



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

QUALITY ASSURANCE TASK FORCE AGENDA

January 24, 2023 @ 10:00 a.m.

QUALITY ASSURANCE TASK FORCE

DATE & TIME:

Tuesday, January 24, 2023 | 10:00 a.m.

LOCATION:

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

[CLICK HERE TO JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

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



WiFi available | Network: MpoGuest | Password: mpoaccess

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

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

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

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.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.

VII.	ACTION ITEMS	
A.	Approval of 2023 QATF Members (Tab 1)	Ms. Virginia L. Whittington

B.	Election of 2023 QATF Chairperson and Vice-Chairperson	Ms. Virginia L. Whittington
C.	Annual TDLCB Bylaws Review (Tab 2)	Ms. Virginia L. Whittington
D.	Annual Review of TDLCB Grievance Procedures (Tab 3)	Ms. Virginia L. Whittington
E.	2023 Grievance Committee Members (Tab 4)	Ms. Virginia L. Whittington
F.	2023 TDLCB Membership Certification (Tab 5)	Ms. Virginia L. Whittington
G.	Recommendation to Re-designate LYNX as Community Transportation Coordinator and TDLCB Chair Authorization to Execute Memorandum of Understanding (MOU) (Tab 6)	Ms. Virginia L. Whittington
VIII. PRESENTATIONS & STATUS REPORTS		
A.	Annual Sunshine Law Refresher	Ms. Virginia L. Whittington
B.	Quality Assurance Working Group Update	Ms. Marilyn Baldwin
C.	LYNX/Community Transportation Coordinator (CTC) Update	Mr. Norm Hickling LYNX
IX.	GENERAL INFORMATION	Tab 7
A.	Summary of Public Comments Received During Annual TD Workshop November 30, 2022	
B.	MetroPlan Orlando 2023 Legislative Priorities and Positions	
C.	Approved 2023 QATF Meeting Schedule	
D.	Approved 2023 MetroPlan Orlando Board and Committees Meeting Schedules	
E.	2022 TDLCB Attendance Record	
X.	UPCOMING MEETINGS OF INTEREST	
A.	MetroPlan Orlando Board – Wednesday, February 8; 9:00 a.m.	
B.	Transportation Disadvantaged Local Coordinating Board – Thursday, February 9; 10:00 a.m.	
C.	Commission for Transportation Disadvantaged Business Meeting – Tuesday, March 15 Burns Building Auditorium, Tallahassee, FL	

D. Annual Transportation Disadvantaged Day in Tallahassee – Wednesday, March 16

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

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

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

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.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.

XIII. ADJOURNMENT

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at info@metroplanorlando.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 por lo menos tres días antes del evento.

TAB 1





2023 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. Sharon Jennings, Agency for Persons with Disabilities, Alternate

TAB 2





**THE JOINT ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS**

ARTICLE I: Preamble

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

ARTICLE II: Name and Purpose

Section 1: Name

The name of the Coordinating Board shall be the JOINT ORANGE, OSCEOLA, AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the TDLCB.

Section 2: Purpose

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

ARTICLE III: Local Coordinating Board Membership

Section 1: Voting Members

In accordance with 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 transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A local representative of the Agency for Persons with Disabilities;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

Section 2: Alternate Members

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

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

Section 3: Technical Advisors - Non-Voting Members

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

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

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

Section 4: Terms of Appointment

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

Section 5: Termination of Membership

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

Section 6: Attendance

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

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

ARTICLE IV: Officers and Duties

Section 1: Appointments

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

Section 2: Chairperson

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

The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

Section 3: Vice Chairperson

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

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

ARTICLE V: Administration of the Local Coordinating Board

Section 1: Regular Meetings

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

TDLCB Members can 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 notice 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.

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 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.

Section 6: Planning Agency Responsibilities

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

ARTICLE VII: Local Coordinating Board Duties

Section 1: Board Duties

The TDLCB shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the TD Commission.
- B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
- C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the TD Commission upon approval by the TDLCB.
- D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the TDLCB and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. The process should include at least:
 - 1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
 - a) The need for the requested funds or services;
 - b) Consistency with local government comprehensive plans;
 - c) Coordination with local transit agencies, including the CTC;
 - d) Consistency with the TDSP;
 - e) Whether such funds are adequately budgeted amounts for the services expected; and,
 - f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
 - 2. Notify the TD Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing 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 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 held jointly with the TD Commission 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 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 Committee represented by at least five (5) members from the TDLCB 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 position. A Chairperson shall be selected by the members appointed to the Task Force.

Section 2: Grievance Committee

When needed, appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the designated service area, and make recommendations for the local Coordinating Board or to the TD Commission, when local resolution cannot be found, for improvement of service.

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

Section 3: Others

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

ARTICLE IX: Communication with Other Agencies and Entities**Section 1: General**

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

ARTICLE X: Amendments**Section 1: General**

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

ARTICLE XI: Certification

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 on the 15th day of November, 2018.

Honorable Mayra Uribe, Chairperson,
Joint Orange, Osceola, and Seminole Counties
Transportation Disadvantaged Local Coordinating Board

TAB 3





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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 10, 2022

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.

C. 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 current 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.

D. 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.

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 10th day of February, 2022.

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: _____

=====

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

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[illegible]

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Printed Name: _____

Signature: _____

Date: _____

TAB 4





2023 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 5





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

Date: **March 8, 2023**

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 Mayra Uribe

Title: **Chairperson of MetroPlan Orlando**

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange)	-
	Hon. O. Castano or V. Janer	-
	(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	Karla Radka	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Cheryl Stone	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Year
CITIZEN ADVOCATE	Neika Berry	One Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Year
FOR-PROFIT OPERATOR	Vacant	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Vacant Orange County EMS Alt: Vacant	-
	Vacant, SunRail CAC	-
	Charlotte Campbell At Large Alternate	Two Years
	Frances Collazo-Rivas Alt. representing Medical Community	-

TAB 6





December 30, 2022

Gary Huttman, Executive Director
MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Mr. Huttman,

The Central Florida Regional Transportation Authority d/b/a LYNX has been the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties since October, 1992.

Our current CTC Memorandum of Agreement (MOA) with the Florida Commission for the Transportation Disadvantaged is through June 30, 2023.

At the December 15, 2022 LYNX Board of Directors meeting, staff received authorization to notify MetroPlan Orlando of LYNX' willingness to continue as the CTC beyond the current MOA.

If you have any questions or need anything further, please contact Norm Hickling at 407-254-6169 or NHickling@GoLYNX.com.

Sincerely,

Tiffany Homler Hawkins
Interim Chief Executive Officer

cc: Dana Baker, Chief Operations Officer
Norman Hickling, Director of Mobility Services

Contract # _____

Effective: _____ to _____

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

_____ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on _____.

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Central Florida Regional Transportation Authority /dba/ LYNX

Agency Name

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____



RESOLUTION NO. 23-XX

SUBJECT:

**RECOMMENDATION TO THE FLORIDA COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED TO RE-DESIGNATE LYNX AS
COMMUNITY TRANSPORTATION COORDINATOR (CTC) FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

WHEREAS, Chapter 427 of the Florida Statutes requires that every five years, MetroPlan Orlando, serving as the Designated Official Planning Agency (DOPA) for the transportation disadvantaged program in Orange, Seminole and Osceola Counties, recommend a qualified Community Transportation Coordinator (CTC) to the Florida Commission for the Transportation Disadvantaged (CTD); and,

WHEREAS, MetroPlan Orlando, through its established local coordinating board, is required to develop local service needs and provide information, advice, and direction to the CTC on the coordination of services to be provided to the transportation disadvantaged; and,

WHEREAS, the Florida Commission for the Transportation Disadvantaged Competitive Procurement Manual, compiled in accordance with Chapter 287, F.S., allows MetroPlan Orlando to nominate a governmental agency to serve as the CTC; and,

WHEREAS, the CTC is responsible for ensuring that coordinated transportation services are provided to the transportation disadvantaged population in the designated service area of Orange, Osceola, and Seminole Counties and, accordingly, the CTC arranges for the provision of transportation services in a manner that is cost-effective, efficient, and that reduces fragmentation and duplication of services; and,

WHEREAS, the Central Florida Regional Transportation Authority (d/b/a LYNX) has served as the designated CTC for Orange, Osceola, and Seminole Counties since 1992; and,

WHEREAS, the current CTC designation, approved by the MetroPlan Orlando Board at their December 13, 2017, meeting, will expire June 30, 2023, and,

WHEREAS, on December 15, 2022, at a meeting of the LYNX Board of Directors, staff received authorization to notify MetroPlan Orlando of LYNX's desire to continue as the designated CTC; and,

WHEREAS, a letter, dated December 30, 2022, indicating LYNX's desire to remain the designated CTC was received electronically by MetroPlan Orlando on December 30, 2022; and,

WHEREAS, in accordance with FS 427.0157 the Joint Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties is required to assist the CTC with establishing eligibility guidelines and trip priorities, assist with development of the Transportation Disadvantaged Service Plan, evaluate the performance of the CTC, and hear grievances filed against the CTC; and

WHEREAS, in order to ensure quality of service, MetroPlan Orlando and the Joint Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties have implemented performance measures, reporting requirements, and a mechanism for evaluation of the CTC; and,

WHEREAS, the safety and well-being of transportation disadvantaged citizens are best served through the continuation of service as provided by Lynx in its designated role as the CTC.

NOW, THEREFORE, BE IT RESOLVED that in accordance with Chapter 427, Florida Statutes, the MetroPlan Orlando Board recommends to the Florida Commission for the Transportation Disadvantaged that Lynx continue as the CTC for Orange, Osceola, and Seminole Counties for the five-year period from July 1, 2023 through June 30, 2028.

Passed and duly adopted at a regular meeting of the MetroPlan Orlando Board on the 8th day of February 2023.

CERTIFICATE

The undersigned duly qualified and acting Chairman of the MetroPlan Orlando Board certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the MetroPlan Orlando Board.

Honorable Mayra Uribe, Chairperson

Lisa Smith, Senior Board Services Coordinator
and Recording Secretary

TAB 7





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

DATE: November 30, 2022

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:

Mayor Pat Bates, Seminole County
Commissioner Mayra Uribe, Orange County
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Ms. Cheryl Stone, Elderly
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members Not in Attendance

Ms. Dianne Arnold, Economically Disadvantaged
Vacant, Medical Community
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Patricia Whitton, ACCESS LYNX
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
A complete list of other attendees is available upon request.

Mayor Pat Bates, Chairperson, called the public workshop to order at 10:00 a.m. and welcomed everyone. Mr. Wayne Olson led attendees in the Pledge of Allegiance. Ms. Lisa Smith called roll and

confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public workshop meeting, provided details on how the public workshop 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 also confirmed that the meeting had been properly noticed. Lastly, Ms. Whittington thanked attendees for participating and providing their comments.

Mayor Bates explained that the meeting consisted of two parts: the public workshop and the regularly scheduled quarterly TDLCB meeting which would immediately follow. She requested that public workshop participants fill out a speaker card if they wished to make public comments. Mayor Bates announced that each speaker would be allowed two minutes.

Public Comments:

Online Commenters

- Ms. Whittington acknowledged that public comments received via email/voicemail had been provided to the members.
- Mr. Jim East, Orange County, commented that he had been involved in TD in Alachua County for 10 years. He noted that access LYNX staff has been very polite and cordial, but he had experienced a lack of follow up. He has been trying to change his eligibility and it has been challenging. He added that his trips, drivers and reservations have all gone well.
- Ms. Angela Welch a speaker card had been received from Ms. Angela Welch, however, she was not present when her name was called and therefore did not address the Board.
- Ms. Sherri Brun, Orange County, thanked all for hosting the public meeting and the ACCESS LYNX team. She complimented Access LYNX on the UZerv and the other private ride share services. She noted that in Jacksonville UZerv has a direct number and you can schedule rides two hours in advance, although there is a higher fare to do so.
- Ms. Sheila Young, Orange County commented that mobility on demand is happening around the state, and she would like to see ACCESS LYNX offer the service. She added that UZerv is amazing.
- Marie T. Suarez, Lake County (Traveling Terry Florida) commented that she has parents in Osceola County and has been using ACCESS LYNX as a visitor. She thanked ACCESS Lynx for the service. She has used the private contractors service and it is very customer friendly. She lives in Lake County and has friends and family in Orange, Osceola, Seminole and she wanted to know if she could be a traveler as opposed to visitor in order to not have a limit on trips.
- Robin Ferguson, Orange County, commented that there is a lack of respect between the drivers and dispatchers, and you can hear it through the two way radios. The drivers are treated poorly by the dispatchers and that is a reason some of them leave. Riders are often late, and the drivers take the fall out. She added that trips are longer than necessary due to drivers driving out of the way making what should be a 15-minute trip take an hour.
- Derek Selbo, Seminole County, thanked ACCESS LYNX for the service and noted that he is blind and uses voiceover and he has had a difficult time inputting addresses on the online reservation site, unless the address is already in the system. He suggested that ACCESS LYNX look at the system from a blind person's perspective and redesign it to be more user friendly. He added that the app

will tell you your ride has arrived when it is not there, and a blind person cannot see if the ride is really there or not and has to wait for it to actually arrive.

- Lee Fragala, Orange County, commented that recently a friend was on a scooter in the ACCESS LYNX vehicle and fell over. She noted that the driver pulled over and was very careful helping her friend, but she felt that riders should not ride on the scooter and sit in a seat instead.
- Darrow Loucks, Lake County, commented that if you are approved for service in one county you should be approved for all counties and not have a 21-day limit on your rides. Also, at the county interchange points there should be a bench or shelter for riders and riders should not be charged in each county if it is part of the same trip.

In person Comments

- Ms. Margaret Battis commented on reserving a ride on the phone time is 40 minutes and a call back feature should be added to minimize call hold time.
- Mr. Eric Lutz commented that the service has done a 180 degree turn for the better and ACCESS LYNX should continue to use private contractors. Mr. Lutz acknowledged ACCESS LYNX staff that he felt did a good job.
- Ms. Alma Reese commented thank you and things had improved. She spoke on behalf of her friend who concerned because she has a severely disabled child who can't be left alone. She noted the app is good for people who have trouble using their hands and can't stay on hold for extended periods of time
- Elizabeth Marshulo. Seminole County commented thank you for the service. She added that drivers are not trained on the Paw Pass app.
- Cheryl McGinnis, Orange County, commented that the service is good and allows her to avoid riding the city bus. She said that because of the time frames for rides and drivers picking up and dropping other riders, you are late for appointments. She added there are long hold times to book trips.
- Dipte Valane, Orange County, commented on an issue scheduling a midnight airport drop off or pick up. She also commented on when she has multiple rides and if a ride is late, she is listed as a no show for another leg of the trip.

Prior to closing the public comment period Mayor Bates asked if anyone else wanted to make public comments.

Mayor Bates 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.

Mayor Bates introduced Mr., David Darm, Executive Director of the CTD and Mr. John Irvine, Project Manager for CTD Area 6.

Presentation on TD 101

Mr. David Darm, Commission for Transportation Disadvantaged thanked Ms. Whittington and the board for allowing him to present and for the opportunity to listen to the comments. He reviewed who TD customers are, history of the TD program, what is coordinated transportation and CTD

responsibilities. Mr. Darm provided information on the TD Trust Fund and the four grant programs funds are distributed through. In addition, he reviewed the CTC responsibilities, Planner responsibilities, Purchasing agencies and priorities for 2023. Discussion ensued regarding supporting virtual meeting participation, wish list for services, accurate up to date data and need for more funding.

Mr. Darm presented Ms. Marilyn Baldwin with the Breaking Barriers Advocacy Award.

Member Comments: There were no member comments.

Mayor Bates thanked those in attendance and invited them to stay for the TDLCB meeting.

The public workshop adjourned at 11:42 a.m.

TD Public Meeting Comments 2022
Received via Email/Phone Prior to Public Meeting

Name of Commenter	Date Received	Email/Phone
Eunice Castillo	10-31-2022	eunicecs2016@gmail.com
<p>1. Buenos días, Por esta vía quiero agradecer la magnífica labor que todo el equipo de ACCESS LYNX, realiza sin excepción, comenzando desde que se solicita el servicio hasta que culmina de regreso a nuestros hogares. El trato de todos es muy respetuoso, amable, paciente, preocupados y sobretodo HUMANO. Sinceramente los felicito por tanta dedicación. Muy agradecida, Eunice Castillo.</p> <p>Translation: “Good morning, Through this channel, I want to thank the magnificent work that the whole ACCESS LYNX team does without exception, starting from when service is requested until it ends upon return to our homes. They treat everyone very respectfully, amiably, patiently, with concern, and above all, in a HUMAN way. I sincerely congratulate you for such dedication. With much gratitude, Eunice Castillo”</p> <p>Note: Translated by Cynthia Lambert</p>		

Name of Commenter	Date Received	Email/Phone
Roxann Read	11-2-2022	RRead@Apopka.net
<p>2. Sharing my comments on Access Lynx in preparation for the meeting on 11/10/22 which I cannot attend. <i>Post pandemic it has been hard to use the system because of decreased reliability due to shortage of drivers and training drivers. My son needs the system to get to and from work but due to having to wait up to an hour and a half for the bus to pick him up after midnight, it's just not convenient. The ride to work, which can take up to 2 hours, also is inconvenient. My husband and I are forced to take him to work and back until the system can be more reliable.</i></p> <p>Roxann Read, AICP, CFM Planning Manager City of Apopka 120 E. Main St., 2nd Floor Apopka, FL 32703 407-703-1764</p>		

Name of Commenter	Date Received	Email/Phone
Brittany Bagan	11-2-2022	brittany.bagan@QualusCorp.com
<p>3. Hi there, <i>Just wanted to share some thoughts with you as a new customer to access lynx. My boyfriend is legally blind and needs this service at this time to get to and from work. I understand the scope of work associated with access lynx and appreciate everything that is currently in place, but as with everything, it could use some improvements:</i></p>		

1. A system that is more like uber rather than a car pool, it might make things easier on the driver and it 100% would make things easier on the riders. My boyfriend could be home from work in 20 minutes, but instead it takes an hour and has to be driven all over town
2. More accurate scheduling for pickup times. Right now, we only utilize access lynx for his ride home from work because I am told that if he needs to be at work at 6:30am, lynx has to pick him up at 5am with no guarantee on when he would arrive to work. He could arrive at 5:30am if lynx that day goes straight to work because they don't know how many people they are picking up that day. This doesn't make any sense and needs to be changed. My boyfriend cannot arrive to work at 5:30am when he starts at 6:30am, therefore we cannot utilize lynx for the morning
3. For the drivers to know where they are going. The drivers constantly pass the drop off location because they are reading maps wrong. Not sure what system they are using but Google Maps, Apple Maps or Waze works great
4. Being able to accomplish more online rather than calling customer service
5. Same day scheduling, I accidentally cancelled and couldn't reschedule and has to interrupt my professional work day to go pick up my boyfriend from work

Thank you,

Brittany Bagan

Marketing Coordinator

Qualus

100 Colonial Center Pkwy, Suite 400

Lake Mary, FL 32746

O: 321-244-0170 x326 | M: 561-236-9753

[Website](#) | [LinkedIn](#) | [Facebook](#) | [Instagram](#)

Name of Commenter	Date Received	Email/Phone
Betty Morgan	11-2-2022	bettymorgannc@yahoo.com
4. I am 93 years old live alone but could not do this without Access Lynx transportation. Gives me my independence. Thank you		

Name of Commenter	Date Received	Email/Phone
Patrice Harris	11-2-2022	patriceharris373@gmail.com
5. "My bill is too high its called disadvantage For a reason I can't ride all the time!!!!"		

Name of Commenter	Date Received	Email/Phone
Frances Collazo-Rivas	11-2-2022	fcrrivas@cfkc.net
6. One of the concerns that remains is the shortage of lynx drivers (TD program). It is affecting the ability of our patients to get the full dialysis regimen (which is life sustaining treatment) as ordered by their doctor. Patients are either being dropped off later to the clinic, picked up late from the center to go home or not picked up at all despite scheduled lynx orders. As a result, it has impacted patients getting inadequate treatment resulting in increase of hospital admissions. Are there any possible solutions to this ongoing problem? Frances Collazo-Rivas, MSW, LCSW Social Work Manager Central Florida Kidney Centers, Inc		

Name of Commenter	Date Received	Email/Phone
Stephen Opoku	11-4-2022	203-997-5754.
<p>7. Hello, my name is Stephen s T E P H E N. Last name, opoku o P O K U, I am a client with access lynx. I ride the access link on a weekly basis to the lighthouse for classes and training. the only comment that I have is I do utilize the Userv service, the car service, and I very much feel that you guys should continue making that a part of your service. It is very helpful and needed in part as part of your system. Thank you very much for continuing to have that as part of your service. The drivers are very good and it is very helpful to all of us visually impaired and otherwise thank you and have a great day. And my number is 203-997-5754. Again, my phone number is 203-997-5754. And the name again is Stephen Opoku. Thank you for listening to my comments. Bye.</p>		

Name of Commenter	Date Received	Email/Phone
Dan Mathis	11-4-2022	Matthew.Mathis@deo.myflorida.com
<p>8. Good after noon My suggestions is as follows:</p> <ol style="list-style-type: none"> 1. A way to track rides thought a app rather than web site. 2. In Houston Texas under metro lift, there is a same day rideshare program, a set milage is paid after milage past rider pays the rest. 3. Better time management when picking up and dropping off riders. <p>Regards Dan Mathis</p>		

Name of Commenter	Date Received	Email/Phone
James Graham	11-5-2022	407-935-0069
<p>9. Yes, hi, this James Graham, my phone number is 407-935-0069. I have some comments about ACCESSSS LYNX whenever I'm in the van the gps is way off and a lot of times the driver makes the wrong turn, this has been a problem. They refuse to get a new system they have the money because of an infrastructure bill that covers transportation. So we don't want to hear fluff and puff about the money. Secondly, they're always late. Today I went in Saturday the 6th, today is the 5th. I went to go a short distance up from my house, my ride window was 9:45-10:15 then they said it was a 10:40 and usually that gets pushed up and I had a 11:15 return. This becomes more of a problem. I know they're short on drivers, they can't hold drivers, but I know the system. I know somebody that used to work inside, they're no longer with the company. And I won't give out that information who told me that, but the problem is, that they're always late. There are late 9 times out of 10 on the backend. And when the return trip from the back end window and, and even a couple of times are on the a side. Now traffic is one thing, but to be given that excuse and you know, 9 times out of 10 is not traffic. Okay? So it's very poorly runs system. I was in Philadelphia visiting my sister and they have 4 companies there and it runs smooth. But I said I talked about MV, Okay, we have them down in Florida. He said, oh they gave up here and I guess they couldn't run the system up there either. It is discouraging, it would help if they were on time once in a while, once a year, once a month, maybe they can be on time. But anyway, I found out if you go to the public hearing its fluff and puff, they don't listen to you. You can't say everything in 2 minutes. So this is what I'm gonna do. If I don't see any improvement and it inconveniences me really bad, I will</p>		

call Mayor Demings office again. I just called him about the gps system and a supervisor tells the dispatcher when a person calls in for find out when it arrives to just tell him anything to go along. So I will be making an issue with this and I have no problem letting you know who I am and that's what I intend to do. Thank you very much. Have a good day.

Name of Commenter	Date Received	Email/Phone
Marsha Bukala	11-6-2022	mjbukala@yahoo.com
<p><i>10. Please consider upgrading the Access Lynx system to being more accessible for riders. We need to follow other cities that have improved their systems to allow for on demand services. Also Access lynx continues to not be a very reliable option but at times the only option. It can get riders to important doctor appointments late or way to early and the same problems with trying to get a return ride. Just like others who do not use the service we do not know how long we may be at an appointment. So it is very hard to schedule in advance rides.</i></p> <p><i>Also, I would like to see such services as Uzerv as an on-demand service as they seem to be timely and they send out very detailed text messages on their driver, vehicle etc.</i></p> <p>Sincerely, Marsha Bukala 646 W. Smith St., Unit 201 Orlando, Fl. 32804</p>		

Name of Commenter	Date Received	Email/Phone
James Graham	11-6-2022	407-935-0069
<p><i>11. 14079350069 James Graham, i left a message the other day, too. Yesterday. they were one half hour after the window, and they do this a lot to me after a complaint. They were there even a few minutes early. The thing is this is good. The thing is though, it is so unorganized, you can even get like anything organized and it's a shame. But all of a sudden they are on time because jim graham complained. Aw, well yeah, every other day. Well, I have a 12 30 PM pick up. Well, they'll be there and that as the back end of the window. Well, you have a 1245, then 12:45. Then it's 1:15 1:55 1:05. I'm telling my friends. if, if you have a window of 10 to 10:30 they show up at 11 or 11:15, don't pay the fare. You do not have to pay that because this is carelessness, not because of traffic. Don't even try that. I'm from up north. I'm not that dumb. I know Kissimmee like the back of my hand. I live there it's not traffic all the time. Come up with something smarter and better than that. Okay. I mean, I can't believe that they use that traffic. Oh yeah. But how about the last 4 or 5 times 6 times? No, it's not all traffic. Ok. That's another problem drivers. They come from New York, Philadelphia all over there. Don't know the area they're put right out there and or a few days or a week or 2. Get people that live in Florida. know, Orlando and Kissimmee a little bit and give them a better pay. Okay, that's the problem. You get somebody from New York, you give him 2 or 3 training. They don't even know what street they live on, and this is a disgrace. I hope that another company comes in and takes the contract, and we will support the other company. Thank you.</i></p>		

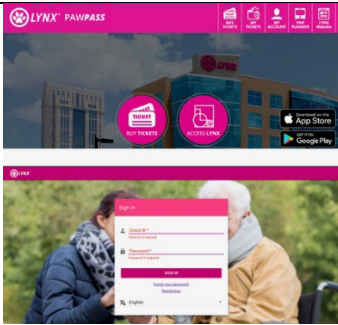
Name of Commenter	Date Received	Email/Phone
Valerie Marrata	11-8-2022	407-467- 0755
12. <i>My name is Valerie Maratta. My phone number is 407-467- 0755. My comment is I would like to see ACCESS LYNX go to more counties. Right now, they're just in Orange. Seminole and Osceola may be possibly Lake or Volusia or Brevard. thank you.</i>		

Name of Commenter	Date Received	Email/Phone
Patricia Clements	11-8-2022	802-279-2823
13. <i>Hi, my name is Patricia Clements. My phone number is 802-279-2823. I have several comments on. Well actually maybe only a few. One of them is that I really don't like having to wait up to a half hour, sometimes longer on hold to make an appointment. I have ridden the bus maybe about a dozen times and only twice have I've been picked up within a half hour of the time that I requested. One time I had to wait 3 hours on a pass. The time that I requested the bus. I no longer ride for that purpose, reasons, um I just get out when I can, which I mean I've missed doctor's appointments and other things because I just won't ride LYNX anymore. It's not reliable at all. So yeah, those are the comments that I had just basically having to wait so long for on hold to make an appointment and then having to wait sometimes up to 3 hours after my appointment, or my requested time for the bus waiting out in the sun. So I no longer ride, but I just wanted to leave my comments for you folks. Maybe something you can do something again, then I'll start riding again. Thank you.</i>		

Name of Commenter	Date Received	Email/Phone
Maria Rivera	11-10-2022	407-877-9917
14. <i>in Spanish (see attached)</i>		

Name of Commenter	Date Received	Email/Phone
Yolanda Rivera	11-14-2022	646-287-4389
15. <i>My comment for ACCESS LYNX is that they are always late, and they take me to the wrong address due to the maps they use.</i>		

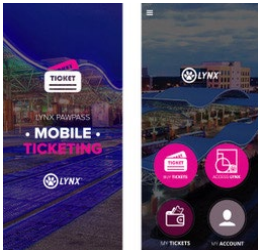
Name of Commenter	Date Received	Email/Phone
Jaime Moriana	11/14/22	jaime.mariona@icloud.com
16. <i>1. Access Lynx Online: Both Paw Pass and Lynx Ride pages merge into one Access Lynx page instead of two.</i>		



[Click to Download](#)

Access Lynx Online.pdf
5.7 MB

2. Access Lynx Mobile App: Only one Paw Pass app, need to add Lynx Ride reservation available on app.



[Click to Download](#)

Access Lynx Mobile.pdf
14.2 MB

3. Access Lynx Reservation 24 hours to 72 hours under Americans with Disabilities Act requirements. Same concept for accessibility accommodation requests require 72 hours.

4. One way drop off request for 4 counties - Lake, Volusia, Brevard and Polk. For example Tavares, Lake County has special events for disabled riders. Same for Titusville, Brevard County, Bartow and Polk county. Equal for everyone are tourists.

Name of Commenter	Date Received	Email/Phone
Roanna Bacchus	11-15-2022	Roanna.Bacchus@lighthouseworks.org
<p>17. This is a wonderful service. It needs to stay at a low cost so that those who use it can pay for it. The drivers are very helpful. We need to get picked up on time. Please don't start picking us up late.</p> <p>Roanna Bacchus Customer Care Professional 2500 Kunze Ave. Orlando, FL 32806 Phone: (407) 898-2483</p>		

Name of Commenter	Date Received	Email/Phone
Subha Rampersaud	11-16-2022	407-340-4542
18. <i>My name is Subha, My phone number is 407-340-4542. I followed your instructions to download the PawPass and your drivers don't get to know how to use it and I'm visually challenged. So when I ride they don't know. They said they haven't been trained on it yet and yet you're advertising as feature. So I've downloaded the tickets, but they cannot seem to know how to use it. Anyway, my name is Subha. 407-340-4542, it's Wednesday morning, November 16th at 9 a little after 9 AM. Thank you. Bye.</i>		

Name of Commenter	Date Received	Email/Phone
Mary Lou Deitric	11-22-2022	845-661-0317
19. <i>Yes, I'm calling for my name is Mary Lou, Deitric 845-661-0317. I'm calling for my mother who's 93. We have been using ACCESS LYNX for at least the last 4 years. And my, my main concern is how she has to wait sometimes almost 45 minutes to an hour, which isn't good, but also to call and make a reservation. I just had to wait 38 minutes. I was hoping you could hire or not even hire somebody else, just have a callback system, you know, you call and they, they will call you back that would save a lot a lot of aggravation. My number is 845-661-0317. Thank you.</i>		

Name of Commenter	Date Received	Email/Phone
Laura Fisher	11-25-2022	845-270-1112
20. <i>Hello, my name is Laura Fisher. My phone number is 845-270-1112. I'm calling because access lynx is not always a very compassionate service to use, but I use it because I have to get to work and They have this system where they rely on what their computer says and sometimes it would be easier to drop me off or someone else off 1st. Instead they go around and waste gas. And I think that needs to be said um there have been times where I I got home four hours late and I live 20 minutes. Its only, it would only be a 20 minute drive And I keep calling and they tell me that they only have one driver out there. And it's frustrating and all they say is, I'm sorry. And I wish that there was someone who could just help me express how, how frustrated i can feel when I am stuck here and I can't go anywhere. Thank you for your time. My name is Laura fisher. My number is 845-270-1112. And sometimes I really, really just want to go home.</i>		

Name of Commenter	Date Received	Email/Phone
Lourd Rodriguez	11-29-2022	407-203-3300
21. <i>I my name is lord my telephone number 047233300. That's my home phone. The time to call that number 9 AM to 11 AM and my cell is full, 73536521. I am calling reference of making of comment concerning the meeting or whatever. Thank you very much. God bless you and have a nice day.</i>		

Name of Commenter	Date Received	Email/Phone
Ruth Brown	11-29-2022	r.brown1707@gmail.com
22. Thank you for the program and the opportunity to share my observations. <u>My observations and suggestions are:</u> 1) An improved method of planning a trip, both via the phone to decrease hold times, and via the website; 2) An extensive upgrade in the website for planning trips to make it more user friendly, with extended access to create trips after 5 pm; 3)		

Computer generated texts and emails to remind riders of upcoming trips that are planned; **4)** A better scheduling computer program to close windows for waiting times for rides, and better matching of drivers to ensure users are not left waiting for over 30 minutes, to or from scheduled rides; **5)** Zone coverage for drivers using their personal vehicles to reduce operational costs and provide better service to users; **6)** Better strategies on how to use transit vehicles more efficiently to provide the best service for users such as only using a van for a user when absolutely necessary, making better use of this option, such as using a van only for wheelchair users, etc.; **7)** Partnerships with city fire or police departments to allow overnight parking of paratransit vehicles at select facilities so that drivers do not have to travel to Orlando to pick up vehicles for the day's service to users; **8)** Better planning and strategies to make those who need paratransit services for critical care (such as dialysis treatments) a #1 priority for scheduling rides, and patients needing and relying on these services for transit to doctor appointments, pharmacies, and diagnostic services a #2 priority, and special attention for those with special needs traveling daily to their respective centers; **9)** Better training for customer service agents and specialists so that they know how to answer questions, be aware of what current policies are, and provide the best possible customer service to each user, with patience, diction, and clarity; and **10)** Calls to users if they will have to wait for over 30 minutes for drivers, especially if it is a return trip so that the user will not feel as if they have been abandoned or forgotten.

Thank you.
Ruth E. Brown

Name of Commenter	Date Received	Email/Phone

Name of Commenter	Date Received	Email/Phone



AFFIRMATION OF TRANSLATOR ACCURACY

STATE OF FLORIDA

ORANGE COUNTY

Target Translations & Interpretations, LLC, has secured the services of Ms. Maria Camila Pulido, a professional language translator of the Spanish and English languages.
The undersigned translator certifies:

- That she is proficient in both her language of expertise and the English language;
- That she translates documents as a normal course of business;
- That the attached translation is a true and accurate translation of the provided documents (audio files transcriptions) to the fullest of her skills, knowledge, and abilities.

Documents delivered:

- ❖ Transcription and certified translation of two (2) Audio Files belonging to Ms. María Rivera (Audio File 1 of 2 min 8 sec, and Audio File 2 of 1 min 16 sec), delivered to Ms. Cynthia Lambert, APR, MetroPlan Orlando – (4 pages)
- ❖ Notarized Affidavit of Translation Accuracy herein – (1 page)

Ms. Maria Camila Pulido

ATA Associate Member #: 265978

Professional Translator - Spanish – English

FL Certified Court Interpreter and Translator #15-00401 SPA

Subscribed to and sworn before me this 28 day of November 2022, by Ms. Maria Camila Pulido. She is ☒ personally known to me ___ produced as identification.



Taylor Harroun
Comm.: HH 323231
Expires: October 18, 2026
Notary Public - State of Florida

(Signature of Notary Public – State of Florida)

Personally Known ☒ OR Produced Identification _____

Type of Identification Produced _____

2023 Legislative Priorities & Positions

Adopted : December 14, 2022

Top Priorities:



Funding to implement programs and initiatives which seek to ensure the safety of the traveling public

Increased funding for transportation that does not negatively impact the State Transportation Fund



Increased Transportation Disadvantaged funding for paratransit service (ACCESS LYNX)

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:

Gary Huttman
Executive Director
(407) 481-5672 x319
GHuttman@MetroPlanOrlando.org

Virginia L. Whittington
Director of Regional Partnerships
(407) 497-1536 x314
VLWhittington@MetroPlanOrlando.org

We Support Legislation That:



Increases transportation investment through dedicated and sustainable funding, including innovative financing options; encourages partnerships between public and private entities; and 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 of \$250 Million per year.
- ✓ Does not reduce local option transportation revenue sources.



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.



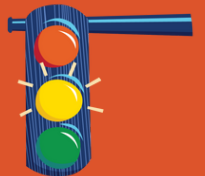
Adds provisions to Florida's Sunshine law that allows public meetings to be conducted virtually during a declared state of emergency.

Monitor Legislation That:

Regulates 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)



Seeks to alter, revise, or rescind Red Light Camera legislation (Monitor and oppose, if needed)





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A REGIONAL TRANSPORTATION PARTNERSHIP

Quality Assurance Task Force 2023 Quarterly Meeting Schedule

(All meetings are scheduled to begin at 10:00 a.m.)

LOCATION: MetroPlan Orlando
Harry Barley Conference Room
250 S. Orange Avenue, Suite 200
Orlando, FL 32801

Date

January 24, 2023

April 25, 2023

July 25, 2023

October 24, 2023

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



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

APPROVED BY
METROPLAN ORLANDO
H. Smith 12/14/2022

FINAL

MetroPlan Orlando
2023 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 nd Wednesday @ 9:00 a.m.	4 th Wednesday @ 9:30 a.m.	4 th Friday @ 10:00 a.m.	4 th Friday @ 8:30 a.m.	2 nd Thursday Quarterly @ 10:00 a.m.	Thursday prior to the Board meeting @ 9:30 a.m.
January		January 25	January 27	January 27		
February	February 8	February 22	February 24	February 24	February 9	February 2
March	March 8					March 2
April		April 26	April 28	April 28		
May	May 10	May 24	May 26	May 26	May 11	May 4
June	June 14	June 28	June 30	June 30		June 8
July	July 12**					July 6
August		August 23	August 25	August 25	August 10	
September	September 13					September 7
October		October 25	October 27	October 27		
November	November 8				November 9	November 2
December	December 13	December 6*	December 1*	December 1*		December 7

No meeting * Holiday Adjustment ** Meeting to begin at 8 a.m.

*** TSMO – Transportation Systems Management & Operations
TDLCB – Transportation Disadvantaged Local Coordinating Board



Transportation Disadvantaged Local Coordinating Board Attendance Record 2022

														Alt	Date Appt
NAME	ORGANIZATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Calvin Smith	AHCA/Medicaid		P			P			P			A		Tamyika Young	
Vacant	Elderly		V												
Cheryl Stone	Elderly					P			P			P			Feb-22
Marilyn Baldwin	Disabled		P			P			P			P			
Adam Zubritsky	Public Education		P			P			P			P		Angela Johnson	
Wilfredo Raices	4C's		A			P			P			A		Kevin Paulin	
Neika Berry	Citizen Advocate		P			P			P			P			
Robert Melia	Citizen Advocate, System User		P			A			P			P			
Alnita Whitt	Veterans		P			P			P			P			
Comm. Mayra Uribe	Orange County		P			P			P			P			
Sharon Jennings	Agency for Persons w/Disabilities		P			P			P			P		Maria Goris	
Karla Radka	Senior Resource		P			A			P			A			
Mayor Pat Bates	Seminole County		A			A			A			P			
Wayne Olson	Division of Vocational Rehabilitation		P			P			P			P			
Jo Santiago	FDOT		P			A								Carlos Colon	
Jamie Kersey Ledgerwood	FDOT								P			P			
Comm. Jim Fisher	Osceola County		A			P			A			V			
Vacant	For-Profit		V												
Marycell R Mabry	For-Profit					P			A			A			Feb-22
Dianne Arnold	Economically Disadvantaged		P			A			A			A			
Janeé Olds	Career Source CF		A			A			A			A		Shinara Hughes	
Chad Ballard	Medical Community		P											Dennis Buhring	
Vacant	Medical Community					V			V			V			
Non-Voting Members															
Charlotte Campbell	At-Large Non-Voting Member					P			P			P			Feb-22
Crystal Ford	EMS		P											Tom Daniels	
Vacant	EMS					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