility on Demand which costs a little more, but she would be very happy to pay extra if she could call and book same day service. She also offered to serve on a committee if needed to investigate the possibility of offering such a service. Ms. Young also commented on the hold time when calling to book a ride which can be 30 minutes.
- Ms. Joanne Counelis, Seminole County, spoke asking for 24hr bus and train service every 15 minutes, including holidays, weekends, and nighttime.
- Mr. Rich Prehart Jr., commented that dispatch tries to put too many trips into one, making many passengers late. For the last two weeks he has been late going to and from work and drivers are not familiar with employee lots around Disney.
- Ms. Marsha Bukala, Orange County, commented that she had been on hold for 20 minutes when trying to check or book a ride. She asked for an accessible website to make reservations. Also, she added that the journey to and from her medical appointments can take much longer than the appointment itself. She added to the request for On-Demand service and also noted her positive experience with UZERV.
- Ms. Tina Griffin, commented on the extra distance and mileage her journeys take and is told it is the way the dispatch schedules the trip. She also noted that she spoke to Customer Service in July about a specific complaint, and no-one has been in touch with her to follow up.

- Mr. Samuel Rhoulhac, Seminole County, has been a rider for three years and has noticed a lack of sensitivity and compassion for passengers. He said that the focus is on logistics and times, and that it gets lost they are transporting passengers not packages. He also recommended a link between Pawpass and reservations, so that when he books a ride it can automatically be prepaid.
- Mr. Mark Schlesinger posted a question on zoom. Ms. Lisa Smith read the comment into the record. "This team does amazing work, and I cannot thank you enough for all you do. I have a question about inter-county transportation. On a personal note: my daughter is special needs and lives in Lakeland (Polk County) - and had a job offer at SeaWorld - but was unable to accept the position, because there was no coordination between Polk & Orange Counties (common drop-off/pick-up point with coordinated schedules, for example). The same situation appears to be between Brevard & Orange County. Is this anything that is being worked on?"

### In person Comments

- Ms. Itzel M. Rivera, Seminole County, commented that she could be on hold for 30 minutes when scheduling a trip and does not think there is effective communication between the driver and the dispatcher. She recently lost a medical appointment as she arrived late, due to another passenger being picked up. She also added that the drivers have difficulty finding addresses and says the GPS needs updating.
- Ms. Tonia Boston Crumbley, Seminole, is a former first responder and has been riding ACCESS LYNX for 18 months. She states she is visually impaired. She has no issues and is thankful for the drivers. However, says the GPS equipment needs help.
- Mr. Erick Lutz, Orange County, enjoys using UZERV and says he has travelled on approximately 750 trips in the last 12 months. He commented that he only uses the vans on Sundays, and they could use some work, that the service is not consistent. He added that previously when on hold you would be made aware of your place in the queue. Currently it announces your wait time to be answered and this is vague. He ended by complimenting individual staff members at customer service.
- Ms. Lynda Sands, Seminole County, has been riding since 2018. She commented that the drivers and dispatchers are not on the same page, that even today the drivers have to wait 20 – 30 minutes to speak to a dispatcher. She added that trips can go past her house to drop someone else rather than drop her first and that new drivers have attitudes. Additionally, she said that the GPS is from the 1930's. Another comment was the length of time on hold, which could be an hour, when calling for an ETA.
- Ms. Migdalia Flacon, Orange County, has been using ACCESS LYNX since 2006 in many locations and Orlando is the best one. She said she is very happy with the service. She shared that trips of a longer distance, pick up other passengers and it can make a journey very long.
- Ms. Verlie Norris, Seminole County stated that the newer vans can only accommodate smaller wheelchairs and she can only use the older vans to fit her wheelchair.
- Ms. Dipti Sampann, Orange County, stated that she has to wait a long time for customer service. Also, she said there is a GPS issue with drivers going the wrong way and dropping her off late.



- Mr. David Bottomley, Orange County commented on wheelchair friendly bus stops, in particular those that are not ADA compliant with regard to Florida Statute 337.408
- Ms. Alma Rhees, Osceola County, shared she had a driver who talked on her earpiece the whole journey and she thinks that drivers should be made aware of safety. Also, she shared her experience riding a neighborhood bus where the driver strapped the wheelchair in but did not strap her in. She chose to sit in a seat with a seatbelt which was safer, with the hard turns the driver was making. She thanked everyone for trying to make the system better.
- Ms. Daisy Rosado, Osceola County, completed a speaker card, but chose not to speak when called.
- Ms. Charlotte Campbell, Orange County, stated she has used ACCESS LYNX for 10 years. She complimented UZERV in particular. However, in recent weeks she completed an ACCESS LYNX form, but only after returning it she realized she had been sent the wrong form. Now when calling to book rides, she has been told she has not been recertified and gets passed between lots of departments to book one trip. This has taken an hour at times to book a ride. Also, she said that every day the charge is different for the same trip. She said she is very happy to have ACCESS LYNX to use.

Ms. Virginia Whittington and Ms. Mary Ann Horne then read into the record comments received via email and phone message, prior to the meeting.

#### **Member comments:**

Commissioner Mayra Uribe thanked everyone for attending and acknowledged the serious concerns raised. She highlighted the issues of the GPS systems and also that attention should be given to the app and online booking facility. Commissioner Uribe expressed particular concern with the routing issues and taking passengers on long unnecessary journeys going home via other counties. She stated that medical and work rides should take priority and also spoke of her concern with the communication between dispatch and drivers.

Ms. Marilyn Baldwin volunteered to restart the ad hoc committee to help resolve the concerns. She also noted the comments raised regarding vehicles that were difficult - and sometimes impossible to access - for some disabled passengers. She voiced her strong support to resolve these issues.

Commissioner Castano spoke of her compassion for those affected. She noted that awareness and customer service training would be beneficial and also the need to improve the GPS system. Commissioner Castano thanked everyone that brought forward concerns at the public meeting. She assured the speakers that ACCESS LYNX will receive a copy of the comments received for follow up.

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

The public meeting adjourned at 11:35 a.m.

**TD Public Meeting Comments 2023**  
**Received via Email/Phone Prior to Meeting**

Name of Commenter	Date Received	Email/Phone
Sandybel Sunderland	10/25/23 – via email	sandybelsunderland@icloud.com
<p>1. Comment 1 – ACCESS Lynx has provided so many possibilities i wouldn't have other wise had access to without this service. My employment is the biggest way that Access Lynx has helped me. I wouldn't be able to get to and from my work without it. I am so thankful for this service and it has changed my life!!</p> <p>Comment 2 - 11/01/23 – via email</p> <p>It's ridiculous how you can have 3-4 people you have to pick up and drop off before you get your chance to get to your destination. This has to be changed. Sitting on the bus for so long is a complete lack of respect for someone's time.</p>		

Name of Commenter	Date Received	Email/Phone
Roanna Bacchus	10/26/23 – via email	broanna49@gmail.com
<p>2. ACCESS Lynx:Please send more drivers to us. Please keep the you serve contract going. Please schedule a ride appropriately.</p>		

Name of Commenter	Date Received	Email/Phone
Kathy Quinn	10/26/23 - via email	847-909-3423 <a href="mailto:Kquinn951@gmail.com">Kquinn951@gmail.com</a>
<p>3. I'm not understanding why I can't use above (website &amp; internet) to make my appointments. I called once and they stated that they were working on the issue. I still am able to make electronic appointments. Can you advise when this will be fixed?</p>		

Name of Commenter	Date Received	Email/Phone
Jaime Mariona	10/27/23 – via email	jaime.mariona@icloud.com 407-505-6750 2713 Rio Grande Trl
<p>4. 1. I called 407-841-5969 and pressed for customer service. However, I had to wait for more than two hours before speaking with a representative.</p> <p>2. I called 407-423-8747 for ride booking and experienced a wait time of over one hour before I could speak with someone.</p> <p>3. I called 407-781-3215 to reach Transdev operation management and left a message for Johanna Duran. She did not return my call to address my complaint regarding the drivers'</p>		

experience.

4. AVL and MVP are outdated versions that need to be upgraded for better quality of service and smoother operations.

5. The online booking function is not working properly, as it does not provide accurate information about my bookings. I have to call the booking service to fix it, which takes a long time.

6. The drivers do not effectively communicate with deaf riders through methods like ASL, pen and paper, or speech-to-text computer devices.

Name of Commenter	Date Received	Email/Phone
Daniel Garcia	11/01/23 – phone message	407-840-8828
5. My name is Daniel Garcia. All members of access link passengers should be able to have access to the access links plus membership card to ride the public bus for free. Give me a call. 407-840-8828. Once again, this Daniel Garcia, my number is 407-840-8828 bye.		

Name of Commenter	Date Received	Email/Phone
Jennifer Herrington	11/02/23 – via email	<a href="mailto:jenherr78@gmail.com">jenherr78@gmail.com</a> 407-879-1822
<p>6. I have been using Access Lynx for approximately two and a half years. It is definately a much needed service for disabled individuals such as myself.</p> <p>Transdev is not doing great job. The "new" vans are not easily accessible due to heighth of vans, step stools would help passengers greatly. I mention this because quite a few drivers are not keen on getting out and assisting riders.</p> <p>Dispatch no longer calls riders when a driver is running late, which is in no way a drivers fault. Routing of drivers is crazy. IE: Downtown Orlando, to Sanford and back to East Orlando. Keeping drivers in a particular quadrant with an "overflow" driver/drivers for long trips makes more sense.</p> <p>One Dr's appt for me is 4-5 hrs of wait and transport time.</p> <p>Time to call and schedule appts is horrible now. It can take 30-45 minutes for someone to answer a call and many times I have been disconnected after 30+ mins and have to call back and wait again.</p> <p>I am very grateful for this service but am starting to feel like because many riders have no other option Lynx Access mentality has become "Take it or Leave It." We may not have any other option but we are still human beings.</p> <p>Follow up to previous email. I called and cancelled a trip for today, 11-2-23, both pick up and return. Driver arrived to my home, I explained that I cancelled trip/trips. Driver stated that it was still showing on her manifest. I then called to make sure trip/trips showed as cancelled (was transferred to prompt #3). Was told, yes shows as cancelled, will not be a no show. No cohesiveness between departments. All at customers expense.</p>		

Name of Commenter	Date Received	Email/Phone
Collin Thomas	11/01/23 - via phone message	678-699-1714
7. Called – left no message.		

Name of Commenter	Date Received	Email/Phone
Moises J. Ramos	11/05/23 - via email	<a href="mailto:mjramos91@outlook.com">mjramos91@outlook.com</a>
<p>8. Greetings, i dont know if there is a specific way i have to send the comment  But my commenr and question is "Why must passangers be on long trip just because a driver has to get miles on him/her?, i like ten minutes away from my job, yet i get picked up we go to West Vine Street Kissimmee(where my jov is located) and we pick someone up, and then we go to Disney. Why couldnt they just drop me off first then go to Disney?, hence i understand somehow you guys put miles on drivers depending on passangers as i was told, but why must us the passangers go through long rides when we could have been drop off first. Thank you.  I will try to join the zoom meeting and ask the same question.</p>		

Name of Commenter	Date Received	Email/Phone
Jennifer Resetar	11/05/23 - via email	<a href="mailto:jenniferresetar@gmail.com">jenniferresetar@gmail.com</a>
<p>9. To Whomever It May Concern:</p> <p>Since 10/1/2023 I have been having bad experiences with AccessLYNX. Before this date I was on UZURV about 99% of the time. Then starting on this date I was moved to AccessLYNX, denied a ride due to having too many groceries, no showed on another ride because the trips were reversed and late or almost late to work twice. Due to the contract change from MV to Transdev, I am now applying to work from home in order to eliminate these stressors. My name can be stated with this comment or left anonymous at your choosing. Thank you for your time and consideration with this comment.</p> <p>Sincerely,  Jennifer Resetar  AccessLYNX Veteran Passenger 2004-Present</p>		

Name of Commenter	Date Received	Email/Phone
Ms. Lopez	11/06/23 – via phone message	708 691 5928
<p>10. Access Lynx have been a blessing to me. But I have a couple of problems that I would love to share. The problem. -Number one I go to dialysis and dialysis is priority. And often i get late to dialysis because someone adds a pick up on the lift in between my trip already scheduled for dialysis at the right time. And the person forgets to realize that that's gonna set me late. And the add on is not medical it's usually to a store like target or publix or something. I think they should look into that if someone add to the schedule ready made, they need to be aware of the change, in both traffic and the schedule. There was already a schedule on time, now messing up the schedule. Please don't mess up the schedules for medical with add ons.. Another problem is of the drivers sometime to dropping me off being late and they don't let know the driver know who is going to pick me up. And the driver doesn't want to wait 10/15/20 minutes, and so I have to cut down my treatment. And after 2 or 3 time cutting down my dialysis treatment, i always end up in the hospital because of that. So if there is a way to let your drivers know to either tell the driver who is gonna pick me up, that I'm going to be late or to notify one of you guys to let that driver know that it needs to wait for me.. So I need those 2 things. It doesn't happen often, but it happens often enough to cause me problems and anxieties and all kinds of stress. So I would appreciate if something can be done to help those 2 problems. Thank you very much and God bless all of you on the job that you do. The driver's always good people and some of them may be new. I have 3 doors to get into my house and sometimes the new one's refused to open the door and help me get at least into the porch and with a wheel chair, it's very hard to do. It doesn't happen often either. But a little help goes a long way. I appreciate you guys doing a great job and having a good attitude. Thank you very much. God bless you. Bye.</p>		

Name of Commenter	Date Received	Email/Phone
MarcellSoleyLegal	11/06/23 – via email	marcellsoleylegal@gmail.com
<p>11. Hello!</p> <p>Thank you for this service! It is very helpful.</p> <p>Some opportunities for improvement for Access Lynx include:</p> <ol style="list-style-type: none"> <li>1. Inability to change pick-up/drop-off location on the same day, even with several hours notice.</li> <li>2. Not able to call in advance to cancel a trip before customer service opening hours of 8:00 a.m. (N.B. If unable to cancel within a certain time frame, you will be considered a 'no show'. Enough 'no shows' can result in suspension of services.)</li> <li>3. No immediate turnaround on a trip. Eg. Walk into a building, and out within three minutes and have Access Lynx ready to get you back on track.</li> <li>4. No provision to cancel one stop on a multi-stop trip. Eg. Pick-up from home to drop-off at cancer center. Pick-up from cancer center to drop-off at mailbox. Pick-up from mailbox to final drop-off at home....</li> </ol>		

Now, not feeling well at cancer center and wish to go straight back home. Supervisor said NO. Either patient gets left behind at cancer center and have to 'find' a way home, or continue with the planned trip with no flexibility. So, while unwell, patient had to travel to mailbox. Stay there until scheduled time one hour later. Then wait to travel back home hours after cancer center pick-up. That was horrendously inhumane to a vulnerable, suffering taxpayer of society.

I sincerely hope this comment is read and addressed and not tossed aside.  
Thank you for your attention.

Name of Commenter	Date Received	Email/Phone
R Foreman	11/06/23 – via email	rforeman313@aol.com
<p>12. I would like to have been at this meeting in person but was not able so here is my comment. first I would like to say is that for once I would like to get picked up on time for once. What's the since in booking a 6am pick up and don't get picked up till 6:40,or 6:54,or 7am and that's is suppose to be ok. I have been extremely late on a numouse times. I have been remanded for these lateness. when I call to book a ride or check on a ride I've been put on hold for more than an hour which I feel makes no sense.</p> <p>I also feel that I should not have to sit on that bus for more than two hours picking up and droppings off other people that also is not right i understand that it's a share a ride but that's just too much. I also feel that it dosen't make sense that I get picked up then taken in the opposite direction to put some one else up then go back the other way and here's the bet one, one day a driver was going to go pass my house to pick up someone and I had to argue with him that he was not going to go pass my house I was not have it now you tell me if that ok right he had to call dispatch for them to tell him to take me home first.Two more things first your dispatchers lie a lot about where the drivers are and they lie about if ther really is a driver on the way. second some of your drivers are not that reliable either I had one driver tell me that he was inside my complex but didn't look for my buildings but took the person that was on the but to their drop off and then came back for me at 6:40am when my pick up time was 6am. I've had drivers pick me up later just to pick someone else on time.</p> <p>I have a lot more to say but I'm going to leave it at this for now.</p>		

Name of Commenter	Date Received	Email/Phone
Dave Nathan	11/06/23 – via email	(407) 802-7750 <a href="mailto:dmn548@yahoo.com">dmn548@yahoo.com</a>
<p>13. I have four areas of concern that I would like to share with you today.</p> <ul style="list-style-type: none"> <li>Transdev uses certain Chrysler and Dodge vans that are very difficult to access for travelers not in a wheelchair. The passenger seats are elevated making it challenging for riders who are either short in stature (I'm 5' 1") or those with strength or mobility issues. These vans do not carry stepstools that would help the riders both enter and leave the van. I usually ask the drivers to let me use the wheelchair ramp in the rear but that has its own challenges. The floor is not flat with number of depressions and one also has to work their way around and between the seats. Also, the ramp may not be available due to the presence of a previously loaded wheelchair patient. The drivers are aware of the difficult situation and are always helpful in assisting me enter and leave the vehicle. I would strongly urge each of you to try</li> </ul>		

and enter and exit this type of vehicle for yourself. Stepstools should be provided to assist the passengers as needed.

- Another area of concern is the two-hour drop-off window. This is quite a long time to ride for those who have just endured a long or painful medical procedure. For example, I get monthly IV infusions that last about four and a half hours. Spending a couple of additional hours riding the vans can be rather uncomfortable especially when you have been pumped full of IV fluids. Other medical procedures can be just as problematic. Additionally, those passengers who use this service for grocery shopping have to deal with refrigerated and frozen food melting. This window needs to be shortened.
- Reaching a dispatcher when there is an issue is also a challenge. The hold time is usually twenty to thirty minutes. I have had problems when my medical appointment ran an hour late and I missed my pick-up. Add the long hold time to the time the dispatcher needs to coordinate a new pickup with an already scheduled van and you have a long wait to get home. The last time this happened I did not arrive home until seven-fifteen in the evening from an afternoon appointment. We need additional dispatchers during prime pickup times.
- At each drop-off I notice the driver spending time filling out paperwork by hand. Access Lynx has done a great job with continual improvements to the WebAccess site. Could this be paperwork be digitized also?

Name of Commenter	Date Received	Email/Phone
Laura Miller	11/06/23 – via email (states she will be attending on line and will read out in person)	Laura.Miller@dreammakerspas.com  407-506-6425

14. Thank you for allowing me the opportunity to speak to you all today.

I would like to share some of my personal experiences with access Lynx over the past year, in the hopes that Lynx INC may hear my issues, concerns, and suggestions, as I advocate for positive changes to the current processes and mentality of the company.

A year ago, I was approved to ride the Lynx Paratransit service for people with Disabilities. I was diagnosed with severe neuropathy in my legs and shortly after, I became unable to drive. I had been utilizing Uber prior to riding with Lynx, but the cost was astronomical, and I just could not afford to keep using this service daily to get to and from work. I was so grateful to be approved for the Access Lynx rides, but my elation was short lived when I realized how Lynx treats their customers. Access Lynx habitually causes me daily stress, anxiety, worry, and even disbelief at times by the way customers are treated and never heard..

Within 2 months of riding, I had already begun calling to file complaints on some of my personal ride experiences. As I continued to leverage this service both quality and communication have been in a continuous state of decline.

There are several issues I have experienced with Access Lynx throughout the past year and have vetted my concerns to customer service on numerous occasions with minimal reciprocity

Here are a few examples of the most frequent issues that I personally experience:

- Re-occurring late pickups and drop-offs
- No communication for late pickups
- No attempt to work with customers or offer alternative solutions

- Constantly changing pickup window times or arrival times day of service and not allowing enough time for customers to cancel in advance if it is going to be too long of a ride.
- Logistics planning that is not conducive to the route – IE taking the long way, passing my work or home without dropping me off, taking me very far out of the way of my destination sometimes even passing my original pickup location several times,
- Driver's navigation systems being not accurate or being very confusing, causing extra U-turns or pull offs, adding extra time to trips.

To allow for the disastrous accommodations, I now schedule my trips so that I arrive approximately 2 hours in advance of my work start time, just avoid being late, on any given day.

. Facilitating a ride to get home presents all of the same challenges and barriers.

I have attempted to reach out through multiple channels (calls, emails) within the past year to propose viable solutions and alternatives that would not only benefit myself but may improve the experience for other riders. During every communication, Lynx has given me nothing but excuses every time I call to reach a solution or ask about ride status for late rides. The most used excuse is ALWAYS "We are short on drivers." Honestly, this does not surprise me at all. If Lynx treats their drivers anything close to how they treat their customers, no wonder driver retention is so low and turnover is so high. I would never endorse or recommend a company like this; There is a general lack of respect and care for disabled individuals, poor discernment and planning of routes, and minimal help from dispatch just to name a few.

Another frequent excuse I encounter is "our computers generate the routes. We have no control over it." Has there ever been an after thought to look at the routes that are generated? Has any consideration been made to analyze route proficiency and data? Is the logistics planning software kept up to date with frequent updates? My reasoning for questioning this is because, on many occasions, I am driven in the complete opposite direction from my destination, recirculate past my original pickup spot multiple times, or pass right by my final destination several times.

Many drivers tell me they "HAVE TO" stick to the routes and that "Reaching out to dispatch will take very long" to see if they can drop me off first, so I figure this is why they are unable to stop if passing right by my destination location. I do not blame the drivers at all. Many are very kind and do try to help as much as they can, however they get no support from headquarters or dispatch. Additionally, if Lynx is short on drivers wouldn't an initiative to streamline route efficacy be made to ensure no back-tracking, repeat routes, or going out of the way for sake of time constraints ?. My thought process is that dispatch should be readily available to answer their drivers. They are not. I have sat in a vehicle many times waiting for dispatch, and it can take anywhere from a couple of minutes to 20+ to answer their own drivers. Once dispatch finally does respond , they are extremely rude and offer limited help to the drivers.

I live 22 minutes away from my work and often it is at least an hour to get to my destination. Some trips that last an hour and thirty minutes or sometimes two hours exacerbates my condition and stress levels which ultimately segways into excruciating pain!

It is extremely discouraging and dispiriting to wake up each morning in severe pain, force myself to crawl out of bed, get dressed and ready for work, only to find the ride is an hour



late; or working a long day only to find the ride is half way across the county and will not get to me until the rest of your co-workers are probably already comfortably at home. Absolutely nothing makes sense with this company, and it is extremely frustrating and disheartening to have to put on a brave face each day, with the lack of cooperation from my ONLY lifeline to and from work! I am unfortunately forced to rely on Access Lynx to take me to and from my job each day. If my employer ever decided to be more stringent on arrival time and attendance I would be out of work.. Access Lynx is hindering not only mine but other clients' livelihoods!!! This is highly inconsiderate, and illustrates a lack of care from the company as a whole. I wonder how the employees at Lynx would like it if they had to ride in their own transportation service. Imagine your mother, sister or good friend being put through this routine daily. I believe it would invoke some true perspective to make the positive changes desperately needed at Access Lynx.

I do know that Lynx was recently taken over in August or September by a new company and I was very hopeful and optimistic that things may change. Unfortunately, they have not. In many instances they have become even worse. The new company purchased an entire new fleet for their paratransit customers; however, it is obvious the clients were not kept in mind, as the vans have very high blocks inside to step onto or over when getting in and out. How is an elderly person or someone like me, with leg issues, supposed to climb in? It is extremely difficult, and this is honestly quite a laughable purchase for a transportation service for persons with disabilities.

In addition, I would also like to recommend and implore Access Lynx to look at WHERE the client is traveling to. I firmly believe that passengers should be given priority levels based on where they are going. For example, someone going to and from work or dialysis should be given priority over someone going shopping or going to a bowling alley. There should be a system in place to make sure passengers going to work arrive in a timely manner.

In my lifetime, I have never experienced such lack of concern, rudeness, unwillingness to help or just the plain uncaring nature of most of the company's personnel at Access Lynx. The daily struggles to ride the Access Lynx bus or van are phenomenally difficult. I truly wish they would take into consideration their riders as well as their own drivers. Lynx is supposed to be a great, public service offered to people with disabilities to make life easier but, in my experience, has provided quite the contra to this expectation.

I am hopeful and optimistic that the TDLCB can implore and insist that Access Lynx may change for the better in the future. Without significant modifications or company-wide development I just do not see those changes as being possible and it causes me to have a very bleak outlook on this service. Additionally, the lack of reliability from Lynx forces me to continually question my personal career growth and aspirations within my current company considering I do not have dependable transportation to be punctual.

I feel, Today, there would be a plethora of other speakers sharing my same thoughts and concerns if Access Lynx would have notified their customers efficiently, like sending an email or letter out, or putting notifications on their website or made calls to let people know this meeting was taking place. They only posted one single paper in each vehicle, which after a day became very tattered and torn, so they obviously do not want the truth to come out!

I want to end my allotted time slot on a positive note by extending my gratuity in taking the time to hear my concerns, experiences, and opinions. I greatly appreciate your time and hope we can collectively strive for better, viable solutions that benefit ALL patrons riding Lynx in the future. Living with a disability is beyond challenging, but reliable transportation makes such a monumental difference in giving back some autonomy to myself and others living with disabilities.

Name of Commenter	Date Received	Email/Phone
Yolanda De La Nuez	11/06/23 – via email	delanuezyolanda@gmail.com
<p>15. Hola soy una senior, y estoy muy complacida con esta compañía. Todo el personal con el que he viajado son muy amables y puntuales Sólo deseo que sigan así. Y los felicito Saludos Y. de la Nuez</p> <p>-----</p> <p>Hi, I'm a senior, and I'm very pleased with this company. All the staff I have traveled with are very friendly and punctual I just want them to keep it that way. And I congratulate you Best regards Y. de la Nuez</p> <p>(translated by Microsoft)</p>		

Name of Commenter	Date Received	Email/Phone
Cheryl Mcinnes	11/06/23 – via email	mcinnescheryl3@gmail.com
<p>16. Attention Access Lynx my comment for the meeting am unable to attend in person this year I have important business to take care of my input is I've got a question about when I am being pick up from my home address to go to my destination about how long the with time is it should be more that 5 minutes sometimes they not patient I know what the rules are for the company we need more time to get to the bus or the van and if the passenger need to use the restroom along the way to they destination that happens to me now and then is it against the policy or the company rules that the driver stop the passenger to let them use the restroom I don't think that's right and that makes no sense if the person can't hold it don't want no accident on the best I've had issues with one driver said they not allowed to stop am going home now ok what ever I told him and another driver told me they never seen nobody like me I reply I never seen no one like you neither this should be simple if you need to use the restroom you just need to use it that all when they need to go they go</p>		

Name of Commenter	Date Received	Email/Phone
Laura fisher	11/06/23 – via phone message	845-270-1112
<p>17. Hello, my name is Laura fisher and I ride access Lynx. Sometimes access Lynx goes the opposite direction. And that would be fine. But you're wasting gas. And I feel like it's more important to take people that are along the same route and pick up people that are in the same area. Sometimes the drivers and dispatch are not always cheerful and friendly. Actually that happens a lot of the time. I have to call in earlier because some days you have to go to therapy. It takes me a while cuz they get priority, i guess over me Because then you have to obey whatever the manifest says. Even though it would be quicker to drop me off or so that's what I'm saying. My number is 845-270-1112. This is Laura fisher.</p>		

Name of Commenter	Date Received	Email/Phone
Ms. Bell	11/06/23 – via phone message	407-595-5087
18. Access Lynx - I would like to say that online that I haven't had too many problems with this online service. But the only problem that I have is about the gps. It's a little outdated and it may need to be updated. So that's all I have to say. From 1 -5. I'll say it's a 4, which is good. But the gps needs to be updated. Thank you and bye.		

Name of Commenter	Date Received	Email/Phone
Ms. Janine White	11/06/23 – via phone message	321-331-0215
19. This is Janine White. In reference to (unintelligible) Davis who uses the service. Am so glad that the Lynx service exists, but there are times when they are late taking him home from work, but I'm glad the program exists, keep going with the program, hopefully you can pick him up earlier when heading home, but thank you again.		

Name of Commenter	Date Received	Email/Phone
Doris Engstrom	11/06/23 – via phone message	321 440 2104
20. Had been riding Access Lynx for about 2 and a half weeks and I'm having radiation, so I'll be riding steadily 3 more weeks. And hopefully after that I can, we can maybe go somewhere, a little bit fun on it. But I want is 1st of all to say I am extremely satisfied with the service. They are on time, friendly, helpful. They have clean vehicles and we really appreciate that. But we do have some concerns. One thing is that we would really like to be reserving online. Except that on the online bookings of which we have been approved to do., there is no place to choose wheelchairs as one of the things that needs to be included in the checkup. So I definitely need a wheel chair. But that option isn't there - only walkers. Another thing you really need to get more phone associates. This morning. I waited, 40 minutes, and then I had to leave for a few minutes. I came back and waited another 35 to get someone to book my ticket. And I'm wondering who decides what route you are in? They tell me that because of my classification, I can only book for one day of the time which seems a waste of everyone's time since I'm going to be at this for a while. And then lastly, I would really like to see you update your Paw Pay app so that it can use newer phones. We were all set up everything we were approved, we were ready to go. And then they said, because our android phone was too new and believe me, it's not that new we couldn't use it. So I would really like you to look into that and thank you for caring enough to have a forum such as this.		

Name of Commenter	Date Received	Email/Phone
Rich Prehart	11/07/23 – via email	rangers89mets@aol.com
21. There has to be so many changes that need to be made in order for disability passengers to ride easier I think the first thing that has to be done is better training of the drivers. I work at Disney's Animal Kingdom and you don't want to know how many countless times I was stuck there due to drivers cant find the employee parking lot.		

Another major change that needs to happen is planning and better scheduling. Yes we have a 2 hour window but this isn't the bus system this is access lynx. Many many times say I work til 10pm most of the time they will give me a time of 9:50pm to 10:20pm how is that any beneficial for us? Who works till 950 pm ? Then we are stuck there for another hour to go home? The old way was way better of booking rides it was every hour and every half hour which it should be.

I think I also want to mention what happened to me over the last 2 weeks

One Day we had a pick up at Universal the time we were supposed to wait is 5 minutes we were there for almost 30 minutes waiting because the client wasn't found and when found they couldn't get there app to load there has to be another alternative other then cash

One day I had a 5:16am to 5:46 am pick up again how ridiculous Is this time 5:16??

Anyway my drop off was for 6:45 am and they didn't get me to animal kingdom till 7:07 am also this driver at 530 am is shining his flashlights on house to find the number which was going into peoples windows best part the guy was at the wrong house rang the doorbell and client comes running down cause he didn't do his job properly

Then get this I Was up since 430am that night I got off work at 2pm with a 4:30pm requested drop off time they didn't show up till 3:24pm I was starving had no food no water no air this isn't okay best part dispatch didn't call and let me know they were running behind. This is not okay!

Monday October 30th- I also worked early had a 2pm pick up time running late as usual they didn't show up till 3pm! Same scenario no call no food no water felt completely stranded and no phone call or sympathy

ACCESS LYNX- We need to get back Silver Ride and Star Cab this is UNCALLED FOR AND UNPROFESSIONAL

I have a feeling im going to be blown off and no one will bring this up at the meeting but IMMEDIATE CHANGE NEEDS TO BE MADE I don't expect immediate pick up and drop offs but when we have rides scheduled at certain times for a reason we do!

I think scheduling needs to go back to the old ways on every hour and every half hour not this like 11:50am ridiculous time!

Also hold times waiting to get intouch with a representative for an Eta or to cancel a ride the hold times sometimes is over a half hour! What if we need to cancel a ride and then the ride leaves? The hold times are outrageously long!

I also think drivers should be trained to clean vomit spills one time a passenger threw up right next to me

Rich Prehart

194082

Name of Commenter	Date Received	Email/Phone
Pamela Mason	11/07/23 – via email	Pmason@Rollins.edu
<p>22. I have been using Access Lynx for seven years now. I was diagnosed with Stage IV cancer in July of 2016.</p> <p>I have never been able to afford a car here although I have worked full-time in Florida for the past 30 years. I don't make a living wage in Central Florida although I work for Rollins College, a well-known local academic institution and Winter Park employer.</p> <p>I had used the Lynx Bus System for many years prior to getting cancer.</p> <p>When I was diagnosed with Stage IV/Metastatic Breast Cancer in 2016, I needed to find reliable, affordable means to get me to my [many] medical appointments at The Orlando Health Cancer Institute in downtown Orlando, FL. When one is being treated for cancer, it can be very exhausting. The Lynx Bus System (the local bus service) did not always work for me due to my suppressed immune system, chronic fatigue, and chemotherapy side effects such as diarrhea, nausea, vomiting, etc.</p> <p>When I signed up for Access Lynx, it was GOD Send! I was able to get to my appointments in a comfortable vehicle, with careful and caring Access Lynx drivers. I was able to afford the Access Lynx fares, too. I depend on Access Lynx to help me maintain my cancer treatment/cancer care regimen. I don't know what I would do without this vital service!</p>		

Name of Commenter	Date Received	Email/Phone
Celia Sanchez	11/07/23 – via email	ccsm0523@gmail.com
<p>23.</p> <p>Good morning. My name is Carmen Celia Sanchez. I have been using the Access Lynx service for the last five years. I am very pleased with the service. It has made my life much easier. I appreciate how you are continuously improving it.</p> <p>But since I have the opportunity to provide some input, I would like to make two suggestions:</p> <p style="padding-left: 40px;">There are some errands that I know in advanced that I will be done in 5, 10, 15 minutes but I still have to coordinate the pickup trip for more than an hour. Is there any way that the system can be changed allowing us not to have to wait longer that is really needed?</p> <p style="padding-left: 40px;">There are other situations where I don't have an idea how long will it take me to be able to finish, so I have to coordinate my trip for a specific range of time. Is it possible that if I am done earlier, I could call you and if the driver that is assigned to pick me up is available, he or she could pick me up earlier?</p> <p>Thank you very much for the opportunity to provide feedback.</p>		

Name of Commenter	Date Received	Email/Phone
Sheila Young	11/07/23 – via email	<a href="mailto:sheilayoung125@att.net">sheilayoung125@att.net</a> 407-425-9200 (home) 321-663-8893 (cell)
<p>24. I have been extremely happy with the Uzurv service, and when I was given a van, the return ride was late each time. I would like to understand why we aren't able to get mobility on demand, as it has been very successful in other parts of our state. I would be very willing to pay a little more for the ride if I could schedule it the same day. The model can be observed in Jacksonville as well as Pinellas County.</p> <p>I would be happy to volunteer to be on any research committee and bring the findings back to the board.</p>		

Name of Commenter	Date Received	Email/Phone
Marsha Bukala	11/07/23 – via email	mjbukala@yahoo.com
<p>25. When will the website to book transportation be accessible? Currently it is not and earlier this year when I asked at a technology class at Lighthouse I was encouraged to call on a Sunday morning to book my rides as hold times are less busy. However that is not always possible if we are not aware of our schedule. Recently I have been on hold and been disconnected at least twice after being on hold for over 10 minutes. Other times the hold time has been almost 20 minutes and this also has happened when waiting to get picked up for a ride to check on the status of where my vehicle is.</p> <p>What is the status on getting an on demand ride service? I know many other parts of the country including some counties in Florida offer this type of service. This would be very helpful especially for shorter appointments when they only take 20 minutes. An example is when I go to get my port flushed and have blood work done.</p> <p>I also have had very positive experiences when I am able to get Uzurv and I am hoping this option continues to grow for us using Access Lynx</p>		

Name of Commenter	Date Received	Email/Phone
CoCo Adams	11/07/23 – via email	<a href="mailto:coolmoney443@yahoo.com">coolmoney443@yahoo.com</a>
<p>26. <b>(1)</b>The new partnership access lynx services has with Transdev is very nice. Finally you can be picked up from your starting point on time and arrive at your destination on time. Thank you But the two dispatch networks are not connected, any notes, instructions or actions done on the access lynx side are not seen on the transdev side, two different systems.</p> <p><b>(2)</b>Transdev and some of their drivers are aware that their dodge caravans are way too high for people to get in and out of, and the seats wiggle and wobble when you're trying to get out. Not everyone wants to use the back door ramp if they're not disabled or in a wheelchair. The dodge caravan just needs an extra step or drivers carry a small step stool.</p>		

**(3)** I find your access lynx drivers to be very kind and helpful, but every now and then you get a driver that is rude and looks like they're about to fall asleep. When you call the complaint number to complain about the driver that you had, can give you a complaint id number. It would be nice if they gave you a follow-up email about your complaint.

**(4)** I do not think you have enough operators to handle the calls coming in, I can wait an hour on the phone just to find out my eta of a ride or I can wait an hour on the phone just to schedule a ride.

**(5)** I hear most of your drivers always complaining about add-ons, I had a driver one time that was coming from Kissimmee and I was the add-on in Orlando which definitely changed my eta to a later time. I think the way add-ons are done needs to be looked at.

**(6)** I think there has to be a better way for drivers to access the notes in the system. When you leave specific instructions with dispatch to put in the notes, drivers always say, I didn't see any notes. Are they not looking at the notes or did the notes not get put in from dispatch?

Name of Commenter	Date Received	Email/Phone
Bettina Wilson	11/07/23 – via email	bettinaw278@gmail.com
27. My Concerns And Issues are that The Dispatchers are HORRIBLE 1. they are very rude when/and checking the status of a ride or just asking a question.. 2. When calling to Dispatch you are on hold for more than 10mins ..there has been so many times I've been on hold for 40 min which is RIDICULOUS 3.Drivers are RUDE When picking up they Knock on your door TOO HARD Like they are the POLICE ALOT of your drivers are VERY DISRESPECTFUL One driver called me TRIFLING so how PROFESIONAL ARE YOU GUYS YOU ARE NOT!!!! 4.Your drivers are half of the time late picking up and returning And Yes I do understand there's traffic but when I'm scheduled to be at work or doctors appointment at 5 and I set my appointment at 4 and just so I don't be late...IM STILL LATE HOW IS THAT POSSIBLE IT doesn't make no sense... 5. Also YOU need New GPS SYSTEM because that sucks too THE TRANSPORTATION NEEDS A BETTER SYSTEM BECAUSE THE ONE YOU HAVE IS NOT WORKING.... AND I DO HAVE MORE TO SAY BUT THIS IS THE MOST IMPORTANT THAT NEEDS TO BE ADDRESSED !!!!! So MY OPINION FOR this SERVICE SUCKS AND NEEDS IMPROVEMENT!!!!!! AND ONE LAST THING IM STILL WAITING FOR A RESPONSE FROM THE COMPLAINTS IVE PUT IN AND NO ONE STILL HASN'T RESPONDED BACK ITS BEEN OVER A MONTH NOW ....HOW PROFESIONAL IS THAT. ITS NOT!!!!		

Name of Commenter	Date Received	Email/Phone
Adeliz Fuentes	11/07/23 – via phone message	407-369-3100
<p>28. Original Message (Spanish)</p> <p>Hola, mi nombre es Adeliz Fuentes. Mi numero es 407-369-3100. Las quejas son que aveces estan tarde los drivers , no todo el tiempo. Esto, cuando uno a llama customer service por el status de la reservación se tardan en contestarle a uno. Y deberia mejorar a la calidad del transporte. A veces te ponen a una hora y te buscan mas tarde. Thank you. Have a good day.</p> <p><u>Translated Message</u></p> <p>Hi, my name is Adeliz Fuentes. My number is 407-369-3100. The complaints are that sometimes the drivers are late, not all the time. Umm, when you call customer service for the status of the reservation, they are late in responding to you. And they should improve the quality of the transportation. Sometimes they put you at one hour and then pick you up late. Thank you. Have a good day.</p> <p><i>Translated by Cynthia Lambert, MetroPlan Orlando</i></p>		

**NOTE:**

One comment was received referring to concerns with a fixed route, and was forwarded to LYNX Customer Service.

The following comment was received after the meeting ended:

Mr. Prehart's original, written public comments were read into the record by staff and therefore, he was not recognized during the meeting due to the number of registered public comments. Subsequently, Mr. Prehart left the following voice message while the meeting was still in progress. (Note: The deadline for receipt of voice mail messages was November 7, 5.00 p.m. This message is similar to the email received and is being added to the public record as a courtesy.)

Name of Commenter	Date Received	Email/Phone
Richard Prehart	11/09/23 – during the meeting	(732) 673-1695
<p>"A hi, my name is Richard Prehart. My ID is 194082. My biggest concern about wasting my time with this is that my comments are not going to be said at the meeting. And that this is going go over everybody's head because nothing has changed since last year. So, let's start off. There has to be many changes that need to be made in order for disability passengers to ride easier. I think the 1st thing that needs to be done is better training with the drivers, like I work at Disney animal kingdom sometimes, and the drivers never know where to go to drop people off because of the employee lot. It is confusing, but that doesn't matter. They should be trained and shown where to go. And you don't want to know how many countless times I have been stuck there waiting for drivers just to get me. Another major change that needs to happen is rescheduling, yes, we have a 2-hour window, but this isn't the best system. This accepts as successfully many, many times at</p>		



work attempt can most of have a good a requested return time from 950 to 10. 20. How stupid does that sound? 950 to 1020. Or if they arrive at 950, they're gonna leave at 955 and leave us stranded. You guys need to go back to every hour to the half an hour for booking rides. Cuz who works till 9 50 pm. That's ridiculous.

I also want to mention what happened to me over the last 2 weeks. One day we had to pick up at Universal, so we were supposed to wait. The wait time is 5 minutes, correct? We were there for almost 30 minutes because a client wasn't found to be found – they couldn't get the app, to load to pay for their fare. There has to be alternative. When this happens, there has to be a backup. Because as a person with disability, I do not like to carry cash. So, I thought that that person, but again, instead of waiting to 30 minutes, I could've been home quicker. And you know, that could have been alternative to the passenger on and then pay. One day I had 5:16 to buy 5:46 again. Who wants to get picked up at 5:16. Can you just make it 5:15. Anyway, my drop request for 6 45 AM. Did he get me and to I'm working until 7 :07. Also, the driver at 5 30 in the morning is shining, his lights, flash lights on the house to look at the address, the number for the address - that's not ok because - this is the best part. He actually ended up finding the house. But the wrong house - he was sitting there, 20 minutes, the passenger comes running down to Lynx and he was shining his flashlights on the wrong house into people's windows and knocked on the wrong door.

Ridiculous. Now this was then I get like I was up at 4:32. When you have an early shift that you get off at 2 o'clock. So just hold on, I'm trying. And then this is what I wake up that for the day that I need to go to work at 2 o'clock with the request to drop off time to 4 30 PM. The driver didn't turn up till 3:24 p.m. And I have no food, no water, no air, the best part, no communication at all with the dispatcher or dispatch trying to assist in the center. This is not Okay. Monday, October 30th. I also work early. I had a 2 PM pick up time. Running late as usual. They didn't show up until 3 PM. Same scenario – no call, no food, no water. Completely stranded. No phone call or sympathy. I didn't get home till after 5 o'clock. That's ridiculous. Also, Access Lynx, we need to get Silver Ride and Star Cab back. This is clear proof that you guys cannot do this, which is the buses and the maintenance - you guys need to get them back. Because they were a huge part of a huge part of making trips more manageable. I, like I said, I have a feeling I'm going to be blown off, but the changes need to be made. This is not Okay.

I think scheduling need to go back to the old ways also hold times to get in touch with the representative have been extremely long, between 10-30 minutes. What if somebody needs to cancel before the window to get a cancellation versus a no show? There needs to be more representatives on call to answer phone calls,. Access Lynx, changes need to really happen. This is not a bus system this is a disadvantaged service. Some of these people with disabilities don't understand. Because you guys need to make change. I really hope you guys mentioned my comments at the meeting that needs to be done. Changes need to be made. Biggest changes scheduling better with dispatch and get Silver ride and Star Cab back. Richard Prehart 194082 phone number (732) 673-1695. Thank you. Please make changes. I love the service, but changes need to be made.”

**TAB 2**





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

**DATE:** Thursday, November 09, 2023

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

**LOCATION:** MetroPlan Orlando Board Room  
250 S. Orange Avenue, Suite 200  
Orlando, Florida 32801

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**Commissioner Olga Castano, Presiding**

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**Members in attendance were:**

Ms. Marilyn Baldwin, representing the Disabled  
Mayor Pat Bates, Seminole County  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, At-Large Alternate  
Commissioner Olga Castano, Osceola County, Chairperson  
Ms. Betsy Delano, representing the Medical Community  
Mr. Carlos Colon for Ms. Jamie Ledgerwood, FDOT  
Mr. Bob Melia, Citizen Advocate (System User)  
Ms. Janeé Olds, Career Source CF  
Mr. Wayne Olson, Division of Vocational Rehabilitation  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Calvin Smith, AHCA  
Ms. Cheryl Stone, representing the Elderly  
Commissioner Mayra Uribe, Orange County  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Ms. Dianne Arnold, Economically Disadvantaged  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Ms. Karla Radka, Senior Resource Alliance  
Ms. Alnita Whitt, Veterans  
Vacant, For-Profit Operator  
Vacant, EMS  
Vacant, SunRail CAC

### **Staff in Attendance**

Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Cynthia Lambert, MetroPlan Orlando  
Ms. Leilani Vaiaoga, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Rachel Frederick, MetroPlan Orlando

### **Others in Attendance**

Mr. Norman Hickling, ACCESS LYNX  
Ms. Selita Stubbs, ACCESS LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX

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

## **I. CALL TO ORDER**

Chairwoman Olga Castano called the meeting to order at 11:45 a.m. after the completion of the TD Public Meeting.

## **II. PLEDGE OF ALLEGIENCE**

## **III. CHAIR ANNOUNCEMENTS**

Commissioner Castano thanked everyone who participated in The Blind American's Equality Day event at Lighthouse Works and shared her experience of the event. She expressed her compassion for those members of the community who have different needs and how we need to find ways to offer a better service to them.

A newsclip was then shown of the event to the committee, and Commissioner Castano expressed her gratitude to the partners who worked together to make the event happen, including MetroPlan Orlando staff. She gave particular appreciation to Ms. Marilyn Baldwin for her role of moderator on the day. Ms. Baldwin then thanked MetroPlan Orlando staff and stressed the importance of the annual day, along with her hope that it helps to save the life of pedestrians who are visually impaired or disabled. Ms. Baldwin asked committee members to raise awareness in their communities to help fund the technology, that helps visually impaired cross streets safely.

Commissioner Castano recognized and thanked those members who attended the FDOT Mobility Week SWAN demonstration project. She shared her appreciation of those who helped bring the event together.

Finally, the Commissioner congratulated Ms. Marilyn Baldwin as the first recipient of the Nancy Burgess-Hall award which is presented in recognition of advocacy for people with disabilities.

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

Ms. Virginia Whittington welcomed those in the room and online. She also echoed the Commissioners appreciation for those who helped set up and attended The Blind American's Equality Day and the SWAN demonstration.

She then called attention to a new hire at MetroPlan Orlando, Ms. Maria Padovani, who joined MetroPlan Orlando as the new Fiscal Manager. She announced that Brightline is now running approximately 30 trains a day between Orlando and Miami. An invitation was extended to Brightline to present, however they were unable to attend. Ms. Whittington said that she will extend another invitation to a future meeting. In addition, Ms. Whittington reported that MetroPlan Orlando had undergone Federal Certification earlier in the year and had been given a glowing report with many noteworthy practices.

Ms. Whittington advised that in September, MetroPlan Orlando approved its 2023 Apportionment plan, which is done every ten years following the Census. She reported that as a result Orange County would receive an additional voting seat, the City of St. Cloud would join the Board as a voting member, and there is one new non-voting advisory seat for Orlando Executive Airport. The Apportionment Plan now awaits the Governor's signature.

Ms. Whittington asked Committee members to note the first of the Vision Zero Central Florida Speaker Series, which is on November 15<sup>th</sup> at 9.30 a.m. and is a virtual only meeting.

Mr. Mighk Wilson presented this month's Safety Moment and stated that October is Pedestrian Safety Month. Mr. Wilson shared statistics of Pedestrian Crash Factors. He reported that on-going research at the University of Western Michigan studies found a significant number of nighttime crashes were happening in areas with dark spots. He identified that speed and darkness are the biggest challenge in pedestrian safety. Mr. Wilson then gave pedestrian recommendations when walking in the dark, including using the light on your cell phone to alert drivers of your presence.

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

Ms. Rachel Frederick confirmed a quorum was present.

#### **VI. Public Comments on Action Items**

None.

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

##### **A. Approval of August 10, 2023, TDLCB Minutes**

Approval of the August 10, 2023, meeting minutes was requested.

**MOTION:** Mr. Calvin Smith moved approval of the August 10, 2023, meeting minutes. Mr. Wayne Olson seconded the motion, which passed unanimously.

**B. 2024 Proposed QATF and TDLCB Meeting Schedules**

Approval of the 2024 Proposed QATF and TDLCB Meeting Schedules was requested.

**MOTION:** Ms. Marilyn Baldwin moved to approve the 2024 Proposed QATF and TDLCB Meeting Schedules. Ms. Cheryl Stone seconded the motion, which passed unanimously.

**C. Review and Recommend Approval of Annual Expenditure Report (AER)**

Approval of the Annual Expenditure Report (AER) was requested.

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

**D. Review and Recommend Approval of Annual Operating Report (AOR)**

Approval of the Annual Expenditure Report (AOR) was requested.

**MOTION:** Mayor Bates moved approval of the Annual Expenditure Report. Mr. Wayne Olson seconded the motion, which passed unanimously.

**E. Review and Recommend Membership**

Review and approval for membership changes to the LCB:

- Ms. Neika Berry being appointed for a further 3 years as a Citizen Advocate
- Ms. Wendy Ford joining as a new member representing an Area Agency on Aging
- Mr. Luis Nieves-Ruiz, a new member being the SunRail Customer Advisory Committee Chair

**MOTION:** Mayor Bates moved approval of the changes to membership. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

**F. Review and Approve ACCESS LYNX Customer Service Survey Questions**

Ms. Virginia Whittington stated that each year MetroPlan Orlando is responsible for conducting a Community Transportation Coordinator Evaluation which includes a survey of the ridership. Ms. Whittington stated that she would be reaching out to each committee member individually, to see if they wanted to add any questions or make any adjustments to the survey.

A motion to approve was not made at this time, to allow time for members to make changes to the survey if they wished to do so.

## **VIII. PRESENTATIONS & STATUS REPORTS**

### **A. LYNX/Community Transportation Coordinator (CTC) Update**

Mr. Norm Hickling, Director Mobility Services shared an overview, with numbers of trips increasing to 50,000+ in a month, improvements in on-time performance and a reduction in the number of late trips from August to September. He also stated that they are starting to procure some new vehicles.

He noted that they received approximately 58,000 calls for the month of September and the average wait time is 6 minutes and 9 seconds, and he estimated that 40% of those were, “Where is my ride?” calls.

Mr. Hickling listed some of the Human Services Agencies that Lynx also works with, who provide more specialized transport.

He also shared details of the site visit in October, where Lynx hosted the American Public Transportation (APTA) Technical Tour during the National Conference.

Mr. Hickling highlighted some of their current challenges, including FDOT Vehicle Inspections in November 2023, the need to replace up to 70 Paratransit Vehicles (authorization approved), Quality Service compliance, technology integration, and upgrades to the paratransit operation facility. He stated that the Transdev mobile app still needs to go through beta testing. He finished by sharing some positive improvements and their focus going forward.

Commissioner Castano stated she would like to know about driver awareness training, customer service and communication in light of the comments received at the TD Public Meeting.

## **IX. GENERAL INFORMATION**

Chairwoman Castano explained that Brightline were not available to present today and also called attention to the latest ACCESS LYNX How to Ride Guide provided.

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

- A.** Quality Assurance Task Force Meeting – January 30, 2024; 10:00 a.m.
- B.** Transportation Disadvantaged Local Coordinating Board Meeting – February 15, 2024; 10:00 a.m.

## **XI. MEMBER COMMENTS**

Ms. Janeé Olds requested the ‘How to Ride’ guide also be available in Creole.

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

Ms. Joanne Counelis, Seminole County resident, expressed the need for 24hr bus and train service including holidays and nighttime, every 15 minutes, and a bus stop on Country Club Road, Estella Road, and Oviedo Boulevard near the swimming pool.

## **XIII. ADJOURNMENT**

There being no further business the meeting adjourned at 12:27 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 15<sup>th</sup> day of February 2024.

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Commissioner Mayra Uribe, Chairperson

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Rachel Frederick  
Board Services Coordinator

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



**TAB 3**





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

**Date:** **March 13, 2024**

**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 Cheryl Grieb**

**Title:** **Chairperson of MetroPlan Orlando**

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

<b><u>POSITION</u></b>	<b><u>MEMBER</u></b>	<b><u>TERM</u></b>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange)	-
	Hon. Olga Castano (Osceola)	-
	Hon. Pat Bates (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Jamie Kersey Ledgerwood	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-
MEDICAL COMMUNITY	Betsy Delano	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-

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

Page 2

ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Wendy Ford	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Cheryl Stone	One Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Two Years
CITIZEN ADVOCATE	Neika Berry	Three Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Two Years
FOR-PROFIT OPERATOR	Vacant	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Emergency Medical Services Alt: Vacant	-
	Luiz Nieves, SunRail CAC	-
	Charlotte Campbell At Large Alternate	One Year
	Frances Collazo-Rivas Alt. representing Medical Community	-

**TAB 4**





## **2024 Quality Assurance Task Force Members**

Ms. Marilyn Baldwin, representing the Disabled

Ms. Betsy DeLano, representing the Medical Community

Ms. Cheryl Stone, representing the Elderly

Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation

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. Wendy Ford, representing an Area Agency on Aging

**TAB 5**



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

### ARTICLE I: Preamble

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

### ARTICLE II: Name and Purpose

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

The name of the Coordinating Board shall be the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board~~JOINT ORANGE, OSCEOLA, AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD~~, hereinafter referred to as the "TDLCB".

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

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

### ARTICLE III: Local Coordinating Board Membership

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

In accordance with Section 41-2.012, Florida Administrative Code~~Chapter 427.0111, Florida Statutes~~, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

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

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

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

## SECTION 2: ALTERNATE MEMBERS

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

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

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

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

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

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

## SECTION 4: TERMS OF APPOINTMENT

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



85 **SECTION 5: TERMINATION OF MEMBERSHIP**

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

89  
90 **SECTION 6: ATTENDANCE**

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

95  
96 ~~TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must~~  
97 ~~be present to vote on action items.~~

98  
99 **ARTICLE IV: Officers and Duties**

100 **SECTION 1: APPOINTMENTS**

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

103  
104 **SECTION 2: CHAIRPERSON**

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

109  
110 The Chairperson shall serve a term of one (1) year or until a successor is appointed by the Designate Official  
111 Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

112  
113 **SECTION 3: VICE CHAIRPERSON**

114 The TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-  
115 2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the  
116 TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election.  
117 For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson.  
118 In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson  
119 and conduct the meeting. The Vice Chairperson may serve more than one term.

120  
121 In the absence of all the TDLCB's elected officials, the Chairperson of the Quality Assurance Task Force (QATF)  
122 shall conduct the meeting.

123  
124 **ARTICLE V: Administration of the Local Coordinating Board**

125 **SECTION 1: REGULAR MEETINGS**

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

129  
130 [Meetings may also be held in a hybrid virtual environment as long as a physical in-person quorum is met as](#)  
131 [applicable by Florida Sunshine laws. Upon establishment of a physical, in -person quorum, TDLCB members](#)

[joining remotely](#) may participate (and vote) ~~in meetings via conference call, however, a physical quorum must be present to vote on~~ action items.

## SECTION 2: MEETING NOTICES

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

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

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

## SECTION 3: QUORUM

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

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

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

## SECTION 4: VOTING

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

1. Voting Procedures. Voting shall be by voice unless a member specifically requests a roll call vote on a particular matter. In instances where dissenting votes are cast, a roll call must be conducted.
2. Code of Ethics. Members, Officers, and Employees are required to comply with Florida Statute 112, Part III, Code of Ethics for Public Officers and Employees. Members are expected to abide by the ethical rules which govern their service on the organization they represent.
1. All members (designated or alternates) shall avoid any professional conflict of interest and prevent the appearance of undue influence. Any member who becomes aware of any type of conflict or attempt to influence shall make it known to the staff liaison and either excuse himself/herself from the proceedings, and/or file a conflict-of-interest form into the record.

## SECTION 5: BYLAWS AND PARLIAMENTARY PROCEDURES

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

181  
182 **SECTION 6: PLANNING AGENCY RESPONSIBILITIES**

183 The metropolitan planning organization (MPO) shall provide the TDLCB with sufficient staff support and  
184 resources to enable the TDLCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These  
185 responsibilities include providing sufficient staff to manage and oversee the duties of the TDLCB. This includes,  
186 but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost  
187 effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating,  
188 and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.  
189

190 **ARTICLE VII: Local Coordinating Board Duties**

191 **SECTION 1: BOARD DUTIES**

192 The TDLCB shall:

- 193
- 194 A. Review and make recommendations regarding the approval of the Memorandum of Agreement between  
195 the newly recommended CTC and the TD Commission.  
196
- 197 B. Annually review, make recommendations, and approve the Transportation Disadvantaged Service Plan  
198 (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in  
199 the process.  
200
- 201 C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to  
202 Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the  
203 performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the  
204 TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of  
205 trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality  
206 Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and  
207 Summary will be submitted to the TD Commission upon approval by the TDLCB.  
208
- 209 D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on  
210 all applications for local government, state or federal funds relating to transportation of the transportation  
211 disadvantaged in the designated service area to ensure that any expenditures within the designated  
212 service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The  
213 accomplishment of this requirement shall include the development and implementation of a process by  
214 which the TDLCB and CTC have an opportunity to become aware of any federal, state, or local government  
215 funding requests and provide recommendations regarding the expenditure of such funds. Such funds may  
216 include expenditures for operating, capital, or administrative needs. The process should include at least:  
217
- 218 1. The review of applications to ensure that they are consistent with the TDSP. This review shall  
219 consider:
- 220 a) The need for the requested funds or services;  
221 b) Consistency with local government comprehensive plans;  
222 c) Coordination with local transit agencies, including the CTC;  
223 d) Consistency with the TDSP;  
224 e) Whether such funds are adequately budgeted amounts for the services expected;  
225 and,  
226 f) Whether such funds will be spent in a manner consistent with the requirements of  
227 coordinated transportation laws and regulations.  
228
- 229 2. Notify the TD Commission of any unresolved funding requests without delays in the application  
230 process.  
231

- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:
1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
  2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold, at a minimum, one Public-public Hearing-meeting or workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing-meeting or workshop will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the meeting public-hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public hearing-meeting or workshop held jointly with immediately before or after the TD-Commission TDLCB meeting will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in Chapter 445, F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi-county or regional transportation opportunities (427.0157(6), FS).

## ARTICLE VIII: Committees

### SECTION 1: QUALITY ASSURANCE TASK FORCE

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

### SECTION 2: GRIEVANCE COMMITTEE

~~When needed, appoint~~ Annually, a Grievance Committee shall be established to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and

283 the CTC in the designated service area, and make recommendations for the local Coordinating Board or to the  
284 TD Commission, when local resolution cannot be found, for improvement of service.

285  
286 The TDLCB shall establish a process and procedure to provide regular opportunities for issues to be brought  
287 before such committee and to address them in a timely manner in accordance with the TD Commission's Local  
288 Grievance Guidelines. Members appointed to the committee shall be voting members of the TDLCB. (41-  
289 2.012(5)(c), FAC).

290  
291 **SECTION 3: OTHERS**

292 Other ~~c~~Committees ~~shall~~ may be designated by the Chairman, as necessary, to investigate and report on  
293 specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures.  
294 Members appointed to the committees shall be voting members of the Coordinating Board. Committee  
295 members shall elect all committee chairpersons each calendar year.

296

297 **ARTICLE IX: Communication with Other Agencies and Entities**

298

299 **SECTION 1: GENERAL**

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

302

303 **ARTICLE X: Amendments**

304

305 **SECTION 1: GENERAL**

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

308

**CERTIFICATE**

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

\_\_\_\_\_  
Honorable Mayra Uribe, Chairperson

**Passed and duly adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board at its meeting on the 15<sup>th</sup> day of February 2024.**

ATTEST:

\_\_\_\_\_  
Rachel Frederick, Board Services Coordinator

309

**TAB 6**





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

**GRIEVANCE PROCEDURE FOR  
TRANSPORTATION DISADVANTAGED SERVICES**

**February 15, 2024**



# **GRIEVANCE PROCEDURE**

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

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

## **II. DEFINITIONS**

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

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

## **III. OBJECTIVE**

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



#### **IV. MEMBERS**

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

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

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

##### **STEP ONE**

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

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

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

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

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

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

## **STEP TWO**

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

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

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

### **STEP THREE**

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

### **CERTIFICATION**

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 15<sup>th</sup> day of February, 2024.

\_\_\_\_\_  
Honorable Mayra Uribe, Chairperson, for the Orange, Osceola,  
and Seminole Counties Transportation Disadvantaged Local  
Coordinating Board

## GRIEVANCE TRACKING FORM (FOR OFFICE USE ONLY)

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

### **Step 1 of the Grievance Process**

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

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

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

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

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

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

### **Step 2 of the Grievance Process**

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

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

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

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

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

### **Step 3 of the Grievance Process**

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

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

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

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

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

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

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

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

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

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

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PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

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

Please send completed form and any supporting documentation to:

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

GRIEVANCE FORM - CONTINUED

GRIEVANCE INFORMATION

[illegible]

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

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

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

**TAB 7**







## **2024 TDLCB Grievance Committee**

Mr. Calvin Smith, representing Agency for Healthcare Administration

Mr. Wilfredo Raices, representing Early Childhood Development

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

**TAB 8**



## Status Report | February 2024

### WHAT IS THE 2050 MTP?

The Metropolitan Transportation Plan (MTP) establishes the vision of Central Florida's entire transportation system for Orange, Osceola, and Seminole Counties. This plan for the year 2050 identifies current and future transportation needs. Projects must be included in the plan to receive federal and state funding. The plan is updated every five years to reflect the changing dynamics of the region.



### ONGOING WORK AND PROGRESS TO DATE

#### BACKGROUND & EXISTING CONDITIONS

- Base year data collection underway
- Public Participation Plan under development

#### GOALS & OBJECTIVES

- Review of prior goals and objectives underway

#### TECHNICAL ANALYSIS, NEEDS ASSESSMENT, INVESTMENT SCENARIO PLANNING

- Coordination with FDOT on the Central Florida Regional Planning Model underway

### 2050 MTP SCHEDULE

Task	2024				2025			
	Jan – Mar	Apr – Jun	Jul – Sep	Oct – Dec	Jan – Mar	Apr – Jun	Jul – Sep	Oct – Dec
Background & Existing Conditions								
Goals & Objectives								
Technical Analysis, Needs Assessment, Investment Scenario Planning								
Cost Feasible Plan Development								
Plan Adoption & Implementation								

### UPCOMING 2050 MTP MEETINGS AND OUTREACH EVENTS

Date/Time	Meeting/Event	Location
April 11, 2024 at 2:00pm	2050 MTP Technical Workshop	Virtual / Zoom <a href="https://metroplanorlando.gov/calendar/">https://metroplanorlando.gov/calendar/</a>
June 13, 2024 at 2:00pm	2050 MTP Technical Workshop	Virtual / Zoom <a href="https://metroplanorlando.gov/calendar/">https://metroplanorlando.gov/calendar/</a>

*For more information on the 2050 MTP, contact:*

**Taylor Laurent**

2050 MTP Project Manager

[MTP@MetroPlanOrlando.gov](mailto:MTP@MetroPlanOrlando.gov)

(407) 481-5672

*Para obtener más información, contacte:*

**Mary Ann Horne**

2050 MTP Communications Strategist

[MTP@MetroPlanOrlando.gov](mailto:MTP@MetroPlanOrlando.gov)

(407) 481-5672

[MetroPlanOrlando.gov/Draft2050Plan](https://MetroPlanOrlando.gov/Draft2050Plan)

**TAB 9**







## LYNX Mobility Services Quarterly CTC Report





## Table of Contents

- Overview
- ACCESS LYNX Trip Demand
- ACCESS LYNX Performance
- Customer Service Activity
- CTC Coordinated Agencies FY24
- Technology WebACCESS
- Opportunities For Improvement
- Summary
- Questions and Close



## Overview

- ACCESS LYNX trips Demand for trips continues upward trend
  - 14% increase in 2023
- On-Time Performance sustained at 90%+
- Call Center continues to address high call volume
  - ETA account for 35%+ of all calls
- Technology Implementation
  - Customer focused support
- Paratransit vehicle availability
  - Maintenance
  - FY24 New/Replacement Procurement process

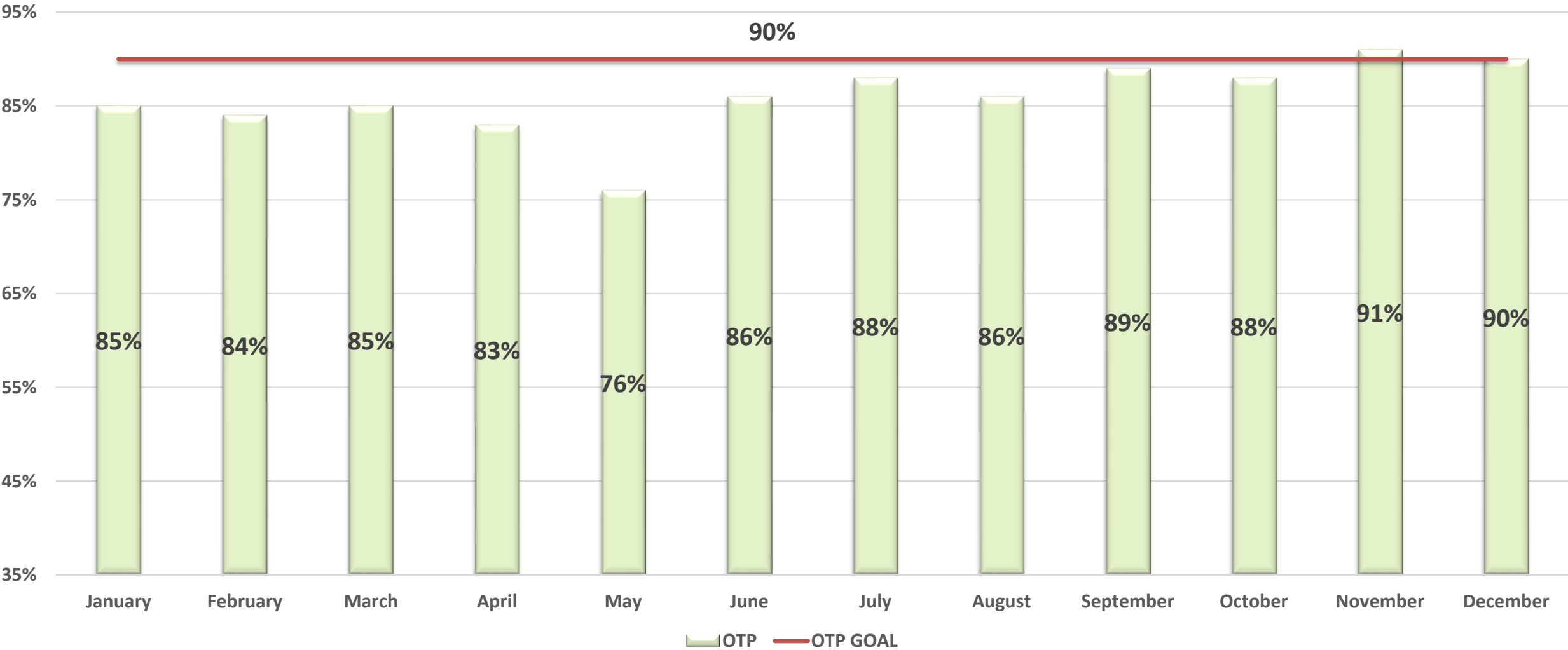
## ACCESS LYNX Trip Demand

	2022	2023
January	37,746	46,995
February	39,061	46,016
March	45,580	52,725
April	44,748	48,929
May	44,779	50,204
June	44,380	47,787
July	43,529	47,306
August	48,773	51,863
September	41,347	51,803
October	47,093	54,436
November	43,930	51,624
December	45,463	50,341
<b>YTD</b>	<b>526,429</b>	<b>600,029</b>



# ACCESS LYNX Performance

## On-Time Performance



Customer Service Activity

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Average Speed of Answer	2:38	3:44	3:13	3:56	5:51	4:44	3:56	6:21	6:09	6:03	8:37	6:53
Average Calls Answered Per Agent	58	60	58	62	60	55	56	56	56	56	52	52

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
Total Calls	57,616	53,614	57,554	56,399	61,474	55,822	55,147	61,753	57,936	60,912	56,390	53,818
Calls Answered	47,097	43,348	49,532	47,614	48,931	46,619	46,995	48,650	46,400	49,036	42,208	42,369
Calls Answered Percentage	81.74%	80.85%	86.06%	84.42%	79.60%	83.51%	85.22%	78.78%	80.09%	80.50%	74.85%	78.73%

**Monthly AOR status reporting and coordination with local Human Services Agencies per CTC agreements**

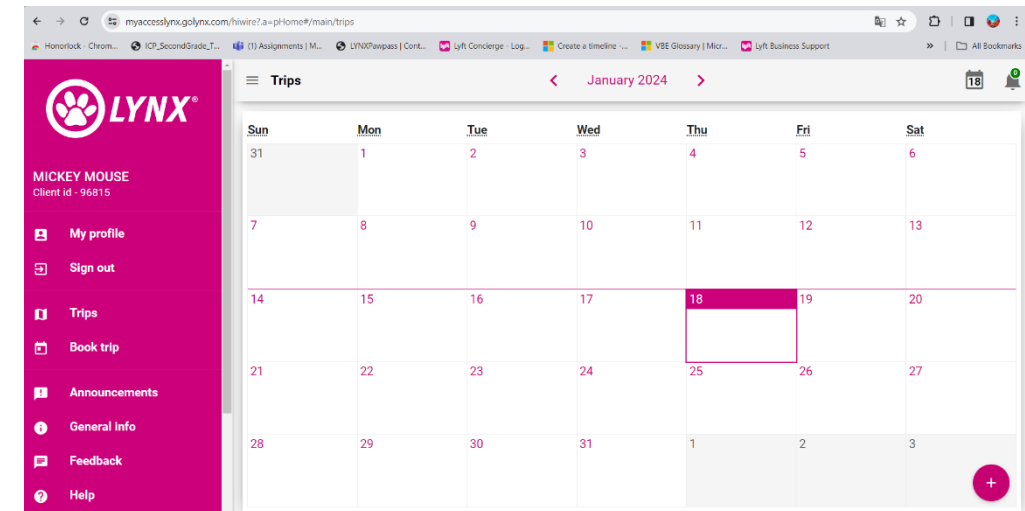
<b>Aspire Health Partners, Inc.</b>	<b>Osceola Mental Health Inc. dba Park Place Behavioral Health Care</b>
<b>Central Florida Group Homes, LLC</b>	<b>Primrose Center, Inc.</b>
<b>Crystal Lake Supportive Environment, Inc.</b>	<b>Seniors First, Inc.</b>
<b>EduMatics Inc.</b>	<b>Special Hearts Farm, Inc</b>
<b>Meals on Wheels, Etc., Inc.</b>	<b>The Evangelical Lutheran Good Samaritan Society-Kissimmee Village</b>
<b>Florida Mentor Health Care LLC</b>	<b>The Opportunity Center, Inc.</b>
<b>Osceola County Council on Aging, Inc.</b>	<b>Elquanah Group Homes</b>
<b>Life Concepts, Inc d.b.a. Quest, Inc.</b>	

## Technology – WebACCESS



- **WebACCESS** is the secure website that allows ACCESS LYNX customers to manage their own trips without the need to contact a customer service representative.
- Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations and get updated arrival times. Available 24 hours a day, 7 days a week

GoLYNX.com for video tutorial and registration



## Opportunities for Improvements



- Paratransit fleet Maintenance
  - Engine replacements
- Paratransit Vehicles – 50 New Vehicles ordered
- Call Center Volume
  - Reservation
  - ETA's
- Technology Integration
  - WebACCESS
  - Mobile App
- Paratransit Operation Facility
  - Facility entrance pavement
  - Bus wash facility

## Summary

- Demand for trips continues upward trend
  - Consistent 50,000+ trips performed/month
- On-Time Performance (OTP) improved to 90%+/month
- FY24 vehicle procurement – replacement of 50 vehicles
- Maintenance team reduced the average number of vehicles down/day
- Mobility Services CTC function(s) are extremely busy
  - Service and compliance inspections and audits
  - Coordinated Agencies
- Continued effort towards Paratransit Operations Facility enhancement





## Questions and Close



**TAB 10**







FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

PLANNING AGENCY  
QUARTERLY REPORT

## SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

## INVOICE NUMBER:

G2J09 Q2

## INVOICE DATE:

January 10, 2024

## QUARTER SERVICE DATES:

October 1 - December 31, 2023

## AGENCY

MetroPlan Orlando

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . 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 <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	Ongoing activity.
C.	Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Agenda for the November TDLCB meeting is provided as deliverable.
D.	Prepare official <b>minutes</b> 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)	Copy of draft November minutes, meeting attendance record, and meeting notice/announcement provided as deliverable.
E.	Provide at least one <b>public workshop</b> 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)	The Annual public workshop was held Thursday, November 9, 2023, prior to the quarterly local coordinating board meeting. A draft copy of public comments received, prior to and during the meeting, along with the meeting agenda and public notice is provided. Two American sign language interpreters were hired in response to a reasonable accommodation request.
F.	Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	MetroPlan Orlando provides a staff liaison and board services coordinator to support the TDLCB and its committees.
G.	Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this reporting period.
H.	Develop, annually update, and implement local coordinating board <b>grievance procedures</b> 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.
I.	Provide the Commission with a current <b>membership roster and mailing list</b> 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)	A copy of the latest membership roster is provided as a deliverable.
J.	Provide <b>public notice</b> 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 and Planning Agency Operating Guidelines, are provided as deliverables.

K. Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The Annual Operating Report was submitted in accordance with the established guidelines. The report was presented to the LCB at their November 9th meeting. The signed cover pages (copies attached) were transmitted to CTD.
L. Report the <b>actual expenditures</b> (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 <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	No activity this reporting period.
B. Encourage integration of "transportation disadvantaged" issues into <b>local and regional comprehensive plans</b> . 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)	Ongoing activity.
C. Encourage the local community transportation coordinator to work cooperatively with <b>regional workforce boards</b> 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)	Ongoing activity.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with <b>quarterly reports</b> 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 August meeting.
B. Attend at least one <b>Commission-sponsored training</b> , 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 <b>CTD meeting</b> each year within budget/staff/schedule availability.	Staff attended the virtual CTD meeting held on December 11, 2023.
D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	No activity this reporting period.
E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)	Orientation conducted for newly appointed LCB members. Copy of orientation outline provided for information.
F. Provide <b>assistance</b> 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 <b>proposed funding applications</b> 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, <b>an annual evaluation</b> 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)	No activity this reporting period.
I. Assist the CTD in <b>joint reviews</b> of the CTC.	No activity this reporting period.
J. Ensure the LCB annually reviews <b>coordination contracts</b> 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.	No activity this reporting period.
K. Implement recommendations identified in the CTD’s <b>QAPE</b> 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:



February 15, 2024

Honorable Olga Castano, Chairperson  
Transportation Disadvantaged Local Coordinating Board  
c/o MetroPlan Orlando  
250 South Orange Avenue, Suite 200  
Orlando, Florida 32801

Dear Commissioner Castano,

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 in 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 a penalty shall be in addition to actual*

407-841-2279

[www.golynx.com](http://www.golynx.com)

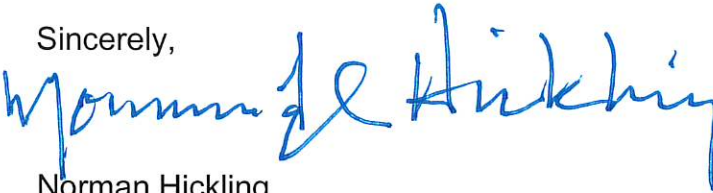
455 North Garland Avenue  
Orlando, FL 32801-1518

*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 October 1, 2023, to December 31, 2023.

Sincerely,



Norman Hickling  
Director of Mobility Services

cc: Selita Stubbs, Senior Manager – LYNX Mobility Services  
The Joint Transportation Disadvantaged Local Coordinating Board of  
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)



**APPROVED**

MetroPlan Orlando

## 2024 Board & Committee Meeting Schedule

250 S. Orange Avenue, Suite 200

Orlando, FL 32801

	MetroPlan Orlando Board	Community Advisory Committee (CAC)	Technical Advisory Committee (TAC)	TSMO***	TDLCB***	Municipal Advisory Committee (MAC)
	2 <sup>nd</sup> Wednesday @ 9:00 a.m.	4 <sup>th</sup> Wednesday @ 9:30 am.	4 <sup>th</sup> Friday @ 10:00 a.m.	4 <sup>th</sup> Friday @ 8:30 a.m.	2 <sup>nd</sup> Thursday Quarterly @ 10:00 a.m.	Thursday prior to the Board meeting @ 9:30 a.m.
January		January 24	January 26	January 26		
February	February 14	February 28	February 23	February 23	February 15	February 8
March	March 13					March 7
April		April 24	April 26	April 26		
May	May 8	<del>May 22</del> May 29*	<del>May 24</del> May 31*	<del>May 24</del> May 31*	May 9	May 2
June	June 12	June 26	June 28	June 28		June 6
July	July 10 **					<del>July 4</del> June 27*
August		August 28	August 23	August 23	August 8	
September	September 11					September 5
October		October 23	October 25	October 25		
November	November 13				November 14	November 7
December	December 11	December 4	December 6	December 6		December 5

### No meeting

\* Meeting date adjusted due to conflict with a holiday.

\*\* Early start time; 8:00a.

\*\*\* TSMO- Transportation Systems Management & Operations

TDLCB - Transportation Disadvantaged Local Coordinating Board

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**Final**  
**QATF and TDLCB**  
**2024 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 30, 2024

April 23, 2024

July 23, 2024

October 29, 2024

**TDLCB**

February 15, 2024

May 9, 2024

August 8, 2024

November 14, 2024

(NOTE: This schedule and the announced location are subject to change with adequate notice to the members and the public.)





# 2024 Legislative Position Statements

Approved: November 8, 2023



**WE SUPPORT**

**INNOVATION. SAFETY. INVESTMENT.**

*MetroPlan Orlando is the metropolitan planning organization (MPO) for Orange, Osceola and Seminole counties in Central Florida. MPOs were created under federal law to direct urban transportation planning and the allocation of federal and state funds. As a regional transportation planning agency, MetroPlan Orlando provides a forum for local elected officials, transportation experts, and members of the community to work together to improve mobility for residents, businesses, and visitors.*

**CONTACTS:**

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SAFETY FIRST



## METROPLAN ORLANDO SUPPORTS:



The advancement of innovative transportation mobility solutions and policies that make Florida the national leader in creative approaches to addressing transportation needs, including Autonomous, Connected, Electric, and Shared vehicle technology as well as the use of Artificial Intelligence (AI) to further enhance safety for the traveling public.



The promotion of statewide safety efforts for all users of the transportation network including bicyclists and pedestrians.



Legislation that increases transportation investment through dedicated and sustainable funding, including innovative financing options; that encourages partnerships between public and private entities; and that facilitates the expedited delivery of projects. This includes legislation which:

- Establishes flexible and predictable funding for transit projects (capital and operating) identified through the metropolitan transportation planning process by removing various funding limitations for the State Transportation Trust Fund (STTF).
- Provides flexibility in the use of local option discretionary taxes such as Charter County & Regional Transportation System Surtax, and the Local Government Infrastructure Surtax.
- Funds the Transportation Regional Incentive Program (TRIP) at a predictable level annually.
- Does not impact local option transportation revenue sources.



## METROPLAN ORLANDO WILL MONITOR:



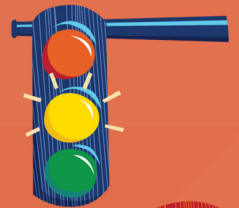
Legislative efforts as it relates to MPO efficiencies and consolidation. MetroPlan Orlando will support and advocate for the preservation of its current structure, authorities, and function as the legislature investigates both the current statewide impact of MPO's and/or the potential need for consolidation of existing entities.



Legislative efforts that regulate distracted driving by prohibiting the use of handheld two-way electronic wireless communications devices and other similar distracting handheld devices while operating a motor vehicle on any roadway. (Monitor and support, if needed)



Legislative efforts that seek to alter, revise, or rescind Red Light Camera legislation (Monitor and oppose, if needed)





## 2024 Legislative Platform



Support the Commission's legislative request for **\$5 Million in Additional Budget Authority** for FY2024-25, which would support the following CTD grant programs:

- **\$4 million for the Innovative Service Development (ISD) Grant** to continue funding competitive, innovative projects serving transportation disadvantaged (TD) customers (see the back of this flyer).
- **Approximately \$94,000 in additional funding for the Planning Grant** to support Metropolitan Planning Organizations and similar agencies serving the TD needs of their communities.
- **Approximately \$560,000 in additional funding for the "Shirley Conroy" Grant** to address the rising costs of vehicles and capital equipment being purchased in service of TD customers.
- **Approximately \$347,000 in additional funding for the Trip & Equipment Grant** to support TD services being provided across the state.

This request would be supported by existing revenue through the TD Trust Fund, which is projected to increase by an average of \$5.1 million during the next four years.

## ISD Grant Funding



The Innovative Service Development Grant provides competitive funding for projects that serve TD riders to access critical activities in their community, promote more cross-county mobility options, and reduce barriers to utilize public transportation.

One project provided over 33,500 trips for more than 300 riders with disabilities, including the individual pictured above, to access employment and other day activities on the Treasure Coast. These services were not available prior to being awarded this funding in FY 2020-21.

The ISD Grant funding is set to expire on June 30, 2024. Ask your representative and senator to support the CTD budget request so that this funding may continue into FY 2024-25.

For more information on the ISD Grant, please visit our website at: [www.fdot.gov/ctd](http://www.fdot.gov/ctd).



## Transportation Disadvantaged Local Coordinating Board Attendance Record 2023

														Alt	Date Appt
NAME	ORGANIZATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Calvin Smith	AHCA/Medicaid		P			P			P			P		Tamyika Young	
Cheryl Stone	Elderly		P			P			A			P			Feb-22
Marilyn Baldwin	Disabled		P			P			P			P			
Adam Zubritsky	Public Education		P			P			P			P		Angela Johnson	
Wilfredo Raices	4C's		P			P			P			P		Kevin Paulin	
Neika Berry	Citizen Advocate		P			P			P			P			
Robert Melia	Citizen Advocate, System User		A			P			P			P			
Alnita Whitt	Veterans		P			P			A			A			
Comm. Mayra Uribe	Orange County		P			A			P			P			
Sharon Jennings	Agency for Persons w/Disabilities		P			P			P			A		Maria Goris	
Karla Radka	Senior Resource		A			P			A			A			
Mayor Pat Bates	Seminole County		P			P			A			P			
Wayne Olson	Division of Vocational Rehabilitation		P			P			P			P			
Jamie Kersey Ledgerwood	FDOT		A			P			P			R			
Comm. Olga Castano	Osceola County		P			P			P			P			
Vacant	For-Profit		V			V			V			V			Feb-22
Dianne Arnold	Economically Disadvantaged		A			P			P			A			
Janeé Olds	Career Source CF		R			P			A			P		Shinara Hughes	
Betsy Delano	Medical Community		P			P			P			P		Frances Collazzo Rivas	
<b>Non-Voting Members</b>															
Charlotte Campbell	At-Large Non-Voting Member		P			P			P			P			Feb-22
Vacant	EMS		V			V			V			V			
Norman Hickling	LYNX		P			P			P			P		Hickling/Stubbs	
James Grzesik	SunRail CAC		A			A			A			A			
Vacant	LYNX TAC Designee		V			V			V			V			

A = Absent

V= Vacant

P = Present

R = Represented