



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA**

**February 9, 2017 @ 10:00 a.m.**

---



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

**DATE:** Thursday, February 9, 2017  
**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

---

**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. Quality Assurance Task Force (QATF) Report**

Ms. Marilyn Baldwin, Chair of the QATF, will report on the January 24, 2016 meeting.

## VIII. CONSENT AGENDA

### A. Approval of minutes of previous meeting

**TAB 1**

The minutes of the November 10, 2016 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

## IX. ACTION ITEMS

### A. Approval of 2017 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 24, 2017 meeting. No changes were recommended. Approval of the 2017 TDLCB Bylaws is requested.

### B. Approval of 2017 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 24, 2017 meeting. No changes were recommended. Approval of the 2017 TDLCB Grievance Procedures is requested.

### C. Appointment of 2017 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. 2016 members are Mr. Win Adams, Ms. Crystal Ford, Ms. Marilyn Baldwin, Mr. Bob Melia and Ms. Marsha Shapiro. The LCB may wish to reappoint these members, or if a member is no longer available to serve, other volunteers may be appointed. In the event a grievance is filed, the Grievance Committee will be convened.

### D. New Member Selections

Terms of two positions will expire February 28, 2017. Notice of these vacancies were advertised and the QATF met January 24, 2017 and reviewed all applications submitted. It is the recommendation of the QATF that appointments be made as follows:

Applicant	Position
Mr. Bob Melia	Citizen Advocate (System User)
Ms. Marilyn Baldwin	Representative for Persons with Disabilities

The 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.” Upon approval of the recommendations, the terms will be for three years (February 2017 through December 2020).

## **E. Approval of TDLCB Membership Certification**

**TAB 4**

Contingent upon approval of Action Item VI. D. New Member Selections, and pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 8, 2017 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines.

## **X. PRESENTATIONS & STATUS REPORTS**

### **A. Introduction of New MetroPlan Orlando Website**

Ms. Cynthia Lambert, MetroPlan Orlando staff, will present a live demonstration of MetroPlan Orlando's new website, MetroPlanOrlando.org.

### **B. Report on the FY 2016-2017 Public Hearing**

**TAB 5**

Virginia Whittington, MetroPlan Orlando, will update the board on the results of the November 10, 2016 public hearing. A copy of the comments received during the hearing are provided for review.

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

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 2017 TDLCB meeting. A hard copy of the evaluation instrument is provided at Tab 7. Members are asked to complete it and bring it to the February 9<sup>th</sup> LCB meeting. This document is also available and may be completed using a fillable PDF form, however, it must be printed and brought to the meeting for use. Members may also submit comments or suggestions at the end of each section. The process will be facilitated by staff using electronic polling devices. Staff will compile and present the draft report at the May meeting, prior to submitting it to the Commission for the Transportation Disadvantaged.

## **XI. GENERAL INFORMATION**

**TAB 7**

### **A. Planning Grant Update Report**

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

## **B. Report of Operator Payments**

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. A copy of the report will be provided at the meeting.

## **C. 2016 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2016 is enclosed for information purposes.

## **XII. UPCOMING MEETINGS AND EVENTS OF INTEREST**

- A. MetroPlan Orlando Board meeting – March 8, 2017 at 9:00 a.m.*
- B. CTD Board meeting and Legislative Awareness Day, March 14 and 15, 2017  
Tallahassee, FL*
- C. Quality Assurance Task Force – April 25, 2017 at 10:00 a.m.*

## **XIII. MEMBER COMMENTS**

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

## **XV. ADJOURNMENT – Next meeting: May 11, 2017**

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**

---



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

DATE: Thursday, November 10, 2016

TIME: 11:02 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. Dianne Arnold, Economically Disadvantaged  
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*)  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Tim May, LYNX (*non-voting*)  
Mr. Robert Melia, LYNX TAC designee (*non-voting*)  
Master Sargent Jose Pizarro, Veterans  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Mr. Dwight Sayer, Citizen Advocate (System User)  
Ms. Marsha Shapiro, Citizen Advocate  
Mr. Chris York, For-Profit Operator

**Members not in attendance were:**

Commissioner Michael Harford, Osceola County  
Mr. Randall Hunt, Senior Resource Alliance

Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Ms. Jo Santiago, FDOT

**Others in attendance were:**

Mr. Bill Herndon, CTD  
Mr. Rob Gregg, CUTR  
Ms. Ann Joslin, CUTR  
Mr. Randy Farwell, Tindale Oliver  
Ms. Cynthia Lambert, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. Harry Barley, MetroPlan Orlando  
Mr. Jason Loschiavo, MetroPlan Orlando  
Ms. Sally Morris, MetroPlan Orlando  
Ms. Crystal Mercedes, MetroPlan Orlando  
Mr. Gary Huttman, 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 11:02 a.m.

**II. CONFIRMATION OF QUORUM**

Ms. Cathy Goldfarb confirmed that a quorum was present.

**III. AGENDA REVIEW**

Ms. Virginia Whittington told TDLCB members that they were ready to move forward with the agenda. She noted the addition of Mr. Randy Farwell to give an update on the LYNX Requests for Proposals (RFP).

**IV. PUBLIC COMMENTS ON ACTION ITEMS**

There were no public comments.



## **V. CONSENT AGENDA**

### **A. Approval of Minutes of Previous Meeting (August 11, 2016)**

The minutes of the August 11, 2016 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

### **B. Proposed 2017 TDLCB Meeting Schedule**

Action was 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 requested approval to extend their terms through February 2017 in order to allow time for advertisement of these vacancies. Both members are eligible to apply.

**MOTION:** Mr. Win Adams moved approval of the consent agenda. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

## **VI. ACTION ITEMS**

### **A. 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 during Fiscal Year 2016.

**MOTION:** Mr. Win Adams moved approval of ACCESS LYNX's Annual Operating Report. Ms. Marsha Shapiro seconded the motion, which passed unanimously.

## **VII. PRESENTATIONS & STATUS REPORTS**

### **Status Report on LYNX Request for Proposals**

Mr. Randy Farwell, Tindale Oliver, updated TDLCB members on the Request for Proposals for the ACCESS LYNX and NeighborLink services. He told committee members that there were two contracts for the services, however, there was only one contractor. He added that LYNX as the mobility manager would focus on customer service and the same call center would handle both types of calls. Trips, he noted, would be booked with the best opportunity to service the customer including brokering trips to taxis, Uber and Lyft, if necessary. Mr. Farwell reported that implementation of the changes would be gradual and LYNX would control the bookings. Discussion ensued regarding if the new system had been used in other areas and for how long, integrating the two systems, multimodal service

options, what will be done to retain drivers, the possibility of multiple brokers, working with local cities to connect to SunRail, and possible use of multiple contractors.

#### **A. Quality Assurance Task Force (QATF) Report**

Ms. Marsha Shapiro, QATF member, provided a report from the October 18, 2016 meeting which she chaired in the absence of QATF Chairman, Ms. Marilyn Baldwin. She told TDLCB members that Mr. Kevin Walker, Center for Independent Living gave a presentation on the agency and the services they provide. She reported that Ms. Whittington and Ms. Mary Ann Horne gave an update on preparations for the TD Rider's Forum and Mr. Tim May gave an update on the Request for Proposals for paratransit service. The next QATF meeting, she noted, is scheduled for January 24, 2017

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

Mr. Tim May, LYNX, reported on current and ongoing operations. Additional information was provided. Mr. May noted the Request for Proposals for paratransit service that is ongoing. He reported that during Hurricane Matthew, ACCESS LYNX provided vehicles to assist with transporting over 300 clients to area shelters.

### **VIII. WORKSESSION**

#### **A. CTC EVALUATION CRITERIA**

Mr. Tim May, LYNX staff, provided an overview of criteria used to evaluate ACCESS LYNX's performance. At the August TDLCB meeting, the LCB was provided with an overview of the first two criteria: Administrative and Operations. This presentation provided further insights into the remaining criteria: Cost Effectiveness, Efficiency, Local Performance Measurements, and Availability. Mr. May told committee members that multiple factors go into the cost for ACCESS LYNX trips and staff is always looking for potential savings for both the company and the customers. He noted that staff continues to assess bus stop locations and shelters for accessibility and travel training is provided on an "as needed" basis to anyone who would like to participate. Mr. May told TDLCB members that in regards to performance measures, there is always room for improvement. He called attention to a recent 7% increase in trip requests, which needed to be accommodated with the same number of vehicles currently in service. Mr. May added that the I-4 Ultimate construction has created some trip related issues and call hold times are down. He reported that MV Transportation provides great maintenance on the vehicles and no trip requests have had to be denied. Discussion ensued regarding call center and dispatch location, "where's my ride" and "estimated time of arrival calls", RFP selection committee representatives and time frame for paratransit provider selection in order to have a smooth transition. Mr. May told TDLCB members that ACCESS LYNX will be looking to provide a smooth transition and customer service skills were important in the selection process.

## **IX. GENERAL INFORMATION**

### **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 enables 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 was provided, 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 was 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 was provided.

## **X. MEMBER COMMENTS**

None.

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

Ms. Cathy Matthews, 6000 Twin Lakes Drive, Oviedo, commented that she understood that the Request for Proposals process was contract and maintenance driven, however, the quality assurance program should also be a consideration.

Ms. Tiffany Namey, Winter Park resident, commented on the lack of a dedicated funding source for paratransit services and the need to have the funding to make the system better.

Mr. James Harlow, Orlando resident, commented that ACCESS LYNX users experience health issues such as arthritis and allergies and there needs to be some change in how things are done and understanding regarding why people are there.

Ms. Kim Hernandez, 1307 Harrison, asked if there was a cap on fixed route time on a bus, if counties funded fixed route service and the frequency for route changes

Mr. Tim May, ACCESS LYNX, commented that ADA guidelines recommend using fixed route service if a rider is able, however, riders are not required to use fixed route service and can still use ACCESS LYNX.

Commissioner Pete Clarke commented that each county provides funding for LYNX and MetroPlan Orlando has included LYNX funding options as a legislative priority for consideration.

## **XII. ADJOURNMENT**

The next TDLCB meeting is scheduled on February 9, 2017.

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

There being no further business the meeting adjourned at 11:50 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 9th day of February 2017.

---

Commissioner Pete Clarke, Chairperson

---

Cathy Goldfarb, Senior Board Services Coordinator

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

**TAB 2**

---



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

**ARTICLE I: Preamble**

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

**ARTICLE II: Name and Purpose**

**Section 1: Name**

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

**Section 2: Purpose**

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

**ARTICLE III: Local Coordinating Board Membership**

**Section 1: Voting Members**

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

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

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

6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;
8. A person over sixty representing the elderly in the service area;
9. A person with a disability representing the disabled in the service area;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) as their primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A 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 12<sup>th</sup> day of February 2015.

---

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

**TAB 3**





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

**GRIEVANCE PROCEDURE  
FOR  
TRANSPORTATION DISADVANTAGED SERVICES**

*Approved February 11, 2016*

## **GRIEVANCE PROCEDURE**

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

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

### **II. DEFINITIONS**

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

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

### **III. OBJECTIVE**

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

#### **IV. MEMBERS**

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

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

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



OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's 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 11<sup>th</sup> 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**

---



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

**Date:** March 8, 2017

**Name (DOPA):** MetroPlan Orlando

**Address:** 250 S. Orange Avenue  
Suite 200  
Orlando, Florida 32801

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

**Signature:** \_\_\_\_\_  
Honorable Bob Dallari

**Title:** Chairman of MetroPlan Orlando

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

<b><u>POSITION</u></b>	<b><u>MEMBER</u></b>	<b><u>TERM</u></b>
ELECTED OFFICIALS	Pete Clarke (Orange) Peggy Choudhry (Osceola) Lee Constantine (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-



**MEMBERSHIP CERTIFICATION  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD  
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES  
Page 2**

MEDICAL COMMUNITY:	Milagros Carrion	
FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL - EARLY CHILD.DEV. (4C)	Wilfredo Raices	
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Command Sergeant Major Tommie Maldonado	-
MEDICAID (AHCA)	Milagros Chervoni	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Win Adams	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Marsha Shapiro	One Year
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Years
FOR-PROFIT OPERATOR	Chris York	One Year
NON-VOTING MEMBERS	Tom Daniels	-
	Tim May	

Robert Melia

**TAB 5**



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

**DATE:** November 10, 2016

**LOCATION:** Marks Street Senior Recreation Complex  
99 E. Marks St.  
Orlando, FL 32803

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

**Those in attendance were:**

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  
Mr. Harry Barley, MetroPlan Orlando  
Mr. Gary Huttman, MetroPlan Orlando  
Mr. Jason Loschiavo, MetroPlan Orlando  
Ms. Sally Morris, MetroPlan Orlando  
Ms. Elizabeth Whitton, MetroPlan Orlando  
Ms. Crystal Mercedes, MetroPlan Orlando  
Mr. Bill Hearndon, Commission for Transportation Disadvantaged  
Mr. Tim May, LYNX  
Mr. Chris York, MV Transportation  
Mr. Benjamin Gonzalez, LYNX  
Mr. Rob Gregg, CUTR  
Ms. Ann Joslin, CUTR  
Mr. Randy Farwell, Tindale Oliver  
Mr. Jamil Gutierrez, FDOT  
Ms. Milagros Chervoni, ACHA  
Mr. Win Adams, Elderly  
Ms. Marilyn Baldwin, Disabled  
Ms. Dianne Arnold, Economically Disadvantaged  
Mr. Adam Zubritsky, OCPS  
Mr. Wilfredo Raices, 4C  
Ms. Milagros Carrion, Medical Community  
Mr. Bob Melia, LYNX TAC  
Ms. Cheryl Stone, TDLCB Alternate  
Ms. Marsha Shapiro, Citizen Advocate  
Mr. Lendy Castillo, MTM

Ms. Lisa Rivera, MTM  
Ms. Shantana Lawrence, Inspire CFL  
Ms. Stephanie Ryan, Inspire CFL  
Ms. Bette Day, Citizen  
Mr. James Harlow, GOCB  
Ms. Nicole Hugues, GOCB  
Mr. Joey Hogan, RR  
Ms. Melody Carr, Citizen  
Mr. Nathan Selikoff, Omni  
Mr. Forest Weston, Citizen  
Mr. Richard Alleyne, Lighthouse  
Mr. Kevin Walker, Center for Independent Living  
Mr. Jose Nizarro, Veterans  
Ms. Christina Hendy, Citizen  
Mr. Eric Bravdsertrd, Provider  
Mr. Josh snowden, Citizen  
Ms. Cathy Matthews, Mom  
Ms. Joanne Counelis, Citizen  
Ms. Nancy Valenzano, Lake-Sumter MPO  
Izumi Goodwin, JTB USA, Inc.  
Ms. Rosene Johnson, Constructive education Center of Orlando  
Ms. Carolyn Austin, FL House District 46

Commissioner Pete Clarke called the public hearing to order at 10:02 a.m. He welcomed everyone and led the pledge of allegiance. TDLCB members and staff were asked to introduce themselves. Ms. Virginia Whittington informed those in attendance that the public hearing would be conducted first and begin with a PowerPoint presentation. She explained the purpose of the public hearing and provided details on how the public hearing was noticed. Ms. Whittington thanked attendees for participating and providing their comments. Finally she noted that additional comments had been received via mail, email, and phone and copies of those comments were provided to the TDLCB.

Commissioner Clarke explained that the meeting consisted of three events: the public hearing, quarterly TDLCB meeting, and the Rider's Forum. He asked public hearing participants to fill out a speaker card if they wished to make a comment and they would be allowed two minutes each for their comments. Participants then viewed a presentation which provided information about the paratransit system, and what the TDLCB board does, including the Grievance Committee and Quality Assurance Task Force. Participants were informed that there were two upcoming vacancies on TDLCB and applications for those openings, which were due by November 30, 2016, were available on the MetroPlan Orlando website. A TD brochure was provided which contained information on the program and contact numbers included on a magnet.

Ms. Mary Ann Horne reported on a user survey that had been conducted which helped provide a snapshot of the rider's experience. She told participants that the 10 question survey was sent to 70 riders in March 2016 and 90 riders in September 2016 and staff received many useful comments. Ms. Horne noted that riders could have the opportunity to participate in future surveys if ACCESS LYNX had their email address.

**Public Comments:**

Ms. Sherri Brun, ACCESS LYNX User, commented that in other areas riders who make multiple trips are provided with a pass that helps reduce the cost of the trips. She added that a smart card or charge card would be helpful and that there needed to be a dedicated funding source for paratransit.

Mr. Quidry Young, ACCESS LYNX User, commented that he has experienced long ride times and sensitivity training was needed for ACCESS LYNX staff.

Ms. Judy Matthews, ACCESS LYNX User, commented that ACCESS LYNX service has improved call hold times, wait times, and pick up is better. She would like more Spanish speaking staff and commented that Lighthouse Central Florida staff would be available to assist with sensitivity training.

Ms. Kim Hernandez, ACCESS LYNX user, thanked ACCESS LYNX staff for the service without which she would not be able to be employed. She commented on the long ride time due to the driver being lost and another rider being added. Ms. Hernandez added that if she is late for medical appointments, she needs to pay a late fee.

L. C. Benson, ACCESS LYNX User, commented that their main issue was being late for work and suggested that ACCESS LYNX issue trips in zones so that a driver would stay within that zone and not have to travel all over.

Ms. Nicole Hugues, ACCESS LYNX User, commented that she would like to receive a text when the driver is 10 minutes away and that the right size vehicle needs to be sent to accommodate the person requesting the ride.

Ms. Bette Day, LYNX and ACCESS LYNX user, commented that she usually uses the fixed route system but she has some doctors in Kissimmee. She added that ride time is wasted and if a ride is running late, the rider needs to be contacted and informed. Ms. Day noted that the bus stop at T.G.Lee Vista is not accessible for her scooter.

Ms. Sondra Matthews, ACCESS LYNX user, commented that riders needed to be contacted if their ride was late or couldn't get to where they needed to be. She suggested giving an earlier pick up time in order to ensure someone gets to work on time. Overall she commented, she is pleased with the service.

Ms. Tiffany Namey, Citizen, commented that she worked on getting voters to the polls and paratransit does not provide rides for voters. She noted that she is epileptic and has concerns about having a seizure while waiting for a fixed route bus and is not eligible for paratransit service. Ms. Namey added that there should be closed captioning provided for public meeting attendees with hearing impairment.

Ms. Tanya Erwin, ACCESS LYNX user, commented that she is concerned with the ACCESS LYNX service. She added that all the dispatchers are gone, and the new drivers are bad. Ms. Erwin booked a trip two hours in advance and it didn't show up. She has been using the service for 3 years and it is getting bad. She commented that a 94 year old was left at the hospital and concerns are not being addressed.

Mr. Forest Weston, ACCESS LYNX User, commented on the ACCESS LYNX IVR system not working and that there should be an alternate payment system. He added that someone with epilepsy should qualify for ACCESS LYNX service.

Ms. Christine Hendy, ACCESS LYNX user, commented that she uses oxygen and some drivers are not helpful with her oxygen and she has to hold the tank the whole time. She added that she tries to calculate how much oxygen she will need and the extended trip times can cause her to run out.

Mr. Josh Snowden, ACCESS LYNX user, commented on the affordability of the paratransit service and noted that he uses Uber more often due to cost being worth the peace of mind. He added that there is a need for smart cards, which other bus systems have and scheduling rides is concerning.

Ms. Paule René, ACCESS LYNX user, thanked ACCESS LYNX staff for the service and requested that they ensure that the service is improved. She added that the transportation system stresses users who are late getting to meetings and work. Ms. René commented that a majority of the dispatchers and drivers are rude.

Ms. Joanne Counelis, LYNX and ACCESS LYNX user, commented that 24 hour bus and train service is needed 7 days a week to ensure nobody gets stranded.

Mr. Rufus Gilmore, ACCESS LYNX user, commented that he is a dialysis patient and he has difficulty getting to the location due to the driver not knowing where to go. He added that there needs to be an additional number to call and customer service is important because the staff would not have their jobs if it wasn't for the ACCESS LYNX clients.

Ms. Virginia Whittington reported that two additional comments had been mailed and emailed to staff. Copies of those comments were provided to the TDLCB are attached to this summary.

Mr. Byron Mitchell, ACCESS LYNX user, commented that he would like to see smaller cars/vehicles brought back into use by ACCESS LYNX.

#### **Member Comments:**

Mr. Tim May, ACCESS LYNX, thanked those in attendance for coming to the public hearing and commented that ACCESS LYNX is working on some of the comments made at the public hearing. He noted that some aspects of the service have improved, but there are still improvements that need to be made.

The public hearing adjourned at 11:02 a.m.

**TAB 6**





# **LYNX Community Transportation Coordinator**

## **Orange, Osceola and Seminole Counties**

**July 1, 2015 - June 30, 2016  
Evaluation Form**

## TABLE OF CONTENTS

<u>Topic</u>	<u>Page</u>
INTRODUCTION .....	1
COORDINATION	
<u>Operations</u>	
Planning .....	2
Transport .....	2
Service Monitoring .....	2
Billing .....	2
Reporting .....	2
<u>Administrative</u>	
Eligibility Records/Certification .....	3
Reservations .....	3
Trip Allocation .....	3
Scheduling .....	3
COST EFFECTIVENESS AND EFFICIENCY .....	4
LOCAL PERFORMANCE MEASUREMENTS	
On Time Performance .....	5
Call Hold Time .....	5
Complaints and Compliments .....	6
AVAILABILITY	
Demand .....	7
Customer Service Accessibility .....	7
Public Awareness .....	8
OVERALL EVALUATION .....	9
IDEAS AND CONCERNS .....	10
GLOSSARY .....	11



## 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, 2015 through June 30, 2016.

**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 2014 -June 2015		July 2015 -June 2016		FY14/15 - FY15/16 % Change
Coordinated Trips	567,709		489,621		-14%
Unduplicated Passengers	10,033	2%	7,911	2%	-21%
No-Shows	31,419	6%	29,205	6%	-7%
Road Calls	257	0.05%	171	0.03%	-33%
Chargeable Accidents	86	0.02%	127	0.03%	48%
Vehicles	167	0.03%	166	0.03%	-1%

### RATIOS:

Measurements	(July - June) 2014/2015	(July - June) 2015/2016	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/100,000 Vehicle Miles	1.161	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

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 2015 to June 2016 was of 85%.*

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 2015 to June 2016 was of 2 minutes and 27 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) 2014/2015	(July - June) 2015/2016	% Change
Concerns	741	757	2%
Commendations	183	151	-17%

*The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 1.55 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 2016/16, 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](http://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 217 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 2015 to June 2016:

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**



## 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: October 1, 2016 to December 31, 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 November 10, 2016 TDLCB meeting agenda and draft minutes as well as QATF agenda and highlights are enclosed as a **Task 3 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:** TDLCB Public Hearing Notice, Agenda and public comments received at the November 10, 2016 are provided as deliverables for Task 4. The next public hearing will be held in November 2017.

**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 was reviewed and approved by the LCB at their November 10, 2016 meeting. Signed cover pages are provided as deliverables for Task 7.

**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. The next submission due date is September 15, 2017.

**TASK 9:**

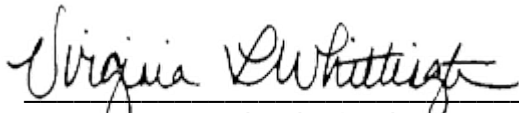
Develop and provide the local coordinating board with quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program, including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

**Response:** Information is included with each quarterly meeting agenda packet. The November 10, 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:** Virginia L. Whittington attended the annual FPTA/CTD Conference in Jacksonville. Among other sessions, Ms. Whittington attended the CTD and Planners Networking meeting held December 14, 2016. A copy of Ms. Whittington's travel is provided as a deliverable for Task 10.



Signature of Individual Submitting Report

01/05/2017

Date

Virginia L. Whittington

Typed name of Individual Submitting Report



## Transportation Disadvantaged Local Coordinating Board Attendance Record 2016

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

A = Absent

V= Vacant

P = Present

R = Represented