



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD **AGENDA**

February 11, 2016 @ 10:00 a.m.



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

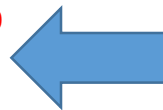
DATE: Thursday, February 11, 2016

TIME: 10:00 a.m.

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



Wireless access available
Network = metroplan
Password = metroaccess



NEW LOCATION

Commissioner Pete Clarke, Presiding

AGENDA

- I. CALL TO ORDER - Commissioner Clarke
- II. PLEDGE OF ALLEGIANCE
- III. INTRODUCTIONS
- IV. CONFIRMATION OF QUORUM - Ms. Cathy Goldfarb
- V. AGENDA REVIEW & ANNOUNCEMENTS- Ms. Virginia Whittington
- VI. PUBLIC COMMENTS ON ACTION ITEMS

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a "Speakers Introduction Card" at the reception desk. Each speaker is limited to two minutes.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

TAB 1

The minutes of the November 12, 2015 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

VIII. ACTION ITEMS

A. Approval of 2016 TDLCB Bylaws

TAB 2

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws annually and recommend any proposed changes to the TDLCB for approval. The bylaws were reviewed by the QATF at their January 26, 2016 meeting. A copy of the proposed revisions and a summary of the proposed changes are provided at Tab 3. Approval of the 2016 TDLCB Bylaws is requested.

B. Approval of 2016 Grievance Procedures

TAB 3

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures if necessary. The grievance procedures were reviewed by the QATF at their January 26, 2016 meeting. A copy of the proposed revisions, along with a summary of the changes, are provided at Tab 4. Approval of the 2016 TDLCB Grievance Procedures is requested.

C. Appointment of 2016 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a 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. Volunteers are requested to serve on the Grievance Committee. In the event a grievance is filed, the Grievance Committee will be convened.

IX. PRESENTATIONS & STATUS REPORTS

A. Report on the FY 2015-2016 Public Hearing

TAB 4

Virginia Whittington, MetroPlan Orlando, will update the board on the results of the November 12, 2015 public hearing.

B. Quality Assurance Task Force (QATF)

Ms. Marilyn Baldwin, Chair of the QATF, will report on the January 26, 2016 meeting.

C. LYNX/Community Transportation Coordinator (CTC) Update

TAB 5

Tim May, ACCESS LYNX Paratransit manager, will report on current and ongoing operations.

D. Evaluation of Community Transportation Coordinator (CTC)

TAB 6

Pursuant to Florida Statutes 427.15 the performance of the CTC shall be evaluated based on the CTD approved evaluation criteria by the coordinating board annually. A copy of the evaluation shall be submitted to the metropolitan planning agency and the Commission. The recommendation or termination of any CTC shall be subject to approval by the Commission.

For the evaluation this year, staff will conduct the evaluation as part of the February 2016 TDLCB meeting. The process will be facilitated by staff using an electronic polling

device. Members can submit comments or suggestion on individual sections at the end of each section. Staff will submit these additional comments to the CTC.

X. GENERAL INFORMATION

TAB 7

A. Overview of New Federal Transportation Bill

A copy of a slide presentation giving an overview of the new federal transportation bill, Fixing America's Surface Transportation Act (FAST), will be provided at the meeting for information purposes.

B. Ombudsman Report: September - December

If available, a summary of the communication made directly to the Commission for the Transportation Disadvantaged office from riders, providers, or others that require direct interaction with the customer or other entities will be provided at the meeting.

C. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

D. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is included

E. 2015 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2015 is enclosed for information purposes.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board meeting - March 10, 2016 at 9:00 a.m.

B. Quality Assurance Task Force - April 19, 2016 at 1:30 p.m.

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

XIV. ADJOURNMENT - Next meeting: May 12, 2016

If any person with a disability as defined by the Americans with Disabilities Act (ADA) needs special accommodations to participate in this proceeding, he or she should contact Ms. Cathy Goldfarb at METROPLAN ORLANDO, 250 S. Orange Avenue, Suite 200, Orlando, FL, (407) 481-5672, ext. 315, not later than two (2) business days prior to the proceeding.

TAB 1





metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: Thursday, November 12, 2015

TIME: 10:57 a.m.

LOCATION: MetroPlan Orlando Board Room
315 E. Robinson Street, Suite 355
Orlando, Florida 32801

Commissioner Viviana Janer, Presiding

Members in attendance were:

Commissioner Viviana Janer, Osceola County, **Chairman**
Commissioner Pete Clarke, Orange County, **Vice-Chairman**
Commissioner Lee Constantine, Seminole County
Mr. Win Adams, Elderly
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Marilyn Baldwin, Disabled
Ms. Olga Vazquez for Mr. Mike Barnett, Public Education
Ms. Millagros Carrion, Medical Community
Mr. Randall Hunt, Senior Resource Alliance
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Tim May, LYNX (*non-voting*)
Mr. Robert Melia, LYNX TAC designee (*non-voting*)
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Jo Santiago, FDOT
Mr. Dwight Sayer, Citizen Advocate (System User)
Ms. Marsha Shapiro, Citizen Advocate
Mr. Chris York, For-Profit Operator

Members not in attendance were:

Mr. Benjamin Akinola, AHCA/Medicaid
Mr. Tom Daniels, Orange County EMS (*non-voting*)
Mr. Jose Pizarro, Veterans

Others in attendance were:

Mr. Bill Hearndon, CTD
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Lisa Rivera, MTM
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. Eric Hill MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando

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

I. CALL TO ORDER

Chairman Viviana Janer called the meeting to order at 10:57 a.m.

II. CONFIRMATION OF QUORUM

Ms. Cathy Goldfarb confirmed that a quorum was present.

III. AGENDA REVIEW

Ms. Virginia Whittington reminded TDLCB members that this would be the last TDLCB meeting at the Robinson Street location. MetroPlan Orlando's office location will be moving to 250 South Orange Avenue, Orlando and the February TDLCB meeting will be held at that location. Staff, she reported, is working on any accessibility issues in the new location.

Commissioner Janer spoke briefly about the Commission for the Transportation Disadvantaged annual training and expo she recently attended. This year, she noted, the conference was held jointly with the Florida Public Transportation Association. Commissioner Janer told committee members that two volunteer members, Ms. Marilyn Baldwin and Ms. Millie Carrion, and MetroPlan Orlando staff member, Ms. Virginia Whittington, also attended the conference. Florida Department of Transportation Secretary Jim Boxold provided remarks at the opening breakfast. Serving as the current

Chair of the Local Coordinating board, she noted, the sessions were very helpful and informative and she expressed her appreciation for the opportunity to have represented the TDLCB. Commissioner Janer asked if Ms. Baldwin and Ms. Carrion would like to add any comments on the conference.

Ms. Marilyn Baldwin thanked the board for the opportunity to attend the conference. She commented that it was helpful for the transportation administrators and CTC's to see the disabled actively participate and learn. She noted that at the annual banquet, attendees are able to see those that have worked for the transportation disadvantaged system for years and to thank them for their service. On a sad note, she said, one CTC was eliminated, due to issues they were having. Ms. Baldwin told TDLCB members that the conference was a great opportunity to network and learn.

Ms. Millie Carrion, thanked the board for the opportunity to attend as well. She noted that it was exciting being able to gain insight on the new generation's thinking on transportation. Ms. Carrion added that new technology is needed to help better serve patients with issues such as GPS not working correctly.

Commissioner Janer added that there was a large focus on technology in transportation at the conference and the prospect of automated vehicles could be a breakthrough in mobility for the disabled.

IV. PUBLIC COMMENTS ON ACTION ITEMS

None.

V. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the August 13, 2015 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

B. Approval of Annual Operating Report (AOR)

Action was requested to approve ACCESS LYNX's Annual Operating Report, which included the financial information for paratransit operations Fiscal Year 2015.

C. Proposed 2016 TDLCB Meeting Schedule

Action was requested to approve the 2016 MetroPlan Orlando Board/Committees meeting schedule.

MOTION: Mr. Dwight Sayer moved approval of the consent agenda. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

VI. ACTION ITEMS

A. Election of a Vice-Chairman

Pursuant to the Transportation Disadvantaged Local Coordinating Board By-Laws and CTD LCB Operating Guidelines, every year the Board shall elect a Vice-Chairman. For a multi-county board, an elected official not serving as the Chairman shall serve as Vice-Chairman. The Vice-Chairman shall be elected by a majority vote of a quorum of the members of the Board present and voting at the organizational meeting. As standard MetroPlan procedure, the Vice-Chairman position rotates between the counties. Staff recommended the election of Seminole County Commissioner Lee Constantine as Vice-Chairman. Commissioner Janer told TDLCB members that it had been an honor to serve as Chairman the past year and Commissioner Pete Clarke was slated to succeed her as Chairman. Nominations were requested for a new Vice-Chairman

MOTION: Ms. Marilyn Baldwin moved approval of the staff recommendation for Commissioner Lee Constantine to serve as Vice-Chairman. Mr. Win Adams seconded the motion, which passed unanimously.

B. New Member Selection

TDLCB Bylaws state that "non-agency members of the Board shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years". On December 31, 2015, the position representing the Elderly (over 60), currently filled by Mr. Win Adams will expire. The QATF reviewed all applications at their October 20, 2015 meeting and recommended Mr. Win Adams be reappointed to the position for a three year term January 2016 through December 2019.

MOTION: Ms. Marilyn Baldwin moved approval of Mr. Win Adams being reappointed to serve as the TDLCB representative for the Elderly. Commissioner Lee Constantine seconded the motion, which passed unanimously.

C. Approval of TDLCB Membership Certification

Action was requested to recommend approval of the TDLCB membership, which verified compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines. This action was contingent upon approval of Action Item VI. B. New Member Selection, and pursuant to Rule 41-2.012(3), FAC. With the approval of Mr. Win Adams to continue serving, the

MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its December 2015 meeting.

MOTION: Mr. Dwight Sayer moved approval of the TDLCB membership. Commissioner Lee Constantine seconded the motion, which passed unanimously.

VII. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Tim May, LYNX, reported on current and ongoing operations. Additional information was provided. Mr. May told TDLCB members that he attended the Commission for the Transportation Disadvantaged/Florida Public Transportation Association annual training and expo and he received valuable information and ways to improve service. He reported that ACCESS LYNX had their 5310 site inspection and no deficiencies were found. In October 2015, he noted, ACCESS LYNX staff attended 14 public outreach events, taking them to 132 outreach events for the calendar year. These outreach events, he said, were outside of the regular visits to places such as dialysis centers that they routinely make. Mr. May told committee members that the LYNX Board will be releasing a request for proposals(RFP) for the new paratransit contract in December with expectations that proposals will be back and a selection made by April 2016. This time frame, he added, would allow sufficient time for a transition if a new provider was selected. Commissioner Janer suggested that this would be an opportune time in the process, for the RFP to look at requiring cameras inside all the vehicles. Mr. May responded that he agreed with Commissioner Janer's suggestion. Mr. Dwight Sayer asked if there was any conversation regarding smart card implementation. He noted that the Metro system in Washington, D.C. had a prepaid program that worked with the Trapeze system. He asked if ACCESS LYNX could look into a system like that locally. Ms. Whittington responded that she would research the Metro system prepaid program. Ms. Baldwin commented that there was no citizen participation in the last ACCESS LYNX RFP, as there had been in the past. She asked if there could be citizen participation in the upcoming RFP process. Mr. May responded that the RFP process is up to the LYNX Director of Procurement and he would offer Ms. Baldwin's suggestion to the Director. Mr. Win Adams commented that if a smart card system is implemented, whoever is implementing it needs to make sure that it works across all systems.

B. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, reported on the October 20, 2015 meeting. She congratulated Mr. Adams on his reappointment. Ms. Baldwin reported that QATF members received an update on MV's screening process for drivers, discussed how

staff/client complaints are handled, and discussed installing cameras on vehicles and the cost for installing them. MetroPlan Orlando staff, she noted, will research the possibility of obtaining state funding for cameras. In addition, she said, QATF discussed discrepancies in pick-up and drop off locations at Disney.

C. 2016 Legislative Priorities

Virginia Whittington, MetroPlan Orlando staff, provided a brief overview of the 2016 Legislative Priorities. A copy of the draft priorities was provided. Ms. Whittington reported that the draft priorities were taken to the MetroPlan Orlando board at their November 4th meeting. She told TDLCB members that after vetting by the board, the top 5 priorities included additional funding for quiet zones, SunRail Phase III funding, increased funding for pedestrian and bicycle programs, seeking a funding appropriation for LYNX to deal with I-4 issues, and making distracted driving a primary offense. Ms. Whittington noted that one additional item designated for support was opposing local government relocation of utilities. She told committee members a legislative mandate for LYNX privatization and expansion of the charter county surtax to municipalities were tabled. In addition, a Bicycle and Pedestrian Advisory Committee had offered some proposed changes to state law which a task force is going to review and bring back to the MetroPlan Orlando Board. Commissioner Clarke noted that the MetroPlan Orlando Board also discussed the rental car surcharge funding option. He added that rental car companies have objected to an additional surcharge saying that it would raise the cost of the rental and deter customers. Those same companies, he reported, are under fire for fees they are charging to use a toll pass on the rental cars. Commissioner Clarke recommended that this issue be kept in the forefront and TDLCB members bring it up if they speak to their legislators.

VIII. GENERAL INFORMATION

A. 2016 Transportation Disadvantaged Legislative Day

Transportation Disadvantaged Legislative Day 2016 will be held Thursday, January 21, 2016 in Tallahassee. Each year, MetroPlan Orlando offers the opportunity for up to two TDLCB volunteers and two LCB officers to attend. This is a great opportunity to meet with members of our legislative delegation to express concerns about the TD program and/or personally pass along your compliments. If anyone was interested in participating in TD Day 2016 they were asked to please contact Ms. Whittington or Ms. Lena Tolliver. Information was provided.

B. Blind Americans Equality Day Resolution

In 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be "White Cane Safety Day". Besides serving as a national observance in the United States, it enabled us to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and tool of independence, the white cane. In 2011, "White Cane Safety Day" was named "Blind Americans Equality Day" by President Barack Obama. At the September 9, 2015 MetroPlan Orlando Board Meeting, a Resolution designating October 15, 2015, as "Blind Americans Equality Day" was approved. The Resolution was provided, and a copy was sent to the National Federation of the Blind.

C. Ombudsman Report

The CTD has not been able to provide a report of Ombudsman calls since March 2015. They expect the system to be functioning again in early 2016.

D. Planning Grant Update Report

Progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement are transmitted to the Commission for Transportation Disadvantaged (CTD) quarterly. A copy of the first quarter FY 2016 report was provided.

E. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report was provided.

IX. MEMBER COMMENTS

Mr. Dwight Sayer commented that he would love to hear local government representatives address the rental car surcharge funding option.

Commissioner Clarke commented that he would like to see the rental car surcharge issue kept alive and the conversation going.

Commissioner Constantine commented that this was a good point and the local legislative delegation had previously led the charge on the issue and it had gotten passed by the legislature, but vetoed by the Governor. He added that other areas in the state need to recognize the benefit of this option and work together on it.

X. PUBLIC COMMENTS (GENERAL)

None.

XI. ADJOURNMENT

The next TDLCB meeting is scheduled on February 11, 2016.

There being no further business the meeting adjourned at 11:27 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 11th day of February, 2016.

Chairperson, Orange, Osceola, Seminole
Counties Joint Transportation Disadvantaged
Local Coordinating Board

Cathy Goldfarb, Senior Board Services Coordinator
and Recording Secretary

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

TAB 2

Summary of Proposed Changes to the TDLCB Bylaws

Throughout document

- References to "the LCB" or "the Board" have been changed to the "Transportation Disadvantaged Local Coordinating Board (TDLCB)" or "TDLCB".
- References to "the Commission" have been changed to "the TD Commission."
- Changed the word "by-laws" to "bylaws."

Article III: Local Coordinating Board

- Section 1, Added "dba MetroPlan Orlando" to the end of the paragraph.
- Section 4, Changed the word "Designate" to "Designated".
- Section 6, Added the words "without representation." at the end of the first sentence.

Article IV: Officers

- Section 2, Line 4, Removed the words "or at his/her discretion" as it conflicts with the duties of the Vice-Chairperson as outlined in Section 3.
- Section 3, Line 3, Removed the word "members" from the end of the sentence.
- Section 3, Paragraph 2, Line 1, Inserted the words "Quality Assurance Task Force" before (QATF).

Article V: Administration of the Local Coordinating Board

- Section 2, Paragraph 2, Line 2, Change the end of the sentence to read "and/or to request meeting information in accessible formats."
- Section 2, Paragraph 3, Inserted the words "Transportation Disadvantaged Service Plan" before (TDSP).
- Section 5, Inserted the words "Transportation Disadvantaged (TD)" in front of the word "Commission".

Article VII: Local Coordinating Board Duties

- Section 1, Paragraph D., Changed last sentence from "Such a process..." to "The process..."
- Section 11, Paragraph D.2., Changed the words "each and every calendar year." to read "each calendar year."



**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 representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
16. 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; and
3. 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 TDTDLCB 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 12th day of February 2015.

Honorable Pete Clarke, Chairperson,
Joint Orange, Osceola, and Seminole Counties
Transportation Disadvantaged Local Coordinating Board

TAB 3



Summary of Proposed Changes to the TDLCB Grievance Procedures

I. Creation of a Grievance Procedure

- Paragraph B. Changed "Local Coordination Board (LCB)" to "Transportation Disadvantaged Local Coordinating Board (TDLCB)"

III. Objective

- Paragraph A, changed "between individual agencies/entities and the customer." to read "between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer."
- Paragraph C, second line, removed the word "the" from before "Chapter 120".

IV. Members

- Inserted new Paragraph 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.

V. Grievance Procedures

STEP ONE

- Paragraph C.1., added the word GRIEVANCE between the words "BOARD" and "PROCEDURE" at the end of line three.
- Paragraph C.2., Inserted the words "(Certified and Return Receipt Requested)"
- Paragraph C.2., Changed the words "in 10 working days" to "within 10 business days".
- Paragraph C.2., Added new last sentence, "A copy of the response should also be provided to MetroPlan Orlando (the MPO)."
- Paragraph C.3., Changed the word "postmarked" to "postmark".



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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

Approved _____

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 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 Manager of Paratransit.

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 11th day of February, 2016.

Honorable Pete Clarke, 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: Manager of ACCESS LYNX
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) 841-5969

=====

[illegible]

=====

[illegible]

Printed Name: _____

Signature: _____

Date: _____

TAB 4



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

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

DATE: November 12, 2015

LOCATION: MetroPlan Orlando Board Room
315 East Robinson Street, Suite 355
Orlando, Florida 32801

TIME: 10:00 a.m.

Those in attendance were:

Commissioner Viviana Janer, Osceola County
Commissioner Lee Constantine, Seminole County
Commissioner Pete Clarke, Orange County
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lena Tolliver, MetroPlan Orlando
Mr. Bill Hearndon, Commission for Transportation Disadvantaged
Mr. Tim May, LYNX
Mr. Chris York, MV Transportation
Mr. Benjamin Gonzalez, LYNX
Ms. Tangee Mobley, LYNX
Ms. Tamika Massey, LYNX
Mr. Calvin Smith, ACHA
Mr. Ed Lewis, Florida Hospital Transportation
Mr. Norm Audet, LYNX
Mr. Win Adams, Elderly
Ms. Marilyn Baldwin, Disabled
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Olga Vazquez for Mr. Mike Barnett, OCPS
Ms. Jo Santiago, FDOT
Mr. Wilfredo Raices, 4C
Ms. Milagros Carrion, Medical Community
Mr. Bob Melia, LYNX TAC
Ms. Cheryl Stone, TDLCB Alternate
Ms. Marsha Shapiro, Citizen Advocate
Ms. Lisa Rivera, MTM
Ms. Brittany Lara, Center for Independent Living
Ms. Bette Day, Citizen

Mr. Charles Brooks, Citizen
Ms. Dawn Brooks, Citizen
Ms. Lydia Freeman, Citizen
Mr. Aaron Whaley, Citizen
Mr. Nathaniel Brown, Citizen
Ms. Mattie Roddy, Citizen
Ms. Karolyn Campbell, Citizen
Ms. Gloria Solbven, Citizen
Mr. Billy Coffman, Citizen
Mr. Forest Weston, Citizen

Commissioner Viviana Janer called the public hearing to order at 10:01 a.m. She welcomed everyone and Ms. Marilyn Baldwin led the pledge of allegiance. TDLCB members and staff were asked to introduce themselves. Ms. Virginia Whittington informed those in attendance of the purpose of the public hearing. She also provided details on how the public hearing was noticed. She thanked attendees for participating and providing their comments. Finally Ms. Whittington noted that additional comments had been received via mail, email, and phone and copies of those comments were provided.

Commissioner Janer asked public hearing participants to fill out a speaker card if they wished to make a comment and they would be allowed three minutes each for their comments.

Public Comments:

Mr. Aaron Whaley, ACCESS LYNX User, commented that he likes the service and it is OK some times. Sometimes, however, he has a three hour wait and a call to let him know that his ride is delayed would help. Mr. Win Adams, TDLCB member, asked if Mr. Whaley had a cell phone. Mr. Whaley responded that he did have a cell phone. Mr. Adams asked if Mr. Whaley could receive text messages on his cell phone. Mr. Whaley responded that he could receive text messages, but he was unable to read them.

Mr. Nathaniel Brown, ACCESS LYNX User, commented that if there is a problem with a ride and he calls dispatch, he is given a story on why the ride is delayed. He is on dialysis and is required to sit for hours on the bus, when he can't wait too long and needs to get home due to his medical issues. ACCESS LYNX used to take the dialysis patients on one bus, but now they have gone back to taking dialysis patients along with other customers. When you call dispatch you get the run around. He called Mr. May and got results. Mr. Brown noted that some riders are handicapped and some are not and he commented that he was not handicapped and didn't want to be talked to like he was.

Ms. Mattie Roddy, ACCESS LYNX User, commented that she is a stage four cancer patient who uses the service four times a week for medical appointments and physical therapy in Winter Park. Her concern was the wait/late times. Some doctors she noted won't accept you if you are late and you have to reschedule the appointment and then wait to be picked up. She felt that the schedule needed to be adapted for chemotherapy patients who have a hard time waiting 3-4 hours for their ride. Sometimes, she added, ACCESS LYNX will send a taxi but she is unsure if the taxi has arrived and she doesn't know that are there. A text message on arrival

would be OK for her. She lives in a downtown High-rise and a number of times the drivers are sitting outside and she doesn't know that they are there and nobody alerts her that the driver is there. She complimented the drivers who she said do a good job.

Ms. Bette Day, LYNX and ACCESS LYNX user, commented that she lives in a senior community and there are some issues there. She uses fixed route service as much as possible and LYNX approached her, due to her background experience, to train new drivers. She commented that she tries to express when training that the disabled and elderly do not want to be treated differently, but that when there is a need for assistance, to respond. Ms. Day added that riders that are able to, should convert to the fixed route service and they can get a pass. She noted that she doesn't schedule medical appointments as much since it is difficult for ACCESS LYNX to be on schedule even though the bus drivers try to stay on schedule. Ms. Day said she knows ACCESS LYNX is a shared service and she understands both sides of the issues.

Ms. Karolyn Campbell, ACCESS LYNX User, commented that she is an engineer and logistics manager for the Navy and travels frequently to other locations and uses ACCESS LYNX 3 times a day 6 -7 days a week. She said she has seen improvements, but she has also been stuck on vehicles for long periods of time and been picked up late. Ms. Campbell felt that the contract for the pick-up window should be changed. She noted that it is important for riders to get to work and appointments on time and she continues to have issues with early morning travel. Ms. Campbell felt that when calling dispatchers they should be honest and say how long the driver will take and a text message would be excellent. She said that the web access doesn't always work. Ms. Campbell added that the disabled people that use the ACCESS LYNX service are just trying to live a normal life.

Ms. Gloria Solven, ACCESS LYNX User, commented that she is most concerned about late buses. She is new to the ACCESS LYNX service and uses it frequently. Ms. Solben added that she now resides in an assisted living facility and would like to continue to be able to do her social activities. She noted that 98% of the time she is pleased with the service, but had concerns about being driven around for 2 hours when she was only 10 minutes from her home. The drivers take a long winding route to go two miles and she could have been dropped off first since they were so close. Ms. Solben also had concerns regarding drivers taking bumpy routes and felt that the Mayor should ride the ACCESS LYNX service to experience what it is like.

Mr. Billy Coffman, ACCESS LYNX User, commented that he and his wife Jonelle use the service. He said there are usually no problems with pick-ups, however, they were picked up at church in Sanford one time and driven all over. The driver drove around dropping off people in all different areas. He added that the GPS systems on the buses don't always work correctly and the drivers should be dropping off passengers in common areas so they don't need to drive all over.

Mr. Forest Weston, ACCESS LYNX User, commented on the ACCESS LYNX payment system. He noted that in California they have accounts set up for clients where money can be added ahead of time so no money needs to change hands during the actual ride. Mr. Weston said that some riders are lower functioning and it would be easier if they didn't have to worry about payment and could have a prepaid account that could be refilled.

Mr. Norm Audet, LYNX, thanked MetroPlan Orlando for the invitation to the public hearing. He commented that he is a bus driver and union president and wanted to dispel some of what

occurs on route. He said that it is not always the drivers fault if a passenger is missed as the configuration of some bus stops make it difficult to see the waiting rider. Mr. Audet added that he is trying to change how the bus stops are built in order to address this issue.

Ms. Virginia Whittington summarized nine additional comments that had been mailed, emailed or taken over the phone prior to the public hearing. The additional comments involved late pick-ups, poor customer service, user eligibility, compliments for the service, fixed route shelters, wheelchair users being locked down for a long time, and a previous user who wanted to return to the ACCESS LYNX service.

Member Comments:

Mr. Tim May, ACCESS LYNX, thanked those in attendance for coming to the public hearing. He noted that ACCESS LYNX staff is aware of some of the issues and are working to resolve them. In terms of eligibility, he reported that ACCESS LYNX follows federal guidelines. Mr. May commented that the rider with an eligibility issue could contact him to see if he could get them conditional eligibility. He noted that Medicaid funding had been cut in March and ACCESS LYNX did not want to lose those clients. Mr. May added that drivers can contact dispatch to request to drop off a client, if they are only 10 minutes away, rather than driving them all over. He added that ACCESS LYNX tries to be flexible.

Mr. Chris York, MV Transportation, commented that MV has some opportunities to help when necessary. He noted that issues mentioned are on MV's radar and they are working to correct them. Mr. York shared his contact information for those who would like to contact him directly regarding issues they encounter.

Commissioner Janer inquired about the GPS issue and if MV was addressing that issue. Mr. York responded that MV tries to keep GPS systems up-to-date and they do yearly updates. He added that the systems could be hard geocoded with locations if there is an issue. Mr. York stated that MV recently worked with TDLCB Member, Ms. Marsha Shapiro, to resolve a pick-up issue at Disney. He noted that MV IT staff can go in and correct location issues.

Commissioner Clarke inquired about the payment system issue and asked if there were any discussions regarding implementation of a system. Mr. May responded that former MetroPlan Orlando staff member, Ms. Gabriella Arismendi, had given a presentation on smart card payment systems. Those systems in Miami and Jacksonville, he noted, had failed and the one in California had issues. He added that ACCESS LYNX staff is always looking at technology updates and a potential new systems, but there is nothing new on the horizon to implement at this time.

The public hearing adjourned at 10:48 a.m.

TAB 5



To: TDLCB QATF
From: Tim May, Manager of Paratransit Operations – LYNX
Date: January 15, 2016
Re: CTC Report

I have submitted the final Scope of Work for the Paratransit RFP, and the final Scope of Work for the NeighborLink RFP to our procurement department. I anticipate that the RFP will be released the week of January 25, 2015. We are planning on having a pre-proposal meeting with the various respondents and give them the opportunity to ask questions regarding the scope of work. This should take place the 2nd week of February. We have included a former rider/system advocate on the selection committee.

ACCESS LYNX staff completed 2015 with a total 154 public outreach/public presentation efforts. This is the most that staff has taken part of in our history. We are looking to eclipse this number in 2016. In addition, staff has visited 412 facilities in 2015, which is 119 more than calendar year 2014.

We have received brand new 31 paratransit vehicles, as well as 5 brand new NeighborLink vehicles. Of the 31 paratransit vehicles, 26 are in service. We are awaiting State license plates for the remaining 5.

We are currently beginning the budget process for FY17. This process includes all operating and capital components of the entire operation. Senior staff will be presenting the budget projections to our funding partners in the coming months, with final LYNX Board approval in September, 2016.



February 2016 – CTC Report

LYNX staff is in the process of conducting our annual compliance inspection of operations provided by MV Transportation on behalf of LYNX. The annual inspection include a thorough inspection of 100% of fleet vehicles, 100% driver records, 100% vehicle maintenance records, 100% drug and alcohol testing compliance records, call center standards, and accident reporting. Once the inspection is completed, and the data analyzed, I will report back to the Board with our findings

LYNX is in the midst of our Federal Triennial Review. This is a review of all policies, procedures, monitoring efforts, etc. on all aspects of the LYNX operation, and all modes of transportation offered by LYNX. The triennial review occurs every 3 years, and the outcome of the last review showed no deficiencies for paratransit operations.

As of January 28, 2016, paratransit administrative staff has completed a total 7 public outreach initiatives, and over 75 facility visits. I have mandated these efforts to staff to show a greater presence in the community.

I am very pleased to report that all 31 brand new paratransit vehicles that were ordered last year have been delivered and are currently in service to our customers. LYNX now owns 100% of the fleet which brings our contractual operating costs down significantly.

The LYNX Board of Directors has authorized the release of the Paratransit RFP. The RFP is scheduled for release on February 1st, 2016, and scheduled to go to the Board of Directors in May, 2016 for award.

MONTHLY PARATRANSIT STATISTICAL BREAKDOWNS

	Category	September 2014	October 2014	November 2014	December 2014	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	November 20145	December 2015	2013 to 2014 Difference	
Commendations & Concerns	Commendations	16	11	30	11	9	4	10	20	14	18	8	30	19	15	7	7	-36.36%	
	Customer Service	4	3	2	2	1	3	5	8	4	2	7	2	6	2	7	4	100.00%	
	Discourtesy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	
	Drivers and Driving	14	14	18	19	15	14	17	24	17	26	26	21	29	24	22	13	-31.58%	
	Equipment	1	1	1	0	0	0	0	0	0	0	0	0	3	0	1	1	0.00%	
	Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	
	Risk Management	2	1	2	0	2	1	0	1	0	0	0	0	2	0	0	0	0.00%	
	Scheduling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	
	Other	4	2	5	3	2	0	1	4	6	4	4	4	4	3	2	0	3	0.00%
	Timeliness	39	33	33	30	32	25	34	41	41	45	37	34	34	32	40	33	10.00%	
	Total Concerns	64	54	61	54	52	43	57	78	68	77	74	61	77	60	70	54	0.00%	
	Total Reservations Accepted	67,308	61,383	57,493	62,946	57,301	53,387	52,661	53,085	51,951	51,468	54,096	53,652	56,736	58,032	55,309	58,459	-7.13%	
Concerns per 1,000 Trips *	0.95	0.88	1.06	0.86	0.91	0.81	1.08	1.47	1.31	1.50	1.37	1.14	1.36	1.03	1.27	0.92	7.68%		
Trip Status	No-Shows	2,820	2,468	2,649	3,041	2,646	2,318	1,931	1,953	2,050	2,152	2,283	2,315	2,313	2,467	2,236	2,457	-19.20%	
	Cancellations & Sub. Changes	15,106	13,385	15,017	18,704	13,946	11,909	12,521	11,903	12,360	11,892	12,158	12,671	13,607	12,562	13,812	15,892	-15.03%	
	Completed Trips	49,382	45,530	39,827	41,201	40,709	39,160	38,209	39,229	37,541	37,424	39,655	38,666	40,816	43,003	39,261	40,110	-2.65%	
	No-Show Rate	4.19%	4.02%	4.61%	4.83%	4.62%	4.34%	3.67%	3.68%	3.95%	4.18%	4.22%	4.31%	4.08%	4.25%	4.04%	4.20%	-13.00%	
	Cancellation Rate	22.44%	21.81%	26.12%	29.71%	24.34%	22.31%	23.78%	22.42%	23.79%	23.11%	22.47%	23.62%	23.98%	21.65%	24.97%	27.18%	-8.51%	
	Completed Trips	73.37%	74.17%	69.27%	65.45%	71.04%	73.35%	72.56%	73.90%	72.26%	72.71%	73.30%	72.07%	71.94%	74.10%	70.98%	68.61%	4.82%	
Completed Passenger Trips by Sponsor	ADA	28,209	29,989	26,250	26,954	26,520	25,878	28,331	26,500	25,461	27,307	28,424	26,900	29,233	31,441	29,343	29,132	8.08%	
	TD	13,005	13,725	12,027	13,294	13,275	12,666	13,129	15,784	15,258	13,270	14,957	15,056	14,904	14,985	13,143	14,419	8.46%	
	Medicaid	7,171	4,742	3,912	3,977	4,028	3,695	-	-	-	-	-	-	-	-	-	-	-100.00%	
	Coordinated Medicaid	4,748	1,115	1,040	599	255	253	-	-	-	-	-	-	-	-	-	-	-100.00%	
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	
Completed Trips by Space Type	Ambulatory Passengers	36,069	33,109	28,736	29,518	29,451	28,350	27,962	28,599	27,374	27,234	28,935	28,207	29,897	31,316	28,443	28,343	-3.98%	
	Wheelchair Passengers	12,874	12,367	11,056	11,619	11,194	10,754	10,247	10,630	10,167	10,190	10,720	10,459	10,919	11,687	10,818	11,767	1.27%	
	Stretcher Passengers	439	54	35	64	64	56	-	-	-	-	-	-	-	-	-	-	-100.00%	
	Escort/Attendant Passengers	3,751	4,041	3,402	3,623	3,369	3,332	3,251	3,055	3,178	3,153	3,726	3,290	3,321	3,423	3,225	3,441	-5.02%	
Other Stats	Average Call Hold Time	2:38	1:42	2:21	2:23	2:14	2:27	1:56	2:43	2:22	2:26	2:38	1:52	1:59	3:06	2:36	2:23	0.00%	
	On Time Performance	89.40%	90.15%	89.08%	88.75%	88.24%	85.69%	86.54%	87.00%	87.81%	90.70%	90.80%	90.50%	90.40%	91.30%	90.90%	91.90%	3.55%	
	Missed Trips	12	11	16	18	22	16	11	11	17	6	5	11	18	30	15	17	-5.56%	
	Productivity (Passengers/Hour)	1.21	1.20	1.18	1.16	1.20	1.20	1.20	1.21	1.20	1.22	1.21	1.20	1.20	1.20	1.22	1.19	2.59%	
	Uncollected Fares	4,365	4,438	4,177	4,138	3,802	4,452	4,876	4,038	4,463	3,771	4,366	5,085	4,957	6,163	4,906	4,735	14.42%	
	Percentage of Uncollected Fares	2.82%	2.74%	2.93%	2.76%	2.58%	3.12%	3.15%	2.56%	2.96%	2.48%	2.68%	3.22%	2.96%	3.49%	3.05%	2.90%	5.07%	

Estimated based on information available at the time of report compilation

TAB 6



LYNX Community Transportation Coordinator

Orange, Osceola and Seminole Counties

**July 1, 2014 - June 30, 2015
Evaluation Form**

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INTRODUCTION

The Florida Transportation Disadvantaged Commission (TD Commission) oversees a coordinated system of many local TD transportation service providers in the state. At the local level, community transportation coordinators (CTCs) are responsible for the provision of service. The service area for which the CTC is responsible can include more than one county. The coordinator can be a transportation operator and actually provide TD transportation service or it can form a network of providers by brokering all or some of the service to other transportation operators. All entities that receive federal, state, or local government funds to transport persons who are transportation disadvantaged are mandated by Chapter 427 of the Florida Statutes to contract with the local CTC for TD transportation services. The statute (427 F.S.) and rule (Rule Chapter 41-2) outline the duties and responsibilities of the CTC. Each CTC contracts annually with the TD Commission and is advised by the local coordinating board (LCB). By law and by rule the TDLCB evaluates the performance of the CTC, approves the CTCs annual service plan, which includes an evaluation element, and makes recommendations to the TD Commission regarding the renewal of the CTC's contract with the TD Commission. This form was created to serve as a formal process to evaluate the performance of the CTC (and its operators).

Access LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is July 1, 2014 through June 30, 2015.

The purpose of conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to our TD population. The intent of this evaluation is to determine the level and quality of ACCESS LYNX service, and whether the costs are reasonable.

The CTC evaluation is be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Performance Measures, and Availability. Each category is subdivided into sections. Please read carefully, and place a check mark indicating your rating accordingly.

COORDINATION

OPERATIONS

Please rate each Operations Standard as indicated below:

Planning - ACCESS LYNX's ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Transport Availability - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible vehicle.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Service Monitoring - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and the contract service provider.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Billing - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Reporting - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

Eligibility Records/Certification - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Reservations - ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or through the online reservation system.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Trip Allocation - ACCESS LYNX's assignment of trips is effective and efficient. Assignments of trips are based on predefined criteria. This criteria consist of cost, capacity, rotation, match of service, or multi-loading.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Scheduling - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on **COORDINATION** in both the operations and administrative categories:

COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether ACCESS LYNX is delivering the most cost-effective transportation

Measurements	July 2013 -June 2014		July 2014 -June 2015		FY13/14 - FY14/15 % Change
Coordinated Trips	725,407		567,709		-22%
Unduplicated Passengers	12,289	2%	10,033	2%	-18%
No-Shows	46,595	6%	31,419	6%	-33%
Road Calls	198	0.03%	257	0.05%	30%
Chargeable Accidents	96	0.01%	86	0.02%	-10%
Vehicles	224	0.03%	167	0.03%	-25%

RATIOS:

Measurements	(July - June) 2013/2014	(July - June) 2014/2015	% Change
Trips/Vehicle Mile	0.062	0.069	11%
Trips/Road Call	3,664	2,209	-40%
Operating Expense/Vehicle Mile	\$1.85	\$2.24	21%
Operating Expense/Trip	\$30.13	\$32.58	8%
Chargeable Accidents/100,000 Vehicle Miles	0.81	1.16	43%
Local Revenue/Operating Expense	54.83%	59.16%	8%

Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service? *For your convenience, a glossary of measurement terms has been attached to this evaluation*

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on Cost Effectiveness and Efficiency:

LOCAL PERFORMANCE MEASUREMENTS

A goal of any community transportation program should be to ensure the provision of quality service. The goal is supported by several objectives:

1. encourage courteous customer relations and passenger comfort;
2. provide service that minimizes customer travel and wait times; and
3. provide safe and reliable service

The TDLCB establishes the local performance measures for the CTC. Please rate each local performance measure below:

On-Time Performance

On-time performance directly measures the ability of the transportation provider of having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely.

The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2014 to June 2015 was of 91%.

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Call Hold Time

The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed.

The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2014 to June 2015 was of 2 minutes and 17 seconds.

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Commendations and Concerns

ACCESS LYNX has established a Customer Relations line which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement.

Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels:

Measurement	(July - June) 2013/2014	(July - June) 2014/2015	% Change
Concerns	2,014	741	-63%
Commendations	213	183	-14%

The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 1.31 concerns.

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on the local performance measures:

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand
2. Being able to access customer service
3. Improve passenger awareness of TD transportation services.

Demand - TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. In 2014/15, there were 0% unmet needs.

Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Customer Service Accessibility - From the point of view of the user, accessibility is the function of how easily service can be accessed.

ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com/WebACCESS. Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation.

Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

Access LYNX staff conducted a total of 154 public outreach/public presentation efforts.

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2014 to June 2015:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on Availability:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please prioritize the most important areas you feel need improvement, and the amount of time in which you would like to see them implemented.

1. Area: _____

Time Frame for implementation: _____

2. Area: _____

Time Frame for implementation: _____

3. Area: _____

Time Frame for implementation: _____

4. Area: _____

Time Frame for implementation: _____

GLOSSARY

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Concern: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Customer Relations: Customer relations are the relationships that a business has with its customers and the way in which it treats them.

Customer Service: The process of ensuring customer satisfaction with a product or service.

Demand response trips: Random trips not automatically generated by the scheduling software.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

MV Transportation: ACCESS LYNX paratransit and deviated-fixed route services contractor.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Scheduling: is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Subscription trips: Trips that are generated by the scheduling software the same day and time every week.

Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Prioritization of Trust Fund trips within each category is as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

TAB 7

New Federal Transportation Bill

Fixing America's Surface Transportation Act

(FAST)



Harold W. Barley
Executive Director
January 2016

Overview



- First long-term transportation law since 2005!
- Bill passed by House and Senate on December 3, 2015
- Signed into law by President Obama on December 4, 2015
- FAST replaces MAP-21

Funding



- FAST is a 5-year bill - \$300 billion
- Federal highway investment increases by 15%
- Federal transit investment increases by 18%

What this means for Florida



Highways

- FY 2015 \$1.82 billion
- FY 2016 \$1.92 billion
- FY 2020 \$2.09 billion
- Over 5-year period \$10.03 billion; up 15%
- Florida gets 95% rate of return on formula funds

What this means for Florida



Transit

- FY 2015 \$360 million
- FY 2016 \$370 million
- FY 2020 \$401 million
- Over 5-year period, up 11%
- Additional funding through discretionary programs

Interesting Provisions



- Establishes new freight program; dedicated funding
- Creates an Innovative Finance Bureau
- \$95 million for research/testing of gas tax alternatives
- Funding for innovative uses of technology
- Competitive/discretionary programs

What is means for MPOs



- Annual nationwide funding increases from \$314 million to \$359 million; 14% increase over the 5-year period
- 2009 population numbers for national funding distribution
- Fix made for transit representation on MPO governing boards
- Plans must include intercity buses and bus facilities
- Tourism and natural disaster/storm risk reduction
- System resiliency and reliability
- Engagement of ports, intercity bus operators, and employer-based commuting programs

FAST does not fix Federal Highway Trust Fund revenue deficit



- Annual funding gap of \$16 billion
- Filled by one-time costs savings and non-transportation funds
- Federal gas tax revenues will continue to decline
- Florida is fortunate - only 25% of FDOT budget is federal funds



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

Invoice #	<u>Two</u>
FDOT FM #	<u>4320291-14-01</u>
Contract #	<u>G0248</u>

Orange, Osceola and Seminole
(County)

Reporting Period: October 1, 2015 to December 31, 2015

Planning Grant Program Tasks

TASK 1:

Jointly develop and annually update the Transportation Disadvantaged Service Plan with the community transportation coordinator and the local coordinating board.

Response: No action to report. The next TDSP Annual Update will be approved in May, 2016.

TASK 2:

Provide staff support to the local coordinating board in conducting an annual evaluation of the community transportation coordinator, including local developed standards as delineated in the adopted Transportation Disadvantaged Service Plan. Assist the Commission for the Transportation Disadvantaged in joint reviews of the community transportation coordinator.

Response: No action to report. The next Annual Evaluation will take place in February, 2016.

TASK 3:

Organize and provide staff support and related resources for at least four (4) local coordinating board meetings per year, holding one meeting during each quarter. Provide staff support for committees of the local coordinating board. Provide public notice of local coordinating board meetings in accordance with the most recent Local Coordinating Board and Planning Agency Operating Guidelines. Provide program orientation and training for newly appointed local coordinating board members.

Response: The October 20, 2015 QATF agenda and TDLCB meeting agenda of November 12, 2015 along with draft minutes are enclosed as a deliverable for Task 3.

No new members were appointed during this reporting period, however, the LCB recommended approval of the reappointment of Mr. Win Adams to

Q2 FY2016

October 1, 2015 - December 31, 2015

Page 1

represent Seniors over 65. This recommendation was subsequently approved by the MetroPlan Orlando board at their December 9, 2015 board meeting. A copy of the executed membership certification is provided as a deliverable for this task.

TASK 4:

Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings.

Response: TDLCB Public Hearing Notice, Agenda and public comments received at the November 12, 2015 are provided as deliverables for Task 4. Next public hearing will be held in November 2016.

TASK 5:

Annually develop and update by-laws for Local Coordinating Board approval.

Response: No action to report. The next By-Laws update will take place in February, 2016.

TASK 6:

Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission's most recent Local Coordinating Board and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

Response: No action to report. The next Grievance Procedures update will take place in February, 2016.

TASK 7:

Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged.

Response: The 2015 AOR was reviewed and approved by the LCB at their November 12, 2015 meeting. See draft meeting minutes provided under Task 3.

TASK 8:

Research and complete the Actual Expenditures Report for direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. Complete the Actual Expenditure Report, using the Commission approved forms.

Response: No action to report this reporting period. Next submission due September 15, 2016.

TASK 9:

Develop and provide the local coordinating board with quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program, including but not limited to, consultant contracts, special studies, and marketing efforts.

Response: Information is included with each quarterly meeting packet. The November 12, 2015, TDLCB meeting agenda (Task 4 deliverable) is enclosed as a deliverable for Task 9.

TASK 10:

Planning Agency staff attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings, the Commission's annual training workshop, or other sponsored training.

Response: Staff (Virginia L. Whittington), along with three LCB Board members (Hon. Viviana Janer, Ms. Marilyn Baldwin and Ms. Millie Carrion) attended the Florida Public Transportation Association and Commission for the Transportation Disadvantaged combined its Annual Training and Expo on October 25, 2015 through October 28, 2015 at the Ocean Center in Daytona Beach. Ms. Whittington and Ms. Baldwin also attended the Commission's regional meeting.

Also, due to a change in staff liaison, staff requested a TD 101 training session with Mr. Bill Hearndon. The meeting session was conducted December 14, 2015 and was attended by Ms. Virginia Whittington, Ms. Mary Ann Horne, and Mr. Gary Huttman, MetroPlan Orlando staff.

Signature of Individual Submitting Report

Date

Virginia L. Whittington

Typed name of Individual Submitting Report



January 28, 2016

The Honorable Pete Clark, Orange County Commissioner, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
315 East Robinson Street, Suite 355
Orlando, Florida 32801

Dear Commissioner Clark,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding

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455 North Garland Avenue
Orlando, FL 32801-1518

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

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

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely payment requirements to our contractor for the period of October 1, 2015 through January 31, 2016.

Sincerely,

Timothy M. May
Manager of Paratransit Operations

cc: The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)
Susan Black, Interim Chief Executive Officer, LYNX



Transportation Disadvantaged Local Coordinating Board Attendance Record 2015

NAME	ORGANIZATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Alt	Date Appt
Benjamin Akinola	Medicaid		A			R			P			A		Charlotte Keller	
Win Adams	Elderly		A			P			P			P			
Marilyn Baldwin	Disabled		P			P			P			P			
Mike Barnett	Public Education		P			P			R			R		Olga Vazquez	
Judy Binns	4C's		P											Jessica Sheets	
Wilfredo Raices	4C's					P			A			P		Kevin Paulin	
Dwight Sayer	Citizen Advocate		R			P			P			P		Cheryl Stone	
Jose Pizarro	Veterans		P			P			P			A			
Cmsr. Pete Clarke	Orange County		P			P			P			P		Cmsr. Jennifer Thompson	
Sharon Jennings	Agency for Persons w/Disabilities		R			P			P			P		Manuel Garay	
Randall Hunt	Senior Resource		A			P			P			P		Sarah Lightell	
Cmsr. Lee Constantine	Seminole County		P			A			P			P		Cmsr. Carlton Henley	
Wayne Olson	Division of Vocational Rehabilitation		P			P			A			P			
Jo Santiago	FDOT		R			A			R			P		Samuel Weekley	
Cmsr. Viviana Janer	Osceola County		A			P			P			P			
Chris York	For-Profit(MV)		A			P			P			P		Jacob Ulvano	
Marsha Shapiro	Citizen Advocate		A			P			P			P			
Samme Ripley	Economically Disadvantaged		A			V			V					Wanda Rosa	
Dianne Arnold	Economically Disadvantaged											A			
Milagros Carrion	Medical Community		P			P			P			P			
Non-Voting Members															
Tom Daniels	EMS		R			R			A			A		Crystal Ford	
Tim May	LYNX		P			P			P			P		Benjamin Gonzalez	
Robert Melia	LYNX TAC Designee		A			A			A			P		Will Lusk	

A = Absent

V= Vacant

P = Present

R = Represented