



metroplan orlando  
*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **QUALITY ASSURANCE TASK FORCE AGENDA**

**October 29, 2024 @ 10:00 a.m.**

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## QUALITY ASSURANCE TASK FORCE

**DATE & TIME:**

Tuesday, January 28, 2025 | 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, smart phone 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 Neika Berry
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Neika Berry
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	PUBLIC COMMENTS ON ACTION ITEMS	

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

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

How to comment:

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

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

<b>VII. ACTION ITEMS</b>		
<b>A.</b>	<b>Election of 2025 QATF Chairperson and Vice-Chairperson</b>	Ms. Virginia Whittington
<b>B.</b>	<b>Annual TDLCB Bylaws Review (Tab 1)</b>	Ms. Virginia Whittington
<b>C.</b>	<b>Annual Review of TDLCB Grievance Procedures (Tab 2)</b>	Ms. Virginia Whittington
<b>D.</b>	<b>Recommendation of QATF and Grievance Committee Members (Tab 3)</b>	Ms. Virginia Whittington

<b>VIII. PRESENTATIONS &amp; STATUS REPORTS</b>		
<b>A.</b>	<b>Health Services Transportation Plan (HSTP) Update</b>	Mr. Sarah Goolsby, Benesch
	The presentation will provide an overview of plan requirements, updated regional demographics, outreach efforts, updated needs/strategies, and next steps.	
<b>B.</b>	<b>LYNX/Community Transportation Coordinator (CTC) Update</b>	Mr. Norm Hickling
	Mr. Norm Hickling will provide a CTC update highlighting ACCESS LYNX trip demand, performance, and customer service activity	

<b>IX. GENERAL INFORMATION</b>		
<b>A.</b>	<b>2025 QATF and TDLCB Meeting Schedule (Tab 4)</b>	
<b>B.</b>	<b>2025 MetroPlan Orlando Legislative Position Statements (Tab 5)</b>	
<b>C.</b>	<b>CTC Adverse Incidents Model Procedures (Tab 6)</b>	
	At its business meeting on December 11, 2024, the Commission approved its Model Procedures for Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services for Persons with Disabilities, along with the Adverse Incident Report Form. Please note that this applies to any governmental agency that contracts for their paratransit services, regardless of if they are the CTC. A copy of the procedures is provided for information purposes.	
<b>D.</b>	<b>Reports Presented to the Florida Senate Committee on Transportation (Tab 7)</b>	
	<ul style="list-style-type: none"> <li>• <b>Transportation Disadvantaged Services Report</b></li> <li>• <b>Center for Urban Transportation Research (CUTR)</b></li> <li>• <b>I-STREET Living Lab at the University of Florida (UF)</b></li> </ul>	
	During the 2024 Legislative Session, two reports relating to paratransit delivery were to be delivered by January 1, 2025: (1) The Center for Urban Transportation Research (CUTR) was directed to deliver a report to the department on <b>model policies and procedures or best practices</b> for paratransit providers to complete trips within an acceptable time after pickup. (2) Required the I-STREET Living Lab at UF to deliver a comprehensive report on technology and training improvements to better support persons with disabilities using paratransit services and provides	

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a list of items to be reviewed and for I-STREET Living Lab to provide recommendations. These reports were presented in Committees on January 14, 2025.

Copies of these presentations are provided for information purposes.

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

- A.** MetroPlan Orlando Board – Wednesday, February 12; 9:00 a.m.
  - B.** Transportation Disadvantaged Local Coordinating Board Meeting – Thursday, February 13; 10:00 a.m.
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## **XII. MEMBER COMMENTS**

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

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

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

### **How to comment:**

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

## **XIV. ADJOURNMENT**

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

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

**TAB 1**

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

### 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 Section 41-2.012, Florida Administrative Code, 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 Customer Advisory Committee; and
4. A representative from Emergency Medical Services in Orange, Seminole, or Osceola County.

#### SECTION 4: TERMS OF APPOINTMENT

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

#### 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 an attendance report for each local coordinating board meeting.

## 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 a term of one (1) year or until a successor is appointed 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 Chairperson of the Quality Assurance Task Force (QATF) shall 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 an opportunity for public comments on their agenda.

Meetings may also be held in a hybrid virtual environment as long as a physical in-person quorum is met as applicable by Florida Sunshine laws. Upon establishment of a physical, in -person quorum, TDLCB members joining remotely may participate (and vote) action items.

### SECTION 2: MEETING NOTICES

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



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

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

### SECTION 3: QUORUM

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

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

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

### SECTION 4: VOTING

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

1. Voting Procedures. Voting shall be by voice unless a member specifically requests a roll call vote on a particular matter. In instances where dissenting votes are cast, a roll call must be conducted.
2. Code of Ethics. Members, Officers, and Employees are required to comply with Florida Statute 112, Part III, Code of Ethics for Public Officers and Employees. Members are expected to abide by the ethical rules which govern their service on the organization they represent.

All members (designated or alternates) shall avoid any professional conflict of interest and prevent the appearance of undue influence. Any member who becomes aware of any type of conflict or attempt to influence shall make it known to the staff liaison and either excuse himself/herself from the proceedings, and/or file a conflict-of-interest form into the record.

### SECTION 5: BYLAWS AND PARLIAMENTARY PROCEDURES

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

### 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 meeting or workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting or workshop will be held at a place and time that is convenient and accessible to the public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the meeting be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public meeting or workshop held immediately before or after the TDLCB meeting will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in Chapter 445, F.S. to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi-county or regional transportation opportunities (427.0157(6), FS).

## ARTICLE VIII: Committees

### **SECTION 1: QUALITY ASSURANCE TASK FORCE**

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

### **SECTION 2: GRIEVANCE COMMITTEE**

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

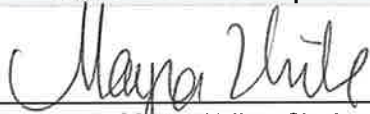
The Local Coordinating Board may communicate directly with other agencies and entities, as necessary, to carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code.

**ARTICLE X: Amendments**

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.

**CERTIFICATE**

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



Honorable Mayra Uribe, Chairperson

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

ATTEST:



Rachel Frederick, Board Services Coordinator

**TAB 2**





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

**GRIEVANCE PROCEDURE FOR  
TRANSPORTATION DISADVANTAGED SERVICES**

**APPROVED**

**February 15, 2024**

# **GRIEVANCE PROCEDURE**

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

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

## **II. DEFINITIONS**

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

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

## **III. OBJECTIVE**

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

#### **IV. MEMBERS**

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

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

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

#### **STEP ONE**

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



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

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

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

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

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

## **STEP TWO**

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

**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





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

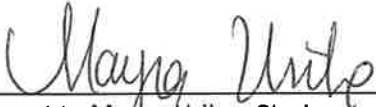
- c) All meetings and hearings will be open to the public.
  - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

**STEP THREE**

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

**CERTIFICATION**

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

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

**TAB 3**

---



## **2025 TDLCB Grievance Committee**

Mr. Calvin Smith, representing Agency for Healthcare Administration

Ms. Yvette Reyes, representing Economically Disadvantaged

Ms. Janeé Olds, representing Regional Workforce Development

Ms. Alnita Whitt, representing Veterans

Mr. Adam Zubritsky, representing Public Education

Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate



**TAB 4**

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# QATF and TDLCB 2025 Quarterly Meeting Schedule

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

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

## QATF

January 28, 2025

April 29, 2025

July 29, 2025

October 28, 2025

## TDLCB

February 13, 2025

May 15, 2025\*

August 14, 2025

November 13, 2025

\* Date adjusted due to conflict.



**TAB 5**

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metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

# 2025 Legislative Position Statements

Approved December 11, 2024



WE SUPPORT

INNOVATION

SAFETY

INVESTMENT

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

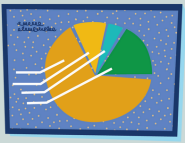
CONTACTS:

**GARY HUTTMANN**  
EXECUTIVE DIRECTOR  
(407) 481-5672 x319

**VIRGINIA L. WHITTINGTON**  
DIRECTOR OF REGIONAL PARTNERSHIPS  
(321) 732-8284

SAFETY FIRST

## METROPLAN ORLANDO SUPPORTS:



- ✓ Advancing innovative transportation mobility solutions and policies that position Florida as the national leader in addressing transportation needs through creative approaches, including Autonomous, Connected, Electric, and Shared vehicle technologies, as well as leveraging Artificial Intelligence (AI) to enhance safety.



- ✓ Statewide safety initiatives that protect all transportation network users and save lives across all modes of travel.

- ✓ Legislation that boosts transportation investment through dedicated, sustainable funding and innovative financing options; fosters public-private partnerships; and accelerates project delivery. This includes: (1) Establishing flexible, predictable transit funding by removing State Transportation Trust Fund (STTF) limitations, (2) Increasing flexibility in local discretionary taxes, such as the Charter County & Regional Transportation System and Local Government Infrastructure Surtaxes, (3) Ensuring consistent annual funding for the Transportation Regional Incentive Program (TRIP), and (4) Protecting current local option transportation revenue sources.



- ✓ Creative solutions like the Moving Florida Forward initiative that facilitate the expedited delivery of projects.

## METROPLAN ORLANDO WILL MONITOR:

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



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

- ✓ Legislative efforts that seek to address safe operation of E-bikes.



**TAB 6**

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## **COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**

### **RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES**

#### **MODEL PROCEDURES**

##### **INTRODUCTION**

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

##### **STATUTORY LANGUAGE**

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.<sup>1</sup>
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

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<sup>1</sup> “Department” refers to the Florida Department of Transportation  
12/11/2024

## **PROCEDURES GUIDANCE**

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.



**REQUIRED QUARTERLY REPORTING:**

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: [FLCTDAdverseIncidentReport@dot.state.fl.us](mailto:FLCTDAdverseIncidentReport@dot.state.fl.us).

**TAB 7**

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# Transportation Disadvantaged Services Report

**Florida Senate**

*Senate Committee on Transportation*

**Melissa Smith, FDOT Chief of Modal Development**

**January 14, 2025**



- Introduction
- Purpose
- Approach
- Transportation Disadvantaged Services
- Challenges
- Recommendations





## Florida Commission for the Transportation Disadvantaged Florida's Coordinated System



8  
Purchasing  
Agencies



30  
Planning  
Agencies



58  
Local  
Coordinating  
Boards



46  
Community  
Transportation  
Coordinators



190  
Transportation  
Operators and  
Coordination  
Contractors

- SB1380/Chapter 2024-171 F.S. requires FDOT to report on Transportation Disadvantaged (TD) services in Florida.
- The report:



**Provides a current assessment**



**Identifies key challenges and opportunities**



**Evaluates alternative formats for delivering services**





**Data  
Collection**



**Analysis**



**Recommendation  
Development**

**Sources:**

- Chapter 427, Florida Statutes
- Rule 41-2, Florida Administrative Code
- Community Transportation Coordinator (CTC) Annual Operating Reports
- Transportation Disadvantaged Service Plans & National Reports
- Interviews with CTD, State & Local Agencies, and the Community Transportation Association of America
- Literature review of Transit Cooperative Research Program (TCRP) reports and other state practices
- Surveyed CTCs and transit agencies around the nation identifying best practices



Medical



Employment



Education

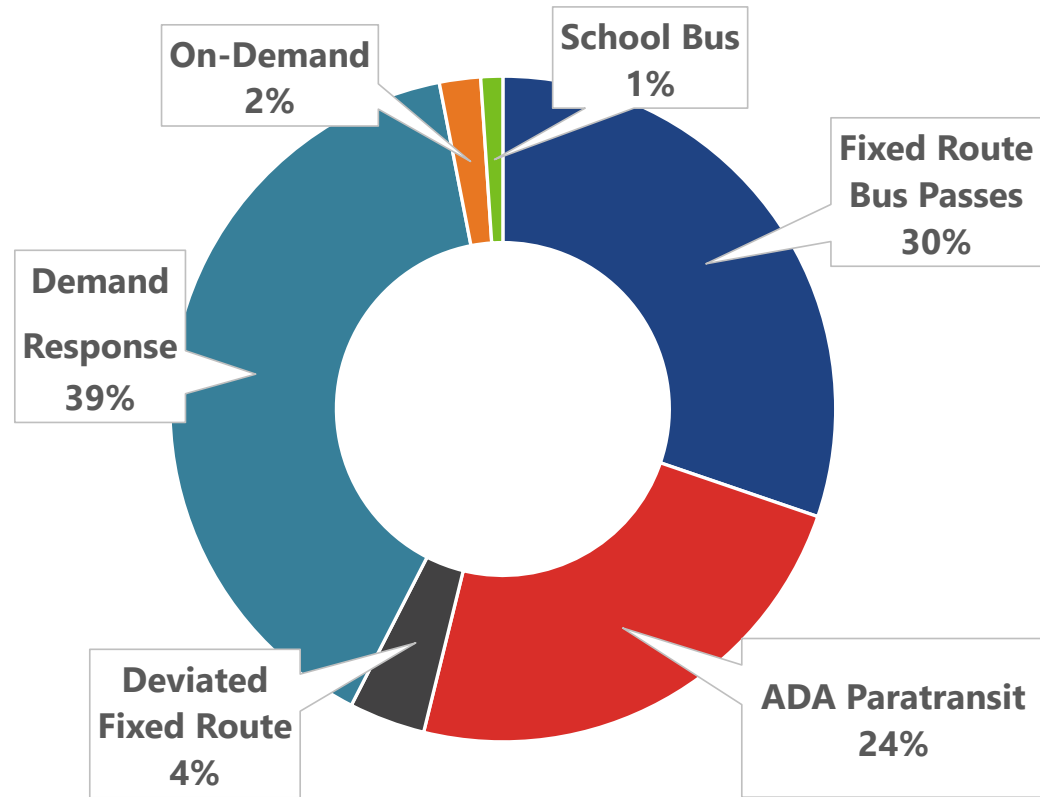


Nutrition



Personal Trips

11,624,269 trips served in FY2023







**Inconsistent System**



**Paratransit Services are Costly to Provide**



**Inconsistent Performance Reporting**



**Slow Adaptation of Innovation**



**Urban and Rural Challenges**



**Optimize  
Program Structures  
and Resources**  
*(6 recommendations)*

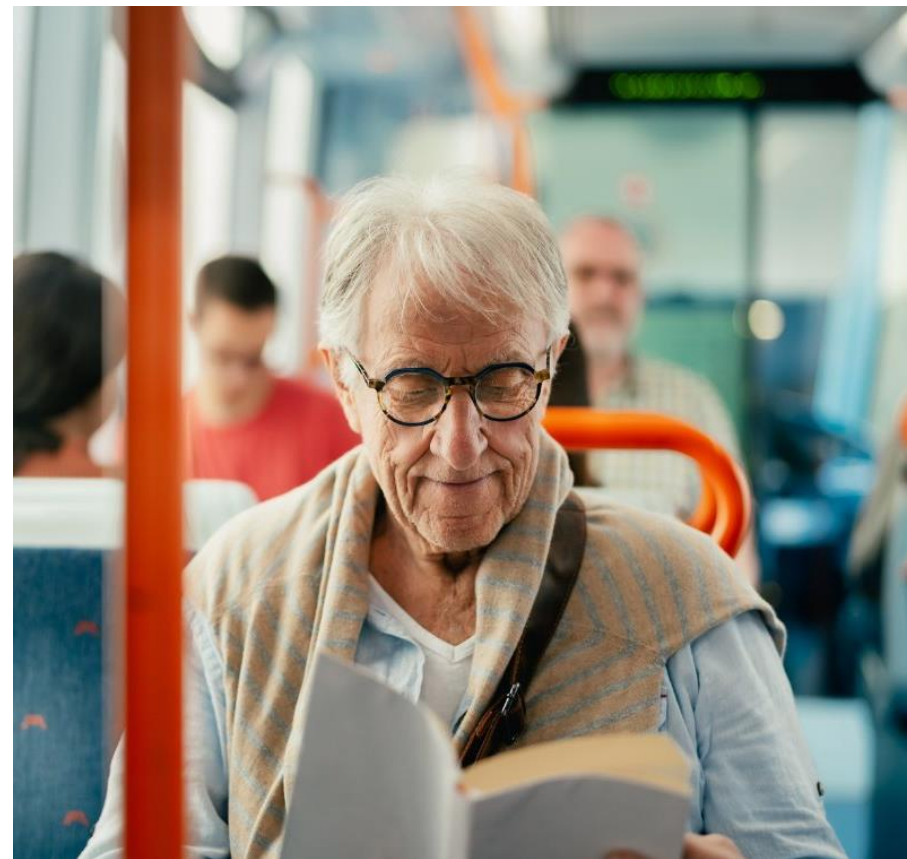


**Leverage Alternative  
Delivery Models,  
Practices, and Technology**  
*(7 recommendations)*



**Enhance Performance  
Management & Overall  
Delivery Model**  
*(5 recommendations)*

1. Consider the use of statewide or regional brokers to coordinate TD services statewide.
2. Avoid duplication in service delivery.
3. Consider establishing regional partnerships or resource pooling in rural areas.
4. Re-evaluate state block grant allocations to better support rural CTCs.
5. Re-assess local match requirements for rural CTCs for all grant programs, including the Innovative Service Development program.
6. Update Florida Statutes to clarify that TD funding is truly the funding of last resort.



# Leverage

## Alternative Delivery Models, Practices, and Technology

1. Leverage technology and travel training programs that educate riders on accessing and navigating fixed-route services to reduce reliance on costly ADA services.
2. Consider alternative methods for tracking, reporting, and funding fixed-route services for TD services with emphasis on tracking, assessing, and developing policies for the use of bus passes.
3. Promote alternative delivery models.
4. Shift more TD eligible clients using ADA paratransit services to fixed-route services where possible.
5. Connect ambulatory clients using demand response services to broker-driven, fixed-route, or TNC services where possible.
6. Leverage applications of advanced technologies promises to improve safety, reduce travel times, and enhance operational efficiencies and customer experience.
7. Maintain rural-specific programs for those seeking or in need of longer trips.



# Enhance

## Performance Management & Overall Delivery Model

1. Implement an approach to provide uniformity locally, regionally, and statewide.
2. Publish an Annual Performance Report with enhanced performance metrics that includes county-level performance data and a comprehensive analysis of the TD program.
3. Implement driver training, vehicle maintenance, and substance abuse policies for health care transportation providers outside of the Coordinated System.
4. Develop a comprehensive employee training program for CTC staff who handle TD client eligibility, trip scheduling, and complaint resolutions.
5. Consider shifting away from a Commission model, and to a simplistic state and/or regional model through specified legislative authority and governing procedures.





# Jack Rogers

*Legislative Affairs Director*

Jack.Rogers@dot.state.fl.us

(850) 414-4147

# Best Practices and Model Policies for Paratransit Service

Travel Time Policies

January 14, 2025



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# Presentation Overview

- Introduction
- About CUTR
- Context
- Model Practices
- Emerging Approaches

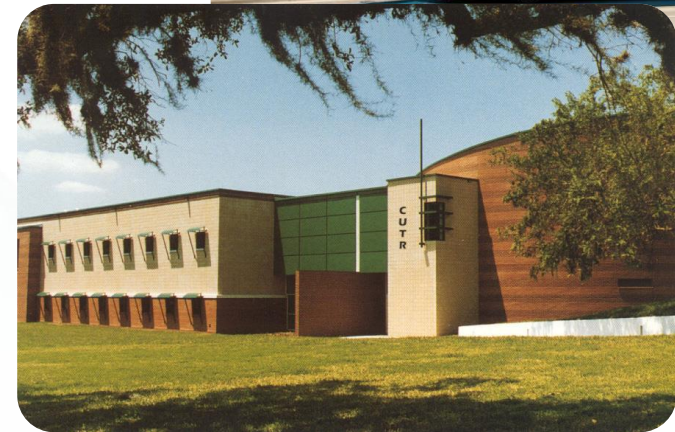


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# CUTR – Who We Are

- Created by the Florida Legislature in 1988
- Housed within USF's College of Engineering
- USDOT designated University Transportation Center
- Multi-disciplinary
- Over 200 active research projects
- Real world experience for students
- Over 160 employees
- USF affiliated faculty across multiple disciplines



# Research Programs

Advanced Air Mobility (AAM)	Transit Management and Innovation
Autonomous-Connected Mobility Evaluation (ACME)	Transit Research
Driver Behavior, Human Factors and Safety Analytics (DHS)	Transit Safety and Workforce Development
Intelligent Transportation Systems (ITS), Traffic Operations & Safety	Transportation Demand Management
Motorcycle Injury Prevention	Transportation Planning, Policy, and Processes (TP3)
Resilient Transportation Infrastructure Systems (R-TIS)	



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**SOUTH FLORIDA**

# Strategic Partners

- Mostly self-supported through contracts and grants, \$36M in current contracts and grants
- Provides research, technical training/workforce development, and technical assistance to a wide range of sponsors at local, regional, state, and national levels
- **Local** clients include the Florida Department of Transportation (FDOT), City of Tampa, Hillsborough Area Regional Transit, Tampa Hillsborough Expressway Authority
- **Other clients** include the U.S. Department of Transportation and its modal administrations, U.S. Department of Energy, National Academy of Sciences, other state departments of transportation, public transportation agencies, quasi-governmental, and private industry



Federal Transit  
Administration



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SOUTH FLORIDA

# Legislative Language Guiding the Research

- Florida Statutes Section 334.065: The Center for Urban Transportation Research (CUTR) is directed to deliver a report to the department on **model policies** and **procedures or best practices** for paratransit providers to complete trips within an **acceptable time** after pickup.

# Defining Services

- **Paratransit:** ADA-mandated transportation service for individuals with disabilities.
  - Door-to-door or curb-to-curb service.
  - Shared rides scheduled in advance.
- **Demand Response:** Flexible, on-demand transit service.
  - Serves the *general public*, including rural and underserved populations.
  - Trip scheduling based on rider requests.
- **Overlap:** Both aim to provide mobility options but cater to distinct needs.

# Paratransit Operations

- Paratransit service is a civil right
  - No Refusal of Service
  - All Trips Regardless of Purpose
  - Service Area  $\frac{3}{4}$  Mile Around Fixed Route
  - ADA Eligible

*RESPONSE TIME (49 CFR 37.131 (b))*

*ADA Complementary Paratransit Service (CPS) must have response and travel times comparable to the fixed route system*

# Demand Response Operations

- Offered Where Fixed Route Service is Not Feasible
  - Rural Areas
  - Low Transit Demand Areas
  - Often Far from Resources
    - (Medical, Social Service, Employment, Community)
  - Open Door – Available to General Public

# Paratransit Cost

- Significantly More than Fixed Route Service
  - 2x – 4x Costly
- Paratransit Service
  - No Trip Denials
  - Door-to-Door Service
  - Multiloading Improve Service Efficiency
  - Slower Boarding



# Optimizing Paratransit Service

- Routing Optimization: Minimize travel times with advanced tools.
  - Software Platforms Leverage Algorithms Calculate Travel Time
- Scheduling Optimization
  - Real-Time traffic
  - Real-Time Monitoring
  - Dynamic Dispatching
- Travel Time Standards
  - Benchmarks for demand response trips.
  - Technology Systems to Monitor and Evaluate Compliance

# Compliance Monitoring

- Monthly Audits
- Trip Monitors
- Vendor Accountability
  - Travel Time Standards
  - Pick-Up Window
  - Incentives and Penalties

# Transportation Network Companies

- Costs Controls
  - Demand Response Options
    - TNC
    - Taxi
- Service Quality
  - Same Day Requests
  - No Trip Sharing
  - Direct Trips

# TNC and On-Demand Service

- Mobile Applications
  - Improve Communication and ETA Information
- Popular with Riders
- Cost Containment
  - Trip Limits
- Dynamically Responds to Peak Demand
  
- Drawbacks – Limited Number of Wheelchair Accessible Vehicles

# Mobility Management

- Coordinate Services and Rider Schedules
  - Work with Service Providers
    - Veterans Administration
    - Dialysis Centers
    - Senior Facilities and Homes
  - Develop Novel Approaches
    - Grocery Delivery

# Supportive Program Development

- Encourage Pilot Programs
  - Veterans Example
  - Florida Commission for Transportation Disadvantage Innovation Service Development Grant Program
- Encourage Investments in Technology
  - Include Training Costs
- Purchase Vehicles – Driver and Vehicle Availability Increase Trip Opportunities and potentially Lower Travel Time

# Thank You

**Martin Catala**

Program Director, Transit Management and Innovation Group  
Center for Urban Transportation Research (CUTR)

Email: [catala@usf.edu](mailto:catala@usf.edu)



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**SOUTH FLORIDA**

# A Comprehensive Report on the Technology and Training Improvements for the Paratransit Services in Florida

*In response to the Florida Senate Bill 1380 (2024)  
Section 334.066*

**Dr. Pruthvi Manjunatha**

**I-STREET Emerging Technologies Program  
at the  
University of Florida Transportation Institute (UFTI)**

**January 2025**





# The I-STREET emerging technologies program

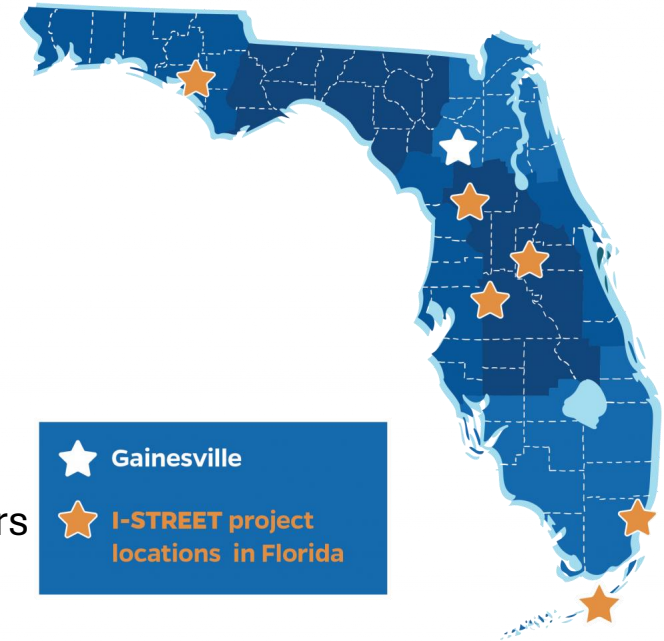
- Collaboration of UF, FDOT, City of Gainesville
- Unique real-world living lab
- Makes real and significant improvements to transportation safety and mobility
- Uses advanced technologies installed and embedded in the transportation infrastructure in Gainesville and across Florida.

## Vision

Leading global living lab for transportation safety and mobility innovators

## Mission

To provide a unique ecosystem for the collaboration, research, testing, and market delivery of innovative transportation safety and mobility solutions that scales to urban and rural areas around the world



# The paratransit bill

## SB 1380 (2024) requirements



## Study approach



# Study design

## State of the art review

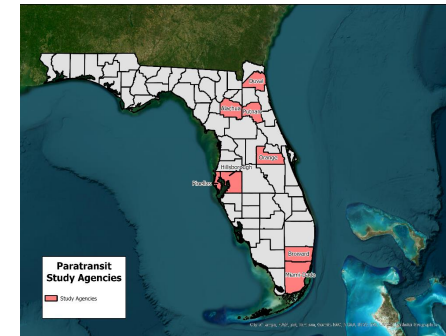
- Academic literature, transit agency resources, vendor manuals, expert and vendors interviews

## State of the practice in Florida

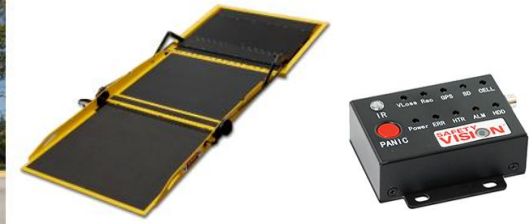
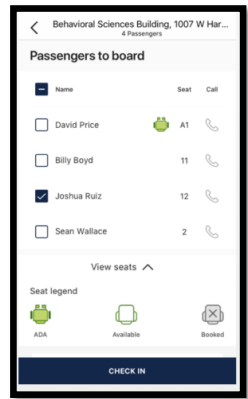
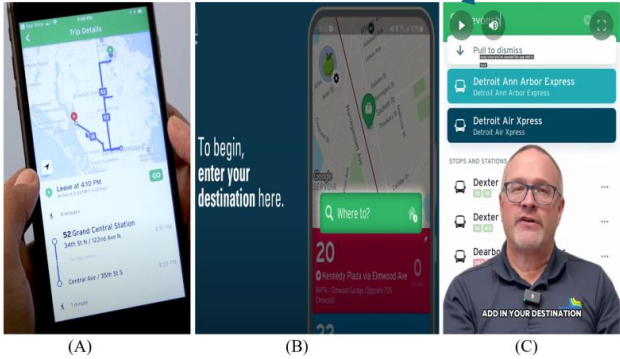
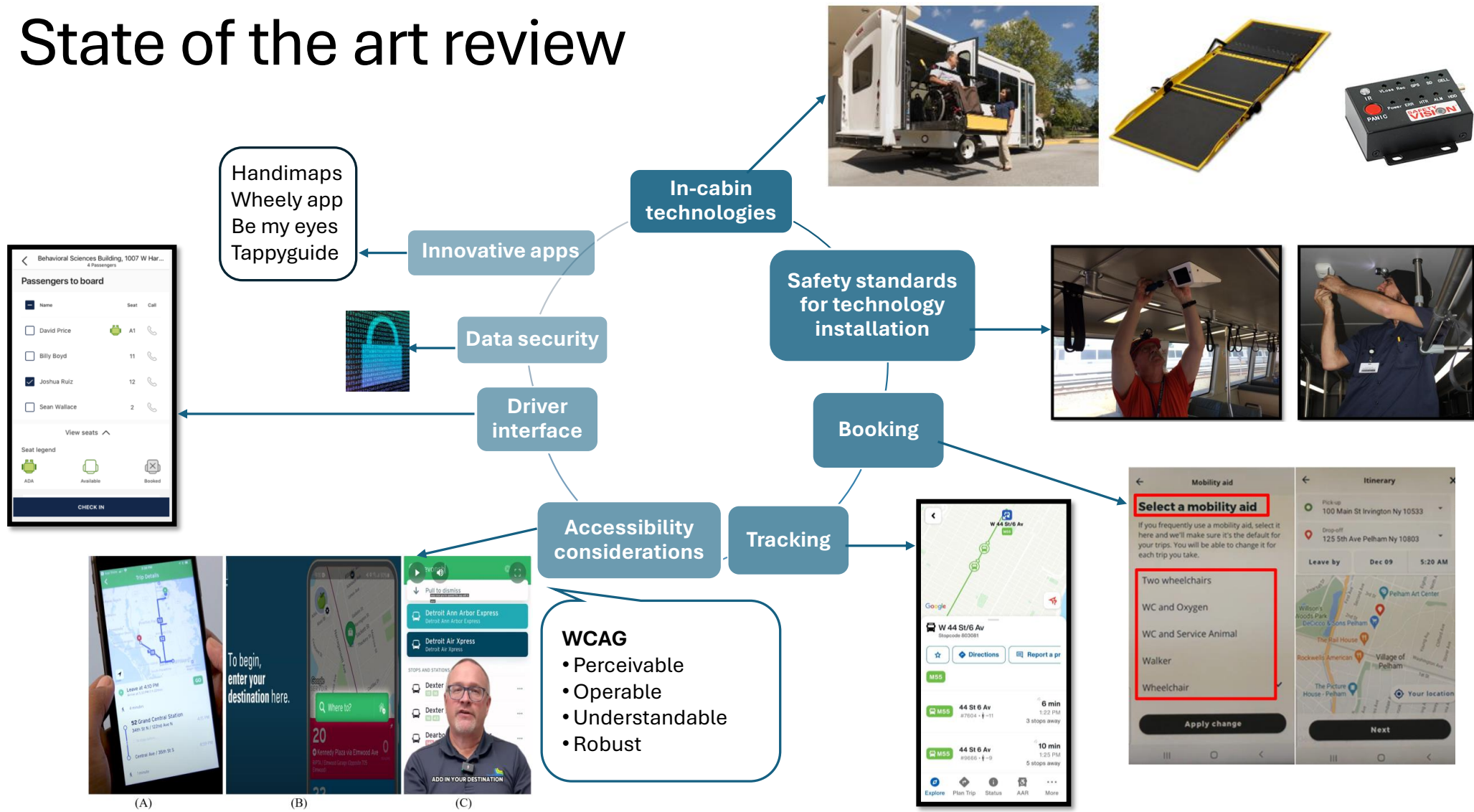
- Eight representative counties: Miami-Dade, Broward, Hillsborough, Orange, Putnam, Duval, Alachua and Pinellas

## Interviews with Florida transit agencies

- Developed an interview questionnaire and reached out to the selected transit agencies. Five out of the eight agencies responded (Miami-Dade, Broward, Hillsborough, Alachua, and Pinellas)



# State of the art review



# State of the practice in Florida

Availability

Accessibility

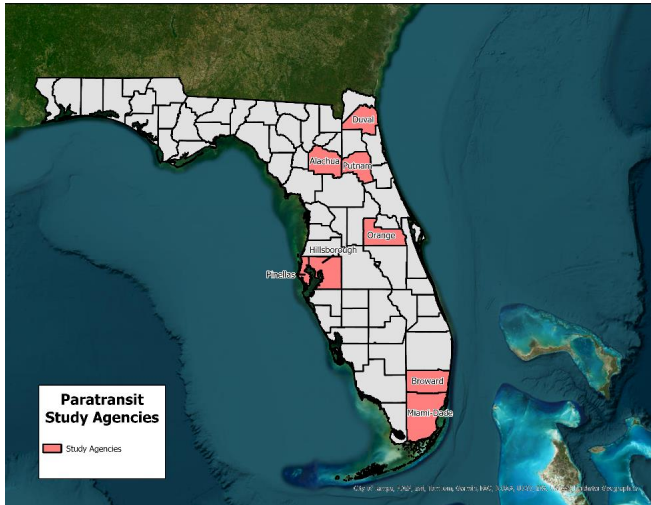
Acceptability

Affordability

Adaptability

County	Transit coverage	Paratransit coverage	Operating Hours	Booking methods	Tracking methods	Accessibility of Apps	Overall
Miami-Dade	2	2	1	1	2	1	2
Broward	1	1	2	2	2	2	2
Hillsborough	1	2	2	1	1	1	1
Orange	1	1	1	1	2	2	1
Putnam	3	2	3	3	3	3	3
Duval	3	1	2	1	2	1	2
Alachua	1	1	2	3	2	1	2
Pinellas	1	1	1	1	1	1	1

- Tier 1: Extensive; exceeds standards within the characteristic
- Tier 2: Satisfactory; meets standards within the characteristic
- Tier 3: Limited; meets standards within the characteristic in a limited manner



# Transit agency interviews

Interviews were requested for all eight study agencies.

**Five** out of eight agencies responded:

- Miami-Dade
- Broward
- Alachua
- Hillsborough
- Pinellas

Most transit agencies were busy either preparing or recovering from the three hurricanes (Debbie, Helene, Milton).

Characteristic	Findings
Coverage and hours	<ul style="list-style-type: none"><li>• Some agencies have limited-service coverage and operating hours</li></ul>
In-cabin technologies for safety and monitoring	<ul style="list-style-type: none"><li>• Some agencies do not deploy in-cabin passenger monitoring systems.</li><li>• Most agencies use manual occupant restraint systems</li></ul>
Safety standards	<ul style="list-style-type: none"><li>• No state or federal safety standards for installation of in-cabin technologies.</li><li>• Agencies rely on vendors to follow best practices.</li></ul>
Booking and tracking apps	<ul style="list-style-type: none"><li>• Some agencies do not have booking apps, many agencies do not have tracking apps.</li><li>• Among the agencies who provide the apps, the accessibility needs improvement</li></ul>
Operator/driver Interfaces	<ul style="list-style-type: none"><li>• Limited features within state agencies as well as nationally.</li></ul>
Data security	<ul style="list-style-type: none"><li>• Firewalls, VPNs, and password-protected software are used to keep records.</li><li>• Some agencies also keep paper records.</li></ul>

# Recommendations

Characteristic	Recommendations
Coverage and hours	<ul style="list-style-type: none"><li>• Extended service coverage and hours through additional funding</li></ul>
In-cabin technologies for safety and monitoring	<ul style="list-style-type: none"><li>• Increased deployment of in-cabin camera/monitoring systems likely to enhance user satisfaction and safety</li><li>• Automatic occupant restraint systems could be a safer and efficient alternative requiring less training resources</li></ul>
Safety standards	<ul style="list-style-type: none"><li>• Statewide safety standards for installation of in-cabin technologies</li></ul>
Booking and tracking apps	<ul style="list-style-type: none"><li>• Multiple booking channels increase ease of use for passengers</li><li>• Tracking apps increase reliability of the services</li><li>• Accessibility standards for smartphone and web-based apps</li></ul>
Operator/driver interfaces	<ul style="list-style-type: none"><li>• Passenger information on driver interface could be helpful for drivers</li></ul>
Data security	<ul style="list-style-type: none"><li>• Technical safeguards such as firewalls, encryption, role-based access etc.</li></ul>
Future work	<ul style="list-style-type: none"><li>• Affordability, acceptability and adaptability of transit agencies to be studied</li><li>• Aspects such as mobility hubs, supplementary services through ride-hailing and ride-sharing programs, innovations like autonomous shuttles etc. need to be studied</li></ul>

# Thank you

Dr. Pruthvi Manjunatha

[pruthvim@ufl.edu](mailto:pruthvim@ufl.edu)

## Acknowledgments:

The research team would like to thank the University of Florida Transportation Institute (UFTI) for partly funding this effort and Florida Public Transportation Association (FPTA) for providing the contact information of the transit agencies and the paratransit vendors.