



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

November 10, 2016 @ 10:00 a.m.



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

DATE: Thursday, November 10, 2016
TIME: 10:00 a.m. *(See note below)*
LOCATION: Marks Street Senior Recreation Complex
99 E. Marks St., Orlando, FL 32803



Wireless access available
Network = Ocfl_public_wifi

(PLEASE NOTE: The annual TDLCB public hearing will be held at 10:00 a.m. The TDLCB meeting will follow at 11:00 a.m. or immediately upon conclusion of the public hearing, whichever occurs first.)

Take Transit to the Public Hearing

If it's convenient, please consider taking SunRail or LYNX to the public hearing. [Click here to view the SunRail train schedule](#). Get off at the **LYNX Central SunRail Station**.

Connection: LYMMO ORANGE LINE/NORTH QUARTER

PARKING AT THE MARKS STREET COMPLEX: Ample free parking, including disabled parking, is available at the complex. However, due to construction, Marks Street is blocked off at one end, so all traffic to the complex must enter via Orange Avenue.

Commissioner Pete Clarke, Chairman, Presiding

- I. CALL TO ORDER
- II. CONFIRMATION OF QUORUM – Ms. Cathy Goldfarb
- III. AGENDA REVIEW & ANNOUNCEMENTS – Ms. Virginia Whittington
- IV. 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.

V. CONSENT AGENDA

A. Approval of minutes of previous meeting (August 11, 2016)

TAB 1

The minutes of the August 11, 2016 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Proposed 2017 TDLCB Meeting Schedule

TAB 2

Action is requested to approve the 2017 MetroPlan Orlando Board/Committees meeting schedule.

C. Approval to Extend TDLCB Member Appointments

The terms for two TDLCB members (Ms. Marilyn Baldwin and Mr. Dwight Sayer) will expire December 31, 2016. The MetroPlan Orlando Strategic Business Plan resulted in changes to the way MetroPlan Orlando appointees are selected therefore, staff requests approval to extend their terms through February 2017 in order to allow time for advertisement of these vacancies. Both members are eligible to apply.

VI. ACTION ITEMS

A. Approval of Annual Operating Report (AOR)

TAB 3

Action is requested to approve ACCESS LYNX's Annual Operating Report, which includes the financial information for paratransit operations Fiscal Year 2016.

VII. PRESENTATIONS & STATUS REPORTS

A. Quality Assurance Task Force (QATF) Report

Ms. Marsha Shapiro, QATF member, will provide a report from the October 18, 2016 meeting.

B. LYNX/Community Transportation Coordinator (CTC) Update

TAB 4

Mr. Tim May, LYNX, will report on current and ongoing operations. Additional information is included at Tab 4.

VIII. WORKSESSION

A. CTC EVALUATION CRITERIA

Mr. Tim May, LYNX staff, will provide an overview of criteria used to evaluate ACCESS LYNX's performance. At the August meeting, the LCB was provided with an overview of the first two criteria: Administrative and Operations. This presentation will provide further insights into the remaining criteria: Cost Effectiveness, Efficiency, Local Performance Measurements, and Availability.

A. 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 enable 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 14, 2016 MetroPlan Orlando Board Meeting, a Resolution designating October 15, 2016, as “Blind Americans Equality Day” was approved. The Resolution is included, and a copy was sent to the National Federation of the Blind.

B. 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 2017 report is provided.

C. 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.

X. MEMBER COMMENTS**XI. PUBLIC COMMENTS (GENERAL)****XII. UPCOMING MEETINGS AND EVENTS OF INTEREST**

- MetroPlan Orlando Board Meeting – December 14, 2016 at 9:00 a.m.
- Annual Public Transportation and Transportation Disadvantaged Legislative Awareness Day - Wednesday, March 15th, 2017 (9 AM - 2 PM) in Tallahassee

XIII. ADJOURNMENT – Next TDLCB meeting: February 9, 2017
250 South Orange Ave., Suite 200, Orlando, FL 32801

In accordance with the *Americans with Disabilities Act (ADA)*, if any person with a disability as defined by the ADA needs special accommodations to participate in this proceeding, he or she should contact **Ms. Cathy Goldfarb, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, Florida, 32801** or by telephone at **(407) 481-5672 x315** at least three business days prior to the event.

Persons who require translation services, which are provided at no cost, should contact **MetroPlan Orlando at (407) 481-5672 x315** or by email at cgoldfarb@metroplanorlando.com at least three business days prior to the event.

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.

NOTE: A TD Riders Forum will be held at the conclusion of the TDLCB Board meeting. Lunch provided; RSVPs are strongly encouraged. RSVP to mhorne@metroplanorlando.com or call (407) 481-5672, ext. 305, by November 4th. Eligible ACCESS LYNX TD Users should also call (407) 423-TRIP (8747) by November 8th to reserve your free ride to and from the event.

TAB 1



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

DATE: Thursday, August 11, 2016
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Pete Clarke, Presiding

Members in attendance were:

Commissioner Pete Clarke, Orange County, **Chairman**
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**
Mr. Win Adams, Elderly
Ms. Milagros Chervoni, AHCA/Medicaid
Ms. Marilyn Baldwin, Disabled
Mr. Adam Zubritsky, Public Education
Ms. Milagros Carrion, Medical Community
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)
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:

Ms. Dianne Arnold, Economically Disadvantaged

Commissioner Michael Harford, Osceola County
Master Sargent Jose Pizarro, Veterans

Others in attendance were:

Ms. Belinda Balleras, LYNX
Mr. Rob Gregg, CUTR
Ms. Ann Joslin, CUTR
Ms. Kasia Castro, LYNX
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Mr. Nick Lepp, 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 Pete Clarke called the meeting to order at 10:00 a.m.

II. PLEDGE OF ALLEGIANCE

Ms. Milagros Chervoni led the committee in the pledge of allegiance.

III. CONFIRMATION OF QUORUM

Ms. Cathy Goldfarb confirmed that a quorum was present.

IV. AGENDA REVIEW

Ms. Virginia Whittington told TDLCB members that there were no changes to the agenda.

V. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments.

VI. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the May 12, 2016 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Commissioner Lee Constantine moved approval of the consent agenda.
Mr. Win Adams seconded the motion, which passed unanimously.

VII. PRESENTATIONS & STATUS REPORTS

A. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, reported on the July 19, 2016 meeting. She told TDLCB members that QATF members received a presentation from Mr. Richard Alleyne, Lighthouse Central Florida, detailing the Lighthouse mission, discussing a collaboration with the TDLCB, and a social media strategy that provided an outlet for ACCESS LYNX riders to share their experiences. Staff was asked to work with Mr. Alleyne to ensure that rider complaints/concerns were directed to ACCESS LYNX staff. Ms. Baldwin noted that staff met with Mr. Alleyne and will continue to work towards strengthening the working relationship. She added that other social service agencies, whose clients use the system, would be invited to come in and make presentations at future meetings. Ms. Baldwin told TDLCB members that QATF received an update on the roll out of the Mobi app that provides up-to-the minute arrival information, schedules, and interactive maps for riders to use when looking for information about their paratransit ride. She reported that Mr. Chris York had also worked with Mr. Alleyne to have clients of Lighthouse beta test the app, which revealed some tweaks that needed to be made. She told committee members that Mr. Tim May, ACCESS LYNX, provided a status report on the Request for Proposals for paratransit services, which is expected to be released later this year. The current contract, she noted, had been extended to accommodate the transition of the new LYNX CEO. Ms. Baldwin added that Ms. Belinda Balleras, LYNX staff, provided an overview of recent ACCESS LYNX grant submissions, which she would also be presenting to TDLCB at today's meeting. She told TDLCB members that Mr. Tim May, ACCESS LYNX, provided a status report on some of the high profile incidents that had taken place over the previous few months, how they were resolved, and strategies now employed to prevent future occurrences.

B. Presentation on ACCESS LYNX Special Mobility Needs Sensitivity Training Train the Trainer Project

Mr. Rob Gregg, Director of Transit Management and Innovation at the Center for Urban Transportation Research (CUTR) within the University of South Florida, provided an overview of the purpose and efforts to develop a "train the trainer" program for LYNX. Mr. Gregg told TDLCB members that the program was a proactive effort, being developed through a discretionary grant, to meet the specialized needs of seniors and persons with disabilities utilizing services provided and coordinated by LYNX. He provided background on the program along with purpose and objective, tasks and products, collaboration process, and a timeline for next steps. Mr. Gregg noted that future TDLCB and LYNX input would be sought to identify Central Florida local markets and customer needs, identify external stakeholders and refine course content and delivery strategies. He explained the proposed course format and content and noted that there would be two modules, one for operators and one for customer service staff. A final draft of the program would be brought back to TDLCB to vet, and completion was projected for December 2016. Discussion ensued

regarding recertification and outreach to others who might benefit from the training.

C. Report on ACCESS LYNX Grant Application Submissions

Ms. Belinda Balleras, LYNX, provided an overview of recent grant submissions and how successful awards would lead to improvements in service quality. Ms. Balleras told committee members that three grants had been submitted over the past few months to Federal Transit Administration. These grants, she reported, included 5339(b), which would provide capital funds for Bus and Bus Facilities, 5338 (a)(2)(B) Rides to Wellness, which would provide operating funding for different modes of transit, and 5312 Mobility on Demand Sandbox to fund development of multimodal and technology driven services for paratransit users. Commissioner Clarke called attention to the ALICE Report (Asset Limited, Income Constrained, Employed) which provided a wealth of good socioeconomic information for the state. Discussion ensued in regards to additional technology efforts, looking at why Uber and Lyft have been so successful, and compliance issues with public/private partnerships. Ms. Whittington commented that she wanted TDLCB members to see the effort LYNX is putting into try and secure additional funding. She noted that there were two presentations on new technology efforts at the May TDLCB meeting. Staff was asked to forward the ALICE Report and the Mobi PowerPoint that had been presented at the May meeting to TDLCB members. Mr. Chris York, MV Transportation, reported that in the first couple of months that the Mobi app has been in use, "where's my ride" calls have decreased. He noted that he is continuing outreach efforts for the Mobi app and has received a lot of positive feedback. Ms. Whittington added that MetroPlan Orlando staff has used the Mobi app to assist committee members with the location and drop off/pick up time for their ACCESS LYNX rides, using the rider's client ID number.

D. Request for Input on 2017 Legislative Priorities

Mr. Virginia Whittington, MetroPlan Orlando, sought guidance from the LCB on any potential legislative priorities to be recommended to the MetroPlan Orlando board for the 2017 legislative session. She requested that TDLCB members contact her if they had any legislative priorities that would like to recommend.

VIII. WORKSESSION

A. ACCESS LYNX Operations and Administration

Mr. Tim May, LYNX staff, provided an overview of ACCESS LYNX Administration and Operations. He reviewed important administrative factors including how reservations are made, how trips are scheduled and allocated, and how eligibility for service is determined. Mr. May also provided an overview of essential operations factors including planning, transportation availability, service monitoring, billing, reporting requirements and inspection schedules. Ms. Cheryl Stone asked if the presentation would be available on the LYNX website. Mr. May responded that the presentation would be made available. Discussion ensued regarding perception

issues related to the ACCESS LYNX service and possible strategies to help mitigate those perception issues.

IX. GENERAL INFORMATION

A. LYNX/Community Transportation Coordinator (CTC) Update

A report on current and ongoing operations was provided.

B. Planning Grant Update

A copy of the FY 2016-17 planning grant agreement was provided. Quarterly progress reports as outlined in the planning grant agreement will be provided as they are completed.

C. 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.

D. American's with Disabilities Act 26th Anniversary

Twenty-six years ago, the Americans with Disabilities Act (ADA) was signed into law on July 26, 1990 by President George H.W. Bush. The civil rights legislation showed a national commitment to eliminate discrimination against people with disabilities and to increase inclusion in all aspects of community life, including employment. TDLCB members viewed a short video on the passage of the Americans with Disabilities Act legislation.

E. Blind Americans Equality Day

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 a tool of independence, the white cane. In 2011, "White Cane Safety Day" was named "Blind Americans Equality Day" by President Barack Obama. A resolution declaring October 15, 2016 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September meeting for their approval. A copy of the draft resolution was provided.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *Community Advisory Committee - August 24 at 9:30 a.m.*
- *Transportation Systems Management & Operations Committee- August 26 at 8:30 a.m.*
- *Technical Advisory Committee - August 26 at 10:00 a.m.*
- *Municipal Advisory Committee - September 8 at 9:30 a.m.*

- *MetroPlan Orlando Board meeting - September 14 at 9:00 a.m. (Osceola County Council on Aging, Kissimmee, FL)*
- *Quality Assurance Task Force - October 18 at 10:00 a.m.*
- *FPTA & CTD Annual Training & Workshop, Jacksonville, FL - 12/11/2016-12/14/2016*

XI. MEMBER COMMENTS

Ms. Virginia Whittington reminded committee members to email her with any suggestions for legislative items. She added that staff continues to work on a TD Forum for November and if there are any topics of interest committee members had for the program or if they knew of any community-based organizations that might like to participate to please let her know.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

The next TDLCB meeting is scheduled on November 10, 2016.

MOTION: Commissioner Lee Constantine moved to adjourn the TDLCB Meeting. Mr. Win Adams seconded the motion, which passed unanimously.

There being no further business the meeting adjourned at 11:24 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 10th day of November, 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



DRAFT
 2017 MetroPlan Orlando
 Board and Committees Meeting Schedule
250 South Orange Ave
Suite 200
Orlando, FL 32801

	MetroPlan Orlando Board	Community Advisory Committee (CAC)	Technical Advisory Committee (TAC)	TSMO	TDLCB	Municipal Advisory Committee (MAC)
	2nd Wed. @ 9:00 a.m.	4th Wed. @ 9:30 a.m.	4th Fri. @ 10:00 a.m.	4th Fri. 8:30 a.m.	2nd Thurs. Qtrly @ 10:00 a.m.	Thurs. prior to MetroPlan Board meeting @ 9:30 a.m
January		January 25, 2017	January 27, 2017	January 27, 2017	-----	
February	February 8, 2017	February 22, 2017	February 24, 2017	February 24, 2017	February 9, 2017	February 2, 2017
March	March 8, 2017				-----	March 2, 2017
April		April 26, 2017	April 28, 2017	April 28, 2017	-----	
May	May 10, 2017	May 24, 2017	May 26, 2017	May 26, 2017	May 11, 2017	May 4, 2017
June	June 14, 2017	June 28, 2017	June 23, 2017	June 23, 2017	-----	June 8, 2017
July	July 12, 2017				-----	July 6, 2017
August		August 23, 2017	August 25, 2017	August 25, 2017	August 10, 2017	
September	September 13, 2017				-----	September 7, 2017
October		October 25, 2017	October 27, 2017	October 27, 2017	-----	
November	November 8, 2017	*November 29, 2017			November 9, 2017	November 2, 2017
December	December 13, 2017		*December 1, 2017	*December 1, 2017	-----	December 7, 2017

NOTE(S): **No Meeting** *** Holiday Adjustment** ----- **Quarterly Mtgs**

TSMO Transportation Systems Management & Operations Committee
TDLCB Transportation Disadvantaged Local Coordinating Board

TAB 3



FLCTD

Annual Operations Report

Section I: Face Sheet

County: Orange	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
Report Date:	09/15/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Central Florida Regional Transportation Authority
Address:	455 North Garland Avenue
City:	Orlando
Zip Code:	32801
Service Area:	Orange
Contact Person:	Timothy M. May
Title:	Manager of Paratransit Operations
Phone:	(407) 254 - 6055
Fax:	(407) 254 - 6475
Email:	tmay@golynx.com
Network Type:	Sole Source
Organization Type:	Public Transit Authority
CTC Certification:	
<p>I, Timothy M. May, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	

FLCTD

Annual Operations Report

Section II: General Info

County: **Orange**

Fiscal Year: **July 1, 2015 - June 30, 2016**

Status: Submitted to FLCTD

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 12

Number of Private For-Profits: 9

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 21

2. How many of the providers listed in 1 are coordination contractors?

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Orange		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	121802	0	121802
Weekly Passes	102110	0	102110
Monthly Passes	545487	0	545487
Deviated Fixed Route Service	119870	0	119870
Paratransit			
Ambulatory	520673	4352	525025
Non-Ambulatory	119505	41	119546
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	1529447	4393	1533840
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			308866
2. One-Way Trips by Funding Source			
Agency for Health Care Administration	8765		
Agency for Persons with Disabilities	151688		
Agency for Workforce Innovation	0		
Commission for the Transportation Disadvantaged	115968		
Department of Children and Families	0		
Department of Community Affairs	0		
Department of Education	0		
Department of Elder Affairs	52464		
Department of Health	0		

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	243926
Local Non-Government	812201
Other Federal Programs	148828
Total:	1533840
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	
Elderly	
Low Income:	91065
Disabled:	357659
Low Income and Disabled:	40916
Other:	52772
Children	
Low Income:	6860
Disabled:	40258
Low Income and Disabled:	47315
Other:	10
Other	
Low Income:	129479
Disabled:	475429
Low Income and Disabled:	273817
Other:	18260
Total:	1533840
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	590117
Employment Purpose	316164
Education/Training/Daycare Purpose	276598
Nutritional Purpose	70093
Life-Sustaining/Other Purpose	280868
Total:	1533840
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	32230

5b. Fixed Route	1863
Total:	34093
6. Number of Unmet Trip Requests	45837
Unmet Trip Requests by Type of Trip	
Unmet Medical	28173
Unmet Employment	2693
Unmet Education/Training/Daycare	9523
Unmet Nutritional	1516
Unmet Life-Sustaining/Other	3932
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	33393
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	59
Complaints by Policy	25
Complaints by Vehicle	4
Complaints by Other	0
Complaint Total:	88
9. Commendations	
Commendations by CTC	0

Commendations by Transportation Providers	113
Commendations by Coordination Contractors	3
Total Commendations:	116

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Orange		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	2		1
Transportation Providers:	5753586		5198255
Coordination Contractors:	2462910		1112227
School Bus Utilization Agreement:	0		0
Total:	8216498		6310483
2. Roadcalls	176		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	7		42
Total Accidents Vehicle Only:	74		83
Total Accidents Person & Vehicle:	7		5
Total Accidents:	88		130
Grand Total:	218		
4. Total Number of Vehicles	234		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		164	70.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Orange		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section V: Employee Information			
1. CTC and Transportation Provider Employee Information			
			Hours
Full-Time Drivers	194		367395
Part-Time Drivers	2		3066
Volunteer Drivers	0		0
		Total Hours:	370461
Maintenance Employees	12		
Dispatchers	7		
Schedulers	3		
Call Intake/Reserv./Cust. Serv.	10		
Other Operations Employees	0		
			Hours
Other Volunteers	7		420
Administrative Support	11		
Management Employees	9		
Total	255		
2. Coordination Contractors Employee Information			
			Hours
Full-Time Drivers	44		39961
Part-Time Drivers	237		57531
Volunteer Drivers	14		1217
		Total Hours:	98709
Maintenance Employees	4		
Dispatchers	5		
Schedulers	1		
Call Intake/Reserv./Cust. Serv.	1		
Other Operations Employees	0		

			Hours
Other Volunteers	2		105
Administrative Support	4		
Management Employees	11		
Total	323		
		TOTAL HOURS:	469170

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Orange		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$180,161.00	\$180,161.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$1,074,538.00	\$1,074,538.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$2,541,130.00	\$0.00	\$2,541,130.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$723,870.00	\$723,870.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$6,136,976.00	\$139,189.00	\$6,276,165.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$9,103.00	\$32,360.00	\$41,463.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$1,292,735.00	\$42,333.00	\$1,335,068.00
Donations, Contributions	\$0.00	\$152,914.00	\$152,914.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$129,189.00	\$129,189.00
Other Federal or State Programs			

(specify)Federal Formula Funds	\$2,185,191.00	\$0.00	\$2,185,191.00
(specify)5310	\$0.00	\$831,807.00	\$831,807.00
(specify)JARC/ NFP	\$27,771.00	\$0.00	\$27,771.00
GRAND TOTAL:	\$12,192,906.00	\$3,306,361.00	\$15,499,267.00

FLCTD

Annual Operations Report

Section VII: Expense Sources

County: Orange		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$6,652,518.00	\$2,953,682.00	\$9,606,200.00
Fringe Benefits (502):	\$287,366.00	\$531,006.00	\$818,372.00
Services (503):	\$513,647.00	\$278,041.00	\$791,688.00
Materials and Supplies Cons. (504):	\$1,946,137.00	\$545,259.00	\$2,491,396.00
Utilities (505):	\$57,447.00	\$130,054.00	\$187,501.00
Casualty and Liability (506):	\$969,026.00	\$358,571.00	\$1,327,597.00
Taxes (507):	\$644,327.00	\$26,714.00	\$671,041.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$1.00	\$0.00	\$1.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$7,416.00	\$7,416.00
Miscellaneous (509):	\$290,821.00	\$78,314.00	\$369,135.00
Interest (511):	\$50,771.00	\$17,930.00	\$68,701.00
Leases and Rentals (512):	\$0.00	\$74,770.00	\$74,770.00
Annual Depreciation (513):	\$36,346.00	\$471,440.00	\$507,786.00
Contributed Services (530):	\$0.00	\$91,376.00	\$91,376.00
Allocated Indirect Expenses:	\$601,712.00	\$279,358.00	\$881,070.00
GRAND TOTAL:	\$12,050,119.00	\$5,843,931.00	\$17,894,050.00

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Osceola	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
Report Date:	09/15/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Central Florida Regional Transportation Authority
Address:	455 North Garland Avenue
City:	Orlando
Zip Code:	32801
Service Area:	Osceola
Contact Person:	Timothy M. May
Title:	Interim Manager of Paratransit Operations
Phone:	(407) 254 - 6055
Fax:	(407) 254 - 6475
Email:	tmay@golynx.com
Network Type:	Sole Source
Organization Type:	Public Transit Authority
CTC Certification:	
<p>I, Timothy M. May, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	

FLCTD

Annual Operations Report

Section II: General Info

County: **Osceola**

Fiscal Year: **July 1, 2015 - June 30, 2016**

Status: Submitted to FLCTD

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 2

Number of Private For-Profits: 2

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 4

2. How many of the providers listed in 1 are coordination contractors?

2

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Osceola		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	24507	0	24507
Weekly Passes	20545	0	20545
Monthly Passes	109754	0	109754
Deviated Fixed Route Service	24118	0	24118
Paratransit			
Ambulatory	104761	876	105637
Non-Ambulatory	24045	8	24053
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	307730	884	308614
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			62563
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			1763
Agency for Persons with Disabilities			30520
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			23333
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			10556
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	49079
Local Non-Government	163418
Other Federal Programs	29945
Total:	308614
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	18322
Disabled:	71962
Low Income and Disabled:	8232
Other:	10618
Children	
Low Income:	1380
Disabled:	8100
Low Income and Disabled:	9520
Other:	2
Other	
Low Income:	26052
Disabled:	95659
Low Income and Disabled:	55093
Other:	3674
Total:	308614
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	118734
Employment Purpose	63612
Education/Training/Daycare Purpose	55653
Nutritional Purpose	14103
Life-Sustaining/Other Purpose	56512
Total:	308614
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	6485

5b. Fixed Route	375
Total:	6860
6. Number of Unmet Trip Requests	9222
Unmet Trip Requests by Type of Trip	
Unmet Medical	5668
Unmet Employment	542
Unmet Education/Training/Daycare	1916
Unmet Nutritional	305
Unmet Life-Sustaining/Other	791
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	6719
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	12
Complaints by Policy	5
Complaints by Vehicle	1
Complaints by Other	0
Complaint Total:	18
9. Commendations	
Commendations by CTC	0

Commendations by Transportation Providers	23
Commendations by Coordination Contractors	1
Total Commendations:	24

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Osceola	Fiscal Year: July 1, 2015 - June 30, 2016		
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	2		1
Transportation Providers:	1157641		1045907
Coordination Contractors:	495546		223784
School Bus Utilization Agreement:	0		0
Total:	1653189		1269692
2. Roadcalls	36		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	2		8
Total Accidents Vehicle Only:	15		17
Total Accidents Person & Vehicle:	2		1
Total Accidents:	19		26
Grand Total:	45		
4. Total Number of Vehicles	47		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		33	70.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Osceola	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
Section V: Employee Information	
1. CTC and Transportation Provider Employee Information	
	Hours
Full-Time Drivers 39	73921
Part-Time Drivers 1	617
Volunteer Drivers 0	0
	Total Hours: 74538
Maintenance Employees 2	
Dispatchers 2	
Schedulers 1	
Call Intake/Reserv./Cust. Serv. 2	
Other Operations Employees 0	
	Hours
Other Volunteers 1	100
Administrative Support 2	
Management Employees 2	
Total 52	
2. Coordination Contractors Employee Information	
	Hours
Full-Time Drivers 9	8040
Part-Time Drivers 48	11576
Volunteer Drivers 3	245
	Total Hours: 19861
Maintenance Employees 1	
Dispatchers 1	
Schedulers 0	
Call Intake/Reserv./Cust. Serv. 0	

Other Operations Employees	0	
		Hours
Other Volunteers	1	21
Administrative Support	1	
Management Employees	2	
Total	66	
		TOTAL HOURS: 94399

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Osceola		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$36,249.00	\$36,249.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$216,201.00	\$216,201.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$511,284.00	\$0.00	\$511,284.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$145,645.00	\$145,645.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$1,234,780.00	\$28,005.00	\$1,262,785.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$1,832.00	\$6,511.00	\$8,343.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$260,103.00	\$8,517.00	\$268,620.00
Donations, Contributions	\$0.00	\$30,767.00	\$30,767.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$25,993.00	\$25,993.00
Other Federal or State Programs			

(specify)Federal Formula Funds	\$439,668.00	\$0.00	\$439,668.00
(specify)5310	\$0.00	\$167,362.00	\$167,362.00
(specify)JARC/ NFP	\$5,588.00	\$0.00	\$5,588.00
GRAND TOTAL:	\$2,453,255.00	\$665,250.00	\$3,118,505.00

FLCTD

Annual Operations Report

Section VII: Expense Sources

County: Osceola		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,338,509.00	\$594,291.00	\$1,932,800.00
Fringe Benefits (502):	\$57,819.00	\$106,840.00	\$164,659.00
Services (503):	\$103,348.00	\$55,943.00	\$159,291.00
Materials and Supplies Cons. (504):	\$391,569.00	\$109,708.00	\$501,277.00
Utilities (505):	\$11,558.00	\$26,167.00	\$37,725.00
Casualty and Liability (506):	\$194,971.00	\$72,146.00	\$267,117.00
Taxes (507):	\$129,641.00	\$5,375.00	\$135,016.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$1.00	\$0.00	\$1.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$1,492.00	\$1,492.00
Miscellaneous (509):	\$58,514.00	\$15,757.00	\$74,271.00
Interest (511):	\$10,215.00	\$3,608.00	\$13,823.00
Leases and Rentals (512):	\$0.00	\$15,044.00	\$15,044.00
Annual Depreciation (513):	\$7,313.00	\$94,855.00	\$102,168.00
Contributed Services (530):	\$0.00	\$18,385.00	\$18,385.00
Allocated Indirect Expenses:	\$121,067.00	\$56,208.00	\$177,275.00
GRAND TOTAL:	\$2,424,525.00	\$1,175,819.00	\$3,600,344.00

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Seminole	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
Report Date:	09/15/2016
Period Covered:	July 1, 2015 - June 30, 2016
Coordinator's Name:	Central Florida Regional Transportation Authority
Address:	445 North Garland Avenue
City:	Orlando
Zip Code:	32801
Service Area:	Seminole
Contact Person:	Timothy M. May
Title:	Manager of Paratransit Operations
Phone:	(407) 254 - 6055
Fax:	(407) 254 - 6475
Email:	TMay@golynx.com
Network Type:	Sole Source
Organization Type:	Public Transit Authority
CTC Certification:	
<p>I, Timothy M. May, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.</p>	
CTC Representative (signature)	

LCB Statement:	
<p>I, _____, as the local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the local Coordinating Board has reviewed this report and the Planning Agency has received a copy.</p>	
LCB Signature	

FLCTD

Annual Operations Report

Section II: General Info

County: **Seminole**

Fiscal Year: **July 1, 2015 - June 30, 2016**

Status: Submitted to FLCTD

Section II: Coordinated System General Information

1. Provider Listing (include the CTC, if the CTC provides transportation services)

Number of Private Non-Profits: 3

Number of Private For-Profits: 2

Public Entities:

School Board: 0

Municipality: 0

County: 0

Transit Authority: 0

Other: 0

Total: 5

2. How many of the providers listed in 1 are coordination contractors?

3

FLCTD

Annual Operations Report

Section III: Passenger Trip Info

County: Seminole		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section III: Passenger Trip Information			
1a. One-Way Passenger Trips			
Type of Service	Service Area		
Fixed Route/Fixed Schedule	Within	Outside	Total
Daily Trip Tickets	32444	0	32444
Weekly Passes	27198	0	27198
Monthly Passes	145298	0	145298
Deviated Fixed Route Service	31929	0	31929
Paratransit			
Ambulatory	138688	1159	139847
Non-Ambulatory	31832	11	31843
Stretcher	0	0	0
Other Services			
School Board Trips	0	0	0
Total Trips	407389	1170	408559
1b. How many of the total trips were provided by contracted transportation providers (do not include the CTC, if the CTC provides transportation services)?			0
1c. How many of the total trips were provided by coordination contractors?			82824
2. One-Way Trips by Funding Source			
Agency for Health Care Administration			2335
Agency for Persons with Disabilities			40404
Agency for Workforce Innovation			0
Commission for the Transportation Disadvantaged			30890
Department of Children and Families			0
Department of Community Affairs			0
Department of Education			0
Department of Elder Affairs			13974
Department of Health			0

Department of Juvenile Justice	0
Florida Department of Transportation	0
Local Government	64973
Local Non-Government	216341
Other Federal Programs	39642
Total:	408559
3. One-Way Trips by Passenger Type	
Was this information obtained by sampling?	yes
Elderly	
Low Income:	24256
Disabled:	95267
Low Income and Disabled:	10899
Other:	14057
Children	
Low Income:	1827
Disabled:	10723
Low Income and Disabled:	12603
Other:	3
Other	
Low Income:	34488
Disabled:	126637
Low Income and Disabled:	72935
Other:	4864
Total:	408559
4. One-Way Passenger Trips - by Purpose	
Was this information obtained by sampling?	no
Medical Purpose	157186
Employment Purpose	84214
Education/Training/Daycare Purpose	73676
Nutritional Purpose	18670
Life-Sustaining/Other Purpose	74813
Total:	408559
5. Unduplicated Passenger Head Count	
5a. Paratransit/Deviated Fixed Route/ School Brd	8585

5b. Fixed Route	496
Total:	9081
6. Number of Unmet Trip Requests	12208
Unmet Trip Requests by Type of Trip	
Unmet Medical	7504
Unmet Employment	717
Unmet Education/Training/Daycare	2536
Unmet Nutritional	404
Unmet Life-Sustaining/Other	1047
Reason Trip was Denied (Optional)	
Lack of Funding:	0
Lack of Vehicle Availability:	0
Lack of Driver Availability:	0
Other:	0
7.) Number of Passenger No-shows	8895
Passenger No-Shows by Funding Source (optional)	
CTD:	0
AHCA:	0
AWI:	0
DCF:	0
APD:	0
DOE:	0
DOEA:	0
Other:	0
8. Complaints	
Complaints by Service	16
Complaints by Policy	7
Complaints by Vehicle	1
Complaints by Other	0
Complaint Total:	24
9. Commendations	
Commendations by CTC	0

Commendations by Transportation Providers	30
Commendations by Coordination Contractors	1
Total Commendations:	31

FLCTD

Annual Operations Report

Section IV: Vehicle Info

County: Seminole	Fiscal Year: July 1, 2015 - June 30, 2016		
Status: Submitted to FLCTD			
Section IV: Vehicle Information			
1. Mileage Information			
	Vehicle Miles		Revenue Miles
CTC:	2		1
Transportation Providers:	1532545		1384625
Coordination Contractors:	656029		296257
School Bus Utilization Agreement:	0		0
Total:	2188576		1680883
2. Roadcalls	47		
3. Accidents			
	Chargeable		Non-Chargeable
Total Accidents Person Only:	2		11
Total Accidents Vehicle Only:	20		22
Total Accidents Person & Vehicle:	2		1
Total Accidents:	24		34
Grand Total:	58		
4. Total Number of Vehicles	62		
		Count	Percentage
a. Total vehicles that are wheelchair accessible:		44	70.00%
b. Total vehicles that are stretcher equipped:		0	0.00%

FLCTD

Annual Operations Report

Section V: Employee Info

County: Seminole	Fiscal Year: July 1, 2015 - June 30, 2016
Status: Submitted to FLCTD	
Section V: Employee Information	
1. CTC and Transportation Provider Employee Information	
	Hours
Full-Time Drivers 52	97861
Part-Time Drivers 1	817
Volunteer Drivers 0	0
	Total Hours: 98678
Maintenance Employees 3	
Dispatchers 2	
Schedulers 1	
Call Intake/Reserv./Cust. Serv. 3	
Other Operations Employees 0	
	Hours
Other Volunteers 2	80
Administrative Support 3	
Management Employees 2	
Total 69	
2. Coordination Contractors Employee Information	
	Hours
Full-Time Drivers 12	10644
Part-Time Drivers 63	15324
Volunteer Drivers 4	324
	Total Hours: 26292
Maintenance Employees 1	
Dispatchers 1	
Schedulers 0	
Call Intake/Reserv./Cust. Serv. 0	

Other Operations Employees	0	
		Hours
Other Volunteers	1	28
Administrative Support	1	
Management Employees	3	
Total	86	
		TOTAL HOURS: 124970

FLCTD

Annual Operations Report

Section VI: Revenue Sources

County: Seminole		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VI: Financial Data			
1. Detailed Revenue and Trips Provided by Funding Source			
Revenue Source	CTC and Transportation Providers	Coordination Contractors	TOTAL REVENUES
Agency for Health Care Administration			
Medicaid Non-Emergency	\$0.00	\$0.00	\$0.00
Medicaid Non-Emergency (under fixed fee service with AHCA)	\$0.00	\$47,988.00	\$47,988.00
Agency for Persons with Disabilities			
Comm Care for Dis Adults/Aging & Adult Services	\$0.00	\$0.00	\$0.00
Developmental Services	\$0.00	\$286,218.00	\$286,218.00
Other (specify)	\$0.00	\$0.00	\$0.00
Agency for Workforce Innovation			
WAGES/Workforce Board	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Commission for the Transportation Disadvantaged			
Non-Sponsored Trip Program	\$676,864.00	\$0.00	\$676,864.00
Non-Sponsored Cap. Equip.	\$0.00	\$0.00	\$0.00
Rural Capital Equip.	\$0.00	\$0.00	\$0.00
TD Other (specify)	\$0.00	\$0.00	\$0.00
Department of Children and Families			
Alcohol, Drug Abuse & Mental Health Program	\$0.00	\$0.00	\$0.00
Family Safety & Preservation	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Community Affairs			
Community Services	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Education			
Carl Perkins Vocational Ed. Act	\$0.00	\$0.00	\$0.00
Division of Blind Services	\$0.00	\$0.00	\$0.00

Vocational Rehabilitation	\$0.00	\$0.00	\$0.00
Day Care Programs	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Elder Affairs			
Older Americans Act	\$0.00	\$192,812.00	\$192,812.00
Community Care for the Elderly	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Health			
Children's Medical Services	\$0.00	\$0.00	\$0.00
Office of Disability Deter.	\$0.00	\$0.00	\$0.00
County Public Health Unit	\$0.00	\$0.00	\$0.00
Other (specify)	\$0.00	\$0.00	\$0.00
Department of Juvenile Justice			
(specify)	\$0.00	\$0.00	\$0.00
Department of Transportation			
49 USC 5307 (Section 9)	\$0.00	\$0.00	\$0.00
49 USC 5310 (Section 16)	\$0.00	\$0.00	\$0.00
49 USC 5311 (Section 18)	\$0.00	\$0.00	\$0.00
490USC 5311(f) (Section 18i)	\$0.00	\$0.00	\$0.00
Block Grant	\$0.00	\$0.00	\$0.00
Service Development	\$0.00	\$0.00	\$0.00
Commuter Assistance Program	\$0.00	\$0.00	\$0.00
Other DOT (Specify)	\$0.00	\$0.00	\$0.00
Local Government			
School Board Service	\$0.00	\$0.00	\$0.00
Complementary ADA Service	\$0.00	\$0.00	\$0.00
County Cash	\$1,634,666.00	\$37,075.00	\$1,671,741.00
County In-Kind	\$0.00	\$0.00	\$0.00
City Cash	\$2,425.00	\$8,620.00	\$11,045.00
City In-Kind	\$0.00	\$0.00	\$0.00
Other Cash (specify)	\$0.00	\$0.00	\$0.00
Other In-Kind (specify)	\$0.00	\$0.00	\$0.00
Local Non-Government			
Farebox	\$344,337.00	\$11,276.00	\$355,613.00
Donations, Contributions	\$0.00	\$40,731.00	\$40,731.00
In-Kind Services	\$0.00	\$0.00	\$0.00
Other Non-Government	\$0.00	\$34,411.00	\$34,411.00
Other Federal or State Programs			

(specify)Federal Formula Funds	\$582,055.00	\$0.00	\$582,055.00
(specify)5310	\$0.00	\$221,563.00	\$221,563.00
(specify)JARC/ NFP	\$7,397.00	\$0.00	\$7,397.00
GRAND TOTAL:	\$3,247,744.00	\$880,694.00	\$4,128,438.00

FLCTD

Annual Operations Report

Section VII: Expense Sources

County: Seminole		Fiscal Year: July 1, 2015 - June 30, 2016	
Status: Submitted to FLCTD			
Section VII: Financial Data			
2. Expense Sources			
Expense Item	Community Transportation Coordinator	Coordination Contractor	TOTAL EXPENSES
Labor (501):	\$1,771,987.00	\$786,753.00	\$2,558,740.00
Fringe Benefits (502):	\$76,544.00	\$141,440.00	\$217,984.00
Services (503):	\$136,817.00	\$74,060.00	\$210,877.00
Materials and Supplies Cons. (504):	\$518,380.00	\$145,237.00	\$663,617.00
Utilities (505):	\$15,302.00	\$34,641.00	\$49,943.00
Casualty and Liability (506):	\$258,113.00	\$95,510.00	\$353,623.00
Taxes (507):	\$171,625.00	\$7,116.00	\$178,741.00
Purchased Transportation Services (508)			
Bus Pass Expenses:	\$1.00	\$0.00	\$1.00
School Bus Expenses:	\$0.00	\$0.00	\$0.00
Other:	\$0.00	\$1,975.00	\$1,975.00
Miscellaneous (509):	\$77,464.00	\$20,860.00	\$98,324.00
Interest (511):	\$13,524.00	\$4,776.00	\$18,300.00
Leases and Rentals (512):	\$0.00	\$19,916.00	\$19,916.00
Annual Depreciation (513):	\$9,681.00	\$125,574.00	\$135,255.00
Contributed Services (530):	\$0.00	\$24,339.00	\$24,339.00
Allocated Indirect Expenses:	\$160,274.00	\$74,411.00	\$234,685.00
GRAND TOTAL:	\$3,209,712.00	\$1,556,608.00	\$4,766,320.00

TAB 4





November, 2016 CTC Report

In the last week of October, 2016, LYNX staff completed the quarterly compliance audit of MV Transportation, Inc. This inspection audits approximately 25% of the driver files, 25% of the vehicle records, 50% of the drug and alcohol testing records, and 25% of the fleet. MV was found to be in compliance with a few minor issues that were immediately addressed.

In anticipation of Hurricane Matthew, ACCESS LYNX provided drivers and vehicles to transport the citizens of the tri-county area to special needs shelters and other shelters. ACCESS LYNX shelter transport stayed on the road until midnight to make sure that all who wished to be transported to a shelter made it there safely. When safely able, ACCESS LYNX transported citizens back to their homes. In all, ACCESS LYNX transported almost 500 people to and from the shelters.

Between August 1, and October 31, 2016, LYNX staff has attended a total of 24 public outreach initiatives, with the most recent being at the After School Initiative sponsored by Orange County Schools, as well as over 130 facility visits since our last report. This brings the total public outreach initiatives to 55, and over 430 facility visits since the beginning of the year.

On October 28, 2016, the paratransit RFP was made public. Anyone wishing to view the package can do so at www.golynx.com, and click on "Procurement".

MONTHLY PARATRANSIT STATISTICAL BREAKDOWNS

	Category	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	2013 to 2014 Difference
Commendations & Concerns	Commendations	19	15	7	7	12	10	8	8	6	21	9	13	12	-36.84%
	Customer Service	6	2	7	4	7	4	5	1	4	4	4	3	2	-66.67%
	Discourtesy	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Drivers and Driving	29	24	22	13	22	30	20	21	17	28	14	25	28	-3.45%
	Equipment	3	0	1	1	0	1	0	0	0	0	0	1	1	-66.67%
	Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Risk Management	2	0	0	0	0	0	0	1	0	1	0	0	0	-100.00%
	Scheduling	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Other	3	2	0	3	5	0	3	2	4	4	3	7	2	-33.33%
	Timeliness	34	32	40	33	41	34	30	27	20	25	27	40	52	52.94%
	Total Concerns	77	60	70	54	75	69	58	52	45	62	48	76	85	10.39%
	Total Reservations Accepted	56,736	58,032	55,309	58,459	56,826	56,258	61,300	58,850	59,808	58,765	57,031	62,361	61,488	8.38%
Trip Status	Concerns per 1,000 Trips *	1.36	1.03	1.27	0.92	1.32	1.23	0.95	0.88	0.75	1.06	0.84	1.22	1.38	1.86%
	No-Shows	2,313	2,467	2,236	2,457	2,414	2,346	2,634	2,518	2,513	2,709	2,832	3,090	2,825	22.14%
	Cancellations & Sub. Changes	13,607	12,562	13,812	15,892	14,610	12,809	14,720	13,286	13,860	14,144	13,703	14,190	14,161	4.07%
	Completed Trips	40,816	43,003	39,261	40,110	39,802	41,103	43,946	43,046	43,435	41,912	40,496	45,081	44,502	9.03%
	No-Show Rate	4.08%	4.25%	4.04%	4.20%	4.25%	4.17%	4.30%	4.28%	4.20%	4.61%	4.97%	4.96%	4.59%	12.70%
	Cancellation Rate	23.98%	21.65%	24.97%	27.18%	25.71%	22.77%	24.01%	22.58%	23.17%	24.07%	24.03%	22.75%	23.03%	-3.97%
Completed Passenger Trips by Sponsor	Completed Trips	71.94%	74.10%	70.98%	68.61%	70.04%	73.06%	71.69%	73.15%	72.62%	71.32%	71.01%	72.29%	72.38%	0.60%
	ADA	29,233	31,441	29,343	29,132	28,233	29,353	32,312	31,737	31,877	30,523	29,429	33,766	31,916	9.18%
	TD	14,904	14,985	13,143	14,419	14,818	14,997	15,305	14,675	14,948	14,764	14,640	14,885	15,887	6.60%
	Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00%
	Coordinated Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00%
Completed Trips by Space Type	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Ambulatory Passengers	29,897	31,316	28,443	28,343	28,879	29,993	31,824	30,725	31,444	30,021	28,557	32,022	31,961	6.90%
	Wheelchair Passengers	10,919	11,687	10,818	11,767	10,923	11,110	12,122	12,321	11,991	11,891	11,939	13,059	12,541	14.85%
	Stretcher Passengers	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00%
Other Stats	Escort/Attendant Passengers	3,321	3,423	3,225	3,441	3,249	3,247	3,671	3,366	3,390	3,375	3,573	3,570	3,301	-0.60%
	Average Call Hold Time	1:59	3:06	2:36	2:23	2:33	3:40	3:00	1:54	1:51	2:00	2:01	2:05	3:39	84.03%
	On Time Performance	90.40%	91.30%	90.90%	91.90%	90.10%	90.03%	89.74%	89.60%	88.40%	88.52%	89.90%	88.60%	89.50%	-1.00%
	Missed Trips	18	30	15	17	11	14	29	14	13	9	15	23	24	33.33%
	Productivity (Passengers/Hour)	1.20	1.20	1.22	1.19	1.18	1.19	1.16	1.16	1.15	1.13	1.13	1.13	1.15	-4.17%
	Uncollected Fares	4,957	6,163	4,906	4,735	4,860	4,272	4,493	2,905	4,877	3,951	1,953	3,185	4,550	-8.21%
Other Stats	Percentage of Uncollected Fares	2.96%	3.49%	3.05%	2.90%	3.00%	2.55%	2.50%	1.67%	2.78%	2.37%	1.21%	1.76%	2.55%	-13.85%

Estimated based on information available at the time of report compilation

TAB 5





metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

CERTIFICATION

**APPROVED BY
METROPLAN ORLANDO**

 9/14/16

STATE OF FLORIDA

§

COUNTY OF ORANGE

I HEREBY CERTIFY that the foregoing is a true and correct copy of **Resolution No.16-14** approved in a regular meeting of the MetroPlan Orlando Board on **September 14, 2016**. The original copy of this document is on file in the Administrative Offices of MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, Florida.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of the MetroPlan Orlando Board, this 14th day of September 2016.

By:



Lena E. Tolliver, Sr. Board Services
Coordinator Board Services and Recording Secretary



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

APPROVED BY
METROPLAN ORLANDO
9/14/16 *LS*

RESOLUTION NO. 16-14

SUBJECT:

**Declaring October 15, 2016 as “Blind Americans Equality Day”
in the Orlando Metropolitan Area**

Whereas, in 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be “White Cane Safety Day”; and

Whereas, it is important that all residents in the Orlando Metropolitan Area that are blind or visually impaired have the opportunity to live active, independent lives; and

Whereas, approximately 32,000 residents in Central Florida are blind or visually impaired; and

Whereas, for Floridians who are blind or visually impaired, the white cane is an important tool for self-reliance and full participation and inclusion in our society; and

Whereas, the use of white canes, dog guides, and public and private transportation programs has ensured Floridians who are blind or visually impaired can travel efficiently and safely, breaking down barriers to success and independence; and

Whereas, in 2011 “White Cane Safety Day” was named “Blind Americans Equality Day” by President Barack Obama; and

Whereas, President Obama called upon public officials, business and community leaders, educators, librarians, and Americans across the country to observe this day with appropriate ceremonies, activities, and programs; and

Whereas, we recommit to forging ahead with the work of perfecting our Union and ensuring we remain a Nation where all our people, including those living with disabilities, have every opportunity to achieve their dreams.

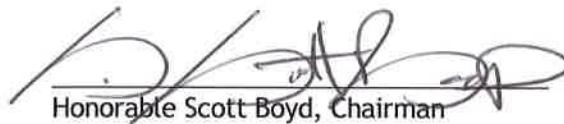
NOW, THEREFORE, BE IT RESOLVED by the MetroPlan Orlando Board that October 15, 2016 is designated as

"Blind Americans Equality Day"

Passed and duly adopted at a regular meeting of the MetroPlan Orlando Board on the 14th day of September, 2016.

CERTIFICATE

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



Honorable Scott Boyd, Chairman

Attest:



Lena E. Tolliver,
Senior Board Services Coordinator
and Recording Secretary

PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

Invoice #	<u>One</u>
FDOT FM #	<u>4320291-14-01</u>
Contract #	<u>G0C73</u>

Orange, Osceola and Seminole
(County)

Reporting Period: July 1, 2016 to September 30, 2016

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. Next TDSP Annual Update will be approved in May, 2017.

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 2017.

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 August 11, 2016 TDLCB meeting agenda and draft minutes as well as QATF agenda and highlights are enclosed as a Task 1 deliverable. The membership roster, attendance report and public notice of meeting, are also provide as deliverables for Task 3.

No new members were appointed during this reporting period, therefore, no orientation or training was conducted.

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: No action to report. The 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 bylaws update will take place in February 2017.

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 review of the Grievance Procedures will take place in February 2017.

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: AOR submitted September 15, 2016 and will be reviewed by the LCB at their November 10, 2016 meeting.

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: The AER was submitted to the CTD by email September 15, 2016. A copy of the email and AER is enclosed as a deliverable for Task 8.

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

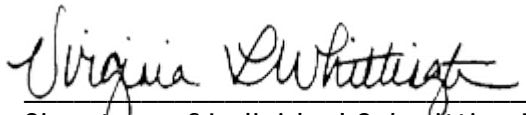
related to the transportation disadvantaged program, including but not limited to, consultant contracts, special studies, and marketing efforts.

Response: Information is included with each quarterly meeting agenda packet. The August 11, 2016, TDLCB meeting agenda (Task 3 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: No action to report this reporting period.



Signature of Individual Submitting Report

10/12/2016
Date

Virginia L. Whittington
Typed name of Individual Submitting Report



October 27, 2016

The Honorable Pete Clark, Orange County Commissioner, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 S Orange Ave., Suite 200
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 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 August 1, 2016 through October 31, 2016

Sincerely,

Timothy M. May
Manager of Paratransit Operations - LYNX

cc: The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)
Edward L. Johnson, Chief Executive Officer, LYNX