



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

November 15, 2018 @ 10:30 a.m.



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

DATE: Thursday, November 15, 2018
TIME: 10:30 a.m. *(See note below)*
LOCATION: Marks Street Senior Recreation Complex
99 E. Marks St., Orlando, FL 32803



Wireless access available
Network = OcfI_public_wifi

(PLEASE NOTE: The annual TDLCB public hearing will be held at 10:00 a.m. The TDLCB meeting will follow at 10:30 a.m. or immediately upon conclusion of the public meeting whichever occurs first.)

Take Transit to the Public Meeting

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.

Mayor Jose Alvarez, Vice-Chairman, Presiding

- I. CALL TO ORDER
- II. CONFIRMATION OF QUORUM – Ms. Lisa Smith
- III. AGENDA REVIEW & ANNOUNCEMENTS – Ms. Virginia Whittington
- IV. CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS – Vice-Chairman Alvarez
- V. 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.

VI. ACTION ITEMS

A. Approval of minutes of previous meeting(s) TAB 1

The minutes of the August 9, 2018, Transportation Disadvantaged Local Coordinating Board meetings are included at **Tab 1** for approval.

B. Proposed 2019 TDLCB Meeting Schedule TAB 2

Action is requested to approve the 2019 MetroPlan Orlando Board/Committees meeting schedule. The proposed meeting schedule is included at **Tab 2** for approval.

C. Acknowledgement of the Annual Operating Report (AOR) TAB 3

Staff requests acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for paratransit operations Fiscal Year 2017-18. The AOR, which was transmitted to the CTD September 28th is included at **Tab 3**.

D. Acknowledgement of the Annual Expenditure Report (AER) TAB 4

Staff requests acknowledgement of the Annual Expenditure Report (AER) for FY 2017-18. The AER was transmitted to the CTD September 13th and is included at **Tab 4**.

E. Title VI Program: Nondiscrimination & Language Plan TAB 5

Ms. Cynthia Lambert, MetroPlan Orlando staff, is requesting the TDLCB to recommend that MetroPlan Orlando's Title VI Program: Nondiscrimination & Language Plan be approved by the MetroPlan Orlando board. Ms. Lambert will highlight the plan, which is provided at **Tab 5**.

F. Acknowledgement of Changes to Rule 41-2 and Approval of Revised TDLCB Bylaws TAB 6

The 2018 legislative session resulted in several changes to Rule 41-2 which outlines the Commission for the Transportation Disadvantaged, the Designated Official Planning Agency, and the Transportation Local Coordinating Board (LCB). The TDLCB is asked to acknowledge the rule changes and approve revisions to the TDLCB's bylaws.

In addition to these changes, staff requests approval to extend an invitation for the SunRail Customer Advisory Committee chair or designee to serve on the TDLCB as a non-voting advisor.

A list of the rule changes and the proposed revisions to the LCB's bylaws are provided at **Tab 6**.

G. Approval of Changes to ACCESS LYNX No Show Policy TAB 7

Ms. Selita Stubbs, ACCESS LYNX, will present recent changes to the No Show Policy. TDLCB approval of the changes is requested. The final draft is provided at **Tab 7**, pending signature.

H. Approval of TDLCB Members and Alternate Appointments

TAB 8

The term for Dr. Linda Silverman (representing the Elderly over 60) will expire December 31, 2018. MetroPlan Orlando announced the vacancy and the Quality Assurance Task Force met October 22, 2018 to review applications submitted by interested parties. The QATF unanimously recommended Dr. Silverman be reappointed for a three year term January 1, 2019 through December 31, 2021 representing the Elderly over 60. Unless otherwise noted, Dr. Silverman's alternate, Ms. Cheryl Stone, will remain the same. Dr. Silverman's application is provided at **Tab 8**.

Staff requests approval of Ms. Janeé Olds, Career Services Consultant, Career Source Central Florida, to fill the Regional Workforce Development Board and her alternate, Adli Trotman-Diaz (alternate). Ms. Olds' application, along with an appointment letter from Career Source, is provided at **Tab 8**.

I. Appointment of Connected and Autonomous Vehicle Readiness Study Steering Committee

Ms. Crystal Mercedes, MetroPlan Orlando staff, will address the LCB and request a volunteer to serve as LCB representative on Connected and Autonomous Vehicle Readiness Study Steering Committee. The Steering Committee will assist staff in selecting a consultant and managing the study. Similar requests have been made of the other MetroPlan Orlando advisory committees as well as FDOT D5.

VII. PRESENTATIONS & STATUS REPORTS

A. ACCESS LYNX Rider's Survey Result

Ms. Mary Ann Horne, MetroPlan Orlando staff, will present the results of the 2018 ACCESS LYNX Rider's survey.

B. Community Transportation Coordinator (CTC) Update

TAB 9

Ms. Selita Stubbs, Interim Director of Mobility Services, ACCESS LYNX, will provide a CTC update. The CTC Update is provided at **Tab 9**.

VIII. GENERAL INFORMATION

TAB 10

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. An attachment of the report is included at Tab 10.

IX. MEMBER COMMENTS

X. PUBLIC COMMENTS (GENERAL)

Comments from the public will be heard pertaining to GENERAL 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.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- A. MetroPlan Orlando Board Meeting – December 12, 2018 at 9:00 a.m.
- B. MetroPlan Orlando Annual Holiday Reception – December 14, 2018; 2:00 p.m. – 4:00 p.m.

**XII. ADJOURNMENT – Next TDLCB meeting: February 14, 2019
MetroPlan Orlando**

*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. Lisa Smith, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, Florida, 32801** or by telephone at **(407) 481-5672 x307** 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 lsmith@metroplanorlando.org 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.

TAB 1



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

DATE: Thursday, August 9, 2018

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Lee Constantine, Presiding

Members in attendance were:

Commissioner Lee Constantine, Seminole County, **Chairman**
Dr. Linda Levine-Silverman, Representing the Elderly
Ms. Marilyn Baldwin, Representing the Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Jane Tkach, Citizen Advocate
Mr. Adam Zubritsky, Public Education
Ms. Evelyn Diaz, Medical Community
Ms. Alnita Whitt, Representing Veterans
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Jo Santiago, FDOT, District 5
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Randall Hunt, Senior Resource Alliance
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Mr. Chris York, For-Profit Operator
Ms. Milagros Chervoni, AHCA/Medicaid
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)

Members not in attendance were:

Mayor Jose Alvarez, Osceola County, **Vice-Chairman**
Commissioner Pete Clarke, Orange County
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Selita Stubbs, Interm Deputy Director, ACCESS LYNX
Ms. Tomika Monterville, LYNX
Ms. Nannette Stephens, LYNX

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

I. CALL TO ORDER

Chairman Constantine called the meeting to order at 10:00 a.m.

II. PLEDGE OF ALLEGIANCE

Chairman Constantine led attendees in the Pledge of Allegiance.

III. CONFIRMATION OF A QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington noted that the only change on today's agenda is Agenda Item VIII.A. She stated that the LYNX Mobility Management Services update will be presented by Ms. Selita Stubbs, Interim Deputy Director, ACCESS LYNX. She announced that Ms. Millie Chervoni is retiring from ACHA, and today is her last meeting. Chairman Constantine and the members of the Board wished Ms. Chervoni well in her retirement. Ms. Whittington announced Mr. Harry Barley, Executive Director, MetroPlan Orlando is retiring effective August 31st. She stated that Mr. Gary Huttman has been selected as his successor, and that he will begin his new position on September 1st. She added that a reception honoring them is scheduled for August 23rd from 2:00 p.m. until 4:00 p.m. at MetroPlan Orlando. Ms. Whittington announced that the 26th Annual Transportation Disadvantaged Best Practices and Training Workshop/Expo is scheduled for October 14th thru 17th in Daytona Beach, Florida. She encouraged TDLCB members to reach out to her if they are interested in attending.

V. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments on any of the action items.

VI. QUALITY ASSURANCE TASK FORCE (QATF) REPORT

Ms. Baldwin reported that the QATF met on July 24, 2018. She stated that new LYNX staff members were introduced: Ms. Tomika Monterville from the Planning Department and Ms. Selita Stubbs, the Interim Deputy Director of ACCESS LYNX. Ms. Baldwin explained that the majority of the meeting was

devoted to ACCESS LYNX staff responding to some questions that had been raised at the June 7th TDLCB meeting. She stated that the members of the QATF believes that LYNX staff did a good job addressing concerns. Ms. Baldwin said that during the meeting, the QATF made some recommended some easily implementable customer service solutions to LYNX that would be beneficial for clients using Taxis and Transportation Network Companies (TNCs).

VII. AGENDA ITEMS

A. Approval of minutes of previous meeting – June 7, 2018

The minutes of the June 7, 2018 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Ms. Crystal Ford moved to approve the June 7, 2018 meeting minutes. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

B. Acknowledgement of Orange, Osceola and Seminole FY 2018-19 Local TD Program Administrative Support Agreement

Ms. Whittington explained that through proviso language in the Florida Commission for the Transportation Disadvantaged's (Commission) Fiscal Year 2018-19 Budget, an unintended change was made in legislation which took funds that were previously dedicated to metropolitan planning organizations, and wrapped them up in the trip and equipment grant programs. Ms. Whittington noted that the funds in the Local Program Administrative Support Grant can only be used by the Community Transportation Coordinator to pay the planning agency (MPO). She explained that with the change, those funds now go directly to LYNX and that has necessitated an agreement between LYNX and MetroPlan Orlando wherein LYNX now has to pay MetroPlan Orlando for services provided for TD activities (i.e., hosting the TDLCB meetings and the hosting the annual TD public hearing). A formal local program support agreement was submitted to the TD Commission in Tallahassee. The agreement was accepted, and is now fully executed. She noted that as a result of the Agreement and because MetroPlan Orlando is now being paid by LYNX, a conflict of interest was created and MetroPlan Orlando cannot conduct the annual evaluation. Because of this, the evaluation cannot be conducted in this coming year, but staff will still survey riders to gauge their satisfaction with changes that have been implemented with the new contract. She will keep the Board updated in this regard. A copy of the executed agreement was provided to TDLCB members for information.

MOTION: Ms. Marilyn Baldwin moved to acknowledge the Orange, Osceola and Seminole FY 2018-19 Local TD Program Administrative Support Agreement. Mr. Randall Hunt seconded the motion, which passed unanimously.

C. Acknowledgement of the CTC's Intent to Submit an Application for a 2019 Trip & Equipment Grant

Ms. Whittington explained that every year the Florida Commission for the Transportation Disadvantaged (CTD) awards Trip and Equipment Grants to Community Transportation Coordinators (CTC) to provide TD trips within their service area or to purchase capital equipment. She explained that the Transportation Disadvantaged Trip and Equipment Grant provides funding for TD transportation services provided by LYNX's Mobility Services Division. The grant amount for FY2019 is \$5,455,343 which includes a 10% local match. Ms. Whittington stated that the LYNX Board approved submission of the grant application at their July 26th meeting. A copy of the resolution was provided to TDLCB members for information.

MOTION: Ms. Crystal Ford moved to acknowledge the CTC's Intent to Submit an Application for a 2019 Trip and Equipment Grant. Ms. Alnita Whitt seconded the motion, which passed unanimously.

VIII. PRESENTATIONS AND STATUS REPORTS

A. Mobility Management Services Update

Ms. Selita Stubbs, Interim Deputy Director, ACCESS LYNX, provided an update on ACCESS LYNX Mobility Management Services, including responses to questions regarding the use of Taxis and TNCs that arose at the June 7, 2018 TLCB meeting. Ms. Stubbs stated that ACCESS LYNX has received great feedback since the initiation of the program on December 1, 2017. She said that the ACCESS LYNX team has made every effort to address TDLCB members' concerns brought forward at the last meeting. She noted that some of the changes and suggestions offered by Ms. Baldwin have been submitted to the LYNX Legal Department to ensure that there are no conflicts, and they are in the final stages of approval. Ms. Stubbs provided an overview of the criteria used to determine the users of the taxi or TNCs with the goal of transitioning 20% or more riders to taxi or TNCs by reviewing the 6 month trip history of clients using ACCESS LYNX services. She noted that approximately 25% of customers are now using taxis or TNCs. She stated that ACCESS LYNX continues to refine current rider criteria. She also provided an overview of the internal process for booking trips for those clients not using taxis as well as the internal process used for handling cancellations. Ms. Stubbs encouraged TDLCB members to reach out to Ms. Whittington with concerns as they arise and those concerns will be relayed to her.

B. LYNX Autonomous Vehicle Initiative

Mr. Doug Jamison, LYNX, presented on the Federal Transportation Strategic Transit Automation Research (STAR) program, the development of the LYNX Automated Vehicle Initiative, and some of the issues that require further research and investigation during the development of automated vehicle demonstrations and deployments.

C. Equity & Transportation

Ms. Cynthia Lambert, MetroPlan Orlando staff, discussed the difference between equity and equality in transportation, and the ways that equity issues can be addressed in the transportation industry.

D. Request for Input on 2019 Legislative Priorities

Ms. Virginia Whittington, MetroPlan Orlando, requested that TDLCB members provide guidance on any potential legislative priorities they would like to be recommended to the MetroPlan Orlando Board for the 2019 legislative session. She noted that the proposed legislative priorities will be presented to the TDLCB at a later meeting.

IX. GENERAL INFORMATION

A. LYNX/Community Transportation Coordinator (CTC) Update

A report on current and ongoing operations was provided for informational purposes.

B. Planning Grant Update

A copy of the 4th Quarter planning grant update was provided for use and information. Quarterly progress reports, as outlined in the planning grant agreement, are provided as they are completed.

C. Report of Operator Payments

The Operators Payment 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. The Operators Payment Report was provided for informational purposes.

D. American's with Disabilities Act 28th Anniversary

MetroPlan Orlando recently supported the 28th Anniversary of the American's with Disability Act. Twenty-eight 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.

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 enables 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, 2018 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September 12th meeting for their approval. A copy of the draft resolution was provided to TDLCB members for information.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- Farewell Reception for Mr. Harry Barley – August 23, 2018 from 2:00 until 4:00 p.m.
- MetroPlan Orlando Board meeting – September 12, 2018 at 9:00 a.m.
- 26th Annual Transportation Disadvantaged Best Practices & Training Workshop/EXPO; October 14th - October 17th, 2018; Daytona Beach (*Commission Business Meeting to be held at 9 AM on Monday, October 15th at same location*)
- Quality Assurance Task Force – October 23 at 10:00 a.m. (Tentative)
- Transportation for the Disadvantaged Legislative Awareness Day (Tallahassee) – March 20, 2019

XI. MEMBER COMMENTS

None

XII. PUBLIC COMMENTS (GENERAL)

Mr. David Bottomley, Orlando, Florida, addressed the Board regarding the need for new construction of ADA compliant bus stops. He encouraged the TDLCB members to reach out to their local municipalities to ensure that they are included in the Prioritized Project Lists for consideration in the process.

XIII. ADJOURNMENT

Next meeting date: November 15, 2018 at 10:00 a.m.– Annual Public Meeting (Note: This meeting will be held off site.)

There being no further business the meeting adjourned at 11:15 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 15th day of November 2018.

Chairperson

Lisa Smith
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.

DRAFT

TAB 2



**Quality Assurance Task Force
2019 Quarterly Meeting Schedule**
(All meetings are scheduled to begin at 10:00 a.m.)

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

Date

January 29, 2019

April 23, 2019

July 23, 2019

October 29, 2019

TAB 3





September 28, 2018

Florida Commission for the Transportation Disadvantaged
c/o Kyle Mills, Area 4 Project Manager
605 Suwannee Street, MS 49
Tallahassee, Florida 32399-0450

Dear Mr. Mills,

LYNX is committed to excellence in reporting.

As such, we noticed notable variances within the 2018 AOR Summary year over year comparison with our 2017 submission. The overall driver of these variances are tied to three specific matters:

- 1) For 2017, our primary contract transportation provider was included both as a provider and within LYNX's financial statements. Therefore, the revenues and expenses for this provider were reported twice within the 2017 report.
- 2) For the 2018 reporting period, a new TNC provider responsible for 14% of LYNX's total trip volume was deducting the cash fares collected (revenue) from the expenses owed as a contra-expense rather than reporting each independently. Therefore, both the revenues and expenses for this provider were understated during the period of performance for this report. We are working with the provider to isolate the revenue and expense for future reporting periods.
- 3) For 2018, LYNX followed up repeatedly with our partner agencies to ensure completeness, accuracy, and timely reporting. Often the information provided was not accurate, timely, or representative of their Agency's transportation participation within the region. Many of these agencies reported significant employee turnover and difficulty summarizing their operations for our combined AOR effort. LYNX is educating our partners as to the importance of their submissions and putting controls in place to aid these agencies' future reporting efforts.

From July 2017- June 2018, LYNX experienced employee turnover in positions of trust and reporting responsibility within Paratransit. In the process of completing this year's report, a deeper understanding regarding each section's requirements and categories was attained. We intend to create an internal methodology to improve accuracy and timeliness.

Please accept this letter as an explanation of year over year changes for our overall report. We would also like to acknowledge LYNX's appreciation for CTD's time extension and clarification on any concerns remitted during this period.

If you have any questions, feel free to contact Joyce Larson, LYNX Data Analyst directly at (407) 254-6065.



Sincerely,

Edward L. Johnson
Chief Executive Officer

FLCTD

Annual Operations Report

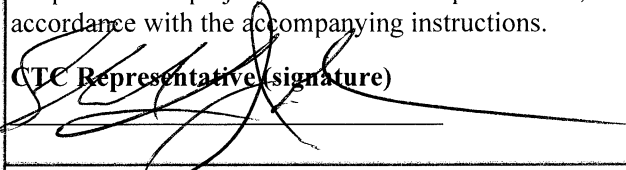

Section I: Face Sheet

County: Orange	Fiscal Year: July 1, 2017 - June 30, 2018
Status: Ready	
Report Date:	09/11/2018
Period Covered:	July 1, 2017 - June 30, 2018
Coordinator's Name:	Central Florida Regional Transportation Authority
Address:	455 North Garland Avenue
City:	Orlando
Zip Code:	32801
Service Area:	Orange
Contact Person:	Selita Stubbs
Title:	Deputy Director of Mobility Services
Phone:	(407) 254 - 6039
Fax:	(407) 254 - 6306
Email:	sstubbs@GoLYNX.com
Network Type:	Complete Brokerage
Organization Type:	Public Transit Authority
CTC Certification:	
<p>I, Edward Johnson, 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> <p>CTC Representative (signature)</p> 	
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> <p>LCB Signature</p> 	

FLCTD

Annual Operations Report

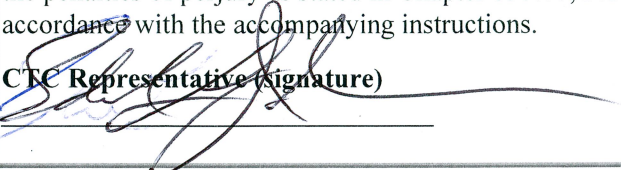

Section I: Face Sheet

County: Osceola	Fiscal Year: July 1, 2017 - June 30, 2018
Status: Ready	
Report Date:	09/11/2018
Period Covered:	July 1, 2017 - June 30, 2018
Coordinator's Name:	Central Florida Regional Transportation Authority
Address:	455 North Garland Avenue
City:	Orlando
Zip Code:	32801
Service Area:	Osceola
Contact Person:	Selita Stubbs
Title:	Deputy Director of Mobility Services
Phone:	(407) 254 - 6039
Fax:	(407) 254 - 6306
Email:	SStubbs@GoLYNX.com
Network Type:	Complete Brokerage
Organization Type:	Public Transit Authority
CTC Certification: <p>I, Edward Johnson, 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> <p>CTC Representative (signature)</p> 	
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> <p>LCB Signature</p> 	

FLCTD

Annual Operations Report

Section I: Face Sheet

County: Seminole	Fiscal Year: July 1, 2017 - June 30, 2018
Status: Ready	
Report Date:	09/11/2018
Period Covered:	July 1, 2017 - June 30, 2018
Coordinator's Name:	Central Florida Regional Transportation Authority
Address:	445 North Garland Avenue
City:	Orlando
Zip Code:	32801
Service Area:	Seminole
Contact Person:	Selita Stubbs
Title:	Deputy Director Mobility Services
Phone:	(407) 254 - 6039
Fax:	(407) 254 - 6306
Email:	SStubbs@golynx.com
Network Type:	Complete Brokerage
Organization Type:	Public Transit Authority
CTC Certification: I, Edward Johnson, 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.	
CTC Representative (Signature) 	
LCB Statement: 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.	
LCB Signature 	

TAB 4





250 SOUTH ORANGE AVENUE
SUITE 200
ORLANDO, FLORIDA 32801

PH: 407.481.5672
FX: 407.481.5680
WWW.METROPLANORLANDO.ORG

September 13, 2018

Mr. Kyle Mills
Area 4 Project Manager
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49
Tallahassee, FL 32399-0450

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the Actual Expenditure Report (AER) for Orange, Osceola and Seminole Counties.

The report reflects actual trips and expenses for the FY2017-18 service year as indicated LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined), while the following pages breaks it down by county.

Feel free to contact me if you have any questions or concerns.

Sincerely,

Virginia L. Whittington
Director of Regional Partnerships & TDLCB Staff Liaison

Enclosures



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED ACTUAL EXPENDITURE REPORT FORM

(One form for each county)

Do not report funds from state agency sources)

COUNTY: ORANGE, OSCEOLA, and SEMINOLE

DUE: September 15, 2018

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
10,624,199	443,518	3,058,399	127,676

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM
 (One form for each county)
 Do not report funds from state agency sources)

COUNTY: ORANGE
 DUE: September 15, 2018

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
7,142,813	298,184	1,896,207	79,159

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED ACTUAL EXPENDITURE REPORT FORM

(One form for each county)

Do not report funds from state agency sources)

COUNTY: OSCEOLA

DUE: September 15, 2018

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
1,520,354	63,469	458,760	19,151

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
ACTUAL EXPENDITURE REPORT FORM**
(One form for each county)
Do not report funds from state agency sources)

COUNTY: SEMINOLE
DUE: September 15, 2018

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
1,961,032	81,865	3,058,399	127,676

Transportation Alternatives

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

TAB 5



About the Title VI Program: Nondiscrimination & Language Plan

MetroPlan Orlando actively supports and follows nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964 and other federal and state authorities.

We welcome public participation in the transportation planning process **regardless of race, color, national origin, age, sex, religion, disability or family status.**

If you have questions or concerns about our compliance with nondiscrimination requirements, please contact us:



Online at MetroPlanOrlando.org
(Contact Us page)



Via email at
info@metroplanorlando.org



By mail at 250 S. Orange Avenue,
Suite 200, Orlando, FL 32801



By phone at (407) 481-5672 or
711 Florida Relay if using specialized
phone equipment

Because MetroPlan Orlando receives federal funds, we are required to have a Title VI program that includes a Nondiscrimination Plan and a Limited English Proficiency Plan.

The Title VI program ensures MetroPlan Orlando's commitment to welcome participation in the transportation planning process regardless of race, color, national origin, age, sex, religion, disability, or family status. Vital elements of the program outline how the public can file a discrimination complaint and the process MetroPlan Orlando will use if such complaints are received. The plan documents are updated every three years.

The revised Title VI program document includes the following:

- Combines the Nondiscrimination Plan and Limited English Proficiency Plan into one document to provide a more comprehensive overview of MetroPlan Orlando's Title VI program.
- Updates demographic statistics and accompanying maps for the three-county area, including location of underserved populations.
- Adds a section on environmental justice focus areas.
- Updates statistics for individuals with limited English proficiency and which languages are spoken in Central Florida.
- Updates information on how MetroPlan Orlando accommodates individuals needing assistance in languages other than English.

The Transportation Disadvantaged Local Coordinating Board will receive a presentation on the Title VI program at its November 15, 2018 meeting.



Title VI Program: Nondiscrimination & Language Plan

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A Commitment to Nondiscrimination

MetroPlan Orlando welcomes public participation in the transportation planning process regardless of race, color, national origin, age, sex, religion, disability, or family status.

MetroPlan Orlando actively supports and follows [nondiscrimination laws and regulations](#), including Title VI of the Civil Rights Act of 1964 and other federal and state authorities. We promote equity and equality in our transportation planning work **because it's the right thing to do** – not just because discrimination is prohibited by law.

This *Title VI Program: Nondiscrimination & Language Plan* is our commitment to serving the public without discrimination and includes:

- How we will comply with federal and state requirements associated with nondiscrimination and the transportation planning process.
- Central Florida community characteristics data for Orange, Osceola, and Seminole counties to ensure that planning products analyze, mitigate, minimize or avoid disproportionate and adverse impacts on communities traditionally underserved in the planning process.
- A self-assessment with information on frequency of contact with limited English proficiency persons, vital programs or services, and cost of resources.
- A language assistance plan using results from the organization's self-assessment to identify potential needs in the three-county area and resources available to provide meaningful access to the organization's programs, services, and activities.
- A processing procedure for discrimination complaints.

This plan works in concert with the organization's [Public Involvement Plan](#), which identifies specific tactics for outreach and involvement.

Staff Designation of Title VI Coordinator

MetroPlan Orlando designates Cynthia Lambert, public information manager, as the individual responsible for oversight and implementation of the Title VI Program. Cynthia Lambert can be reached at (407) 481-5672 x320 or info@metroplanorlando.org. Hearing impaired persons can call toll free via Florida Relay (dial 711).



Questions about our compliance with nondiscrimination requirements?

Please contact us:



Online at MetroPlanOrlando.org
(Contact Us page)



Via email at
info@metroplanorlando.org



By mail at 250 S. Orange Ave.,
Suite 200, Orlando, FL 32801



By phone at (407) 481-5672 or
711 Florida Relay for hearing
impaired

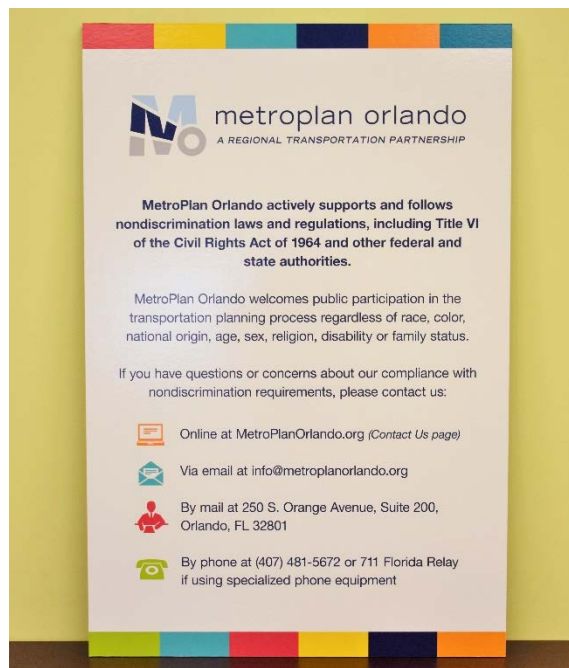
The Title VI coordinator's responsibilities include delivering related services, staff training on the plan's policies and procedures, and ongoing monitoring and assessment of the plan's effectiveness. The Title VI coordinator has direct access to MetroPlan Orlando's executive director to quickly resolve any Title VI issues that may arise. (See latest organizational chart in the [Unified Planning Work Program](#) showing dotted line reporting relationship.)

Plan Review & Staff Training

This plan will be updated every three years to: (1) ensure compliance with federal and state law, (2) update demographic statistics to accurately track Central Florida's population, (3) confirm the MetroPlan Orlando Board's commitment to nondiscrimination, and (4) provide an assessment of the plan's effectiveness in addressing Title VI nondiscrimination objectives. The plan will be reviewed annually by staff to ensure effectiveness. MetroPlan Orlando staff receives regular training to ensure awareness of and sensitivity to the needs of underserved individuals.

Title VI Notice Posting Locations

MetroPlan Orlando's Title VI nondiscrimination notice is posted in our office, on MetroPlanOrlando.org in the [Nondiscrimination & Language Plan section](#), and at public meetings as needed.



Your Civil Rights

What Are Civil Rights?

Civil rights laws and regulations protect individuals from unfair treatment, or discrimination.

Did You Know?

If you believe you have experienced discrimination based on race, color, national origin, age, sex, religion, disability, or family status, you have the right to file a written or verbal complaint with MetroPlan Orlando. See page 24 for instructions on how to file a complaint.

* * *

Sus Derechos Civiles

¿Qué Son Los Derechos Civiles?

Las leyes y regulaciones de derechos civiles protegen a las personas de trato injusto o discriminación.

¿Sabías?

Si cree que ha sufrido discriminación por motivos de raza, color, nacionalidad, edad, sexo, religión, discapacidad o estado familiar, tiene derecho a presentar una queja por escrito o verbal con MetroPlan Orlando. Consulte la página 24 para obtener instrucciones sobre cómo presentar una queja.

Central Florida Community Characteristics

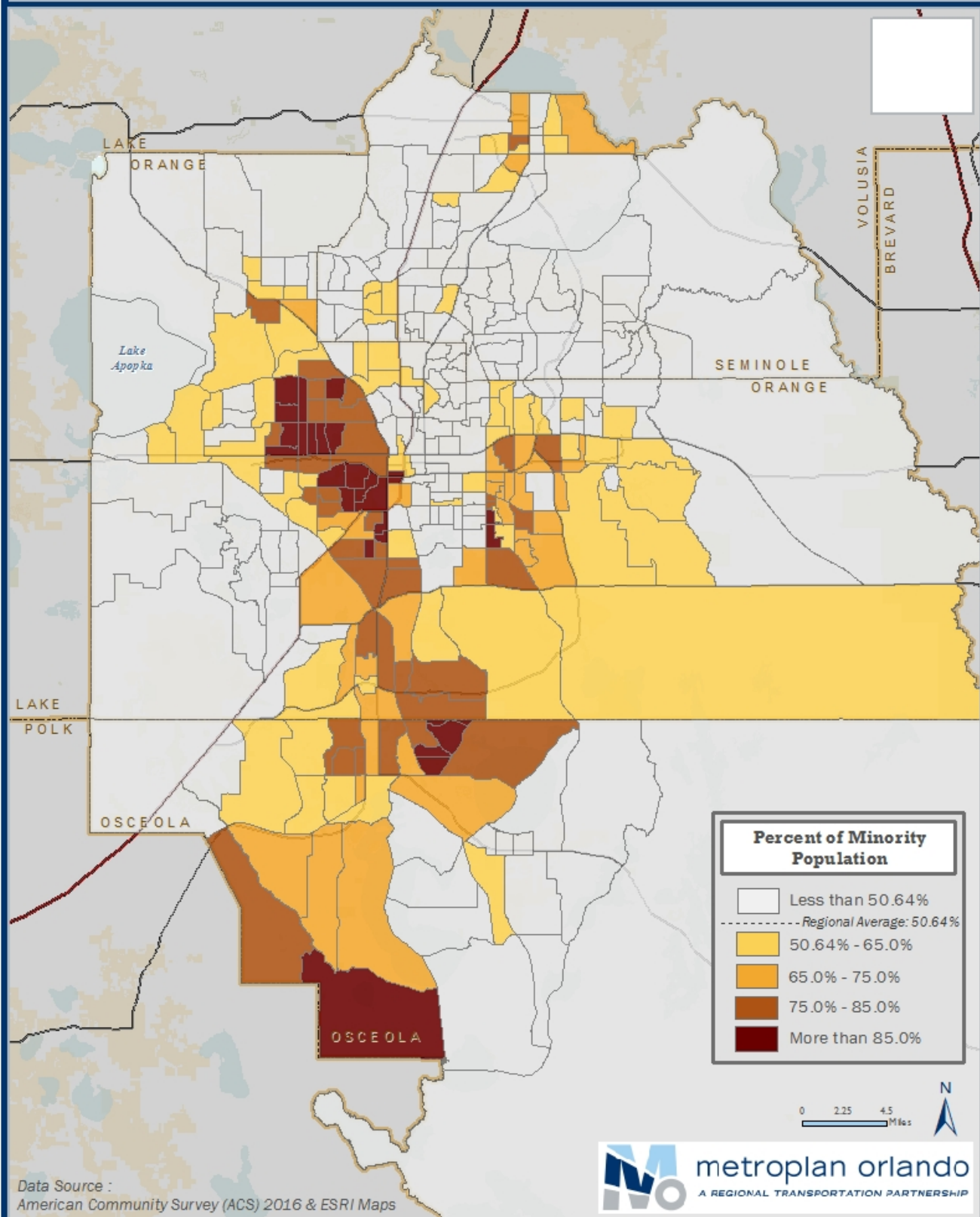
These statistics from the U.S. Census Bureau offer a county-by-county snapshot and regional view of Central Florida demographics and underserved populations.

	Orange Co.		Osceola Co.		Seminole Co.		Region Total	
	#	%	#	%	#	%	#	%
TOTAL POPULATION	1,256,055	100.0%	311,962	100.0%	442,905	100.0%	2,010,922	100.0%
RACE/ETHNICITY								
White*	535,795	42.7%	110,836	35.5%	280,711	63.4%	927,342	46.12%
Black*	250,975	20.0%	29,198	9.4%	46,854	10.6%	327,027	16.26%
Hispanic/Latino**	368,503	29.3%	156,730	50.2%	85,292	19.3%	610,525	30.36%
American Indian/ Alaskan Native*	1,341	0.1%	552	0.2%	603	0.1%	2,496	0.12%
Asian*	63,528	5.1%	7,778	2.5%	17,889	4.0%	89,195	4.44%
Native Hawaiian/ Pacific Islander*	287	0.0%	338	0.1%	232	0.1%	857	0.04%
Some other race*	7,000	0.6%	1,270	0.4%	2,133	0.5%	10,403	0.52%
2 or more races*	28,626	2.3%	5,260	1.7%	9,191	2.1%	43,077	2.14%
LANGUAGE								
English spoken “less than very well” (age 5+)	150,321	12.8%	53,303	18.3%	24,482	5.8%	228,106	12.08%
AGE								
Persons 65 years or older	134,914	10.7%	39,246	12.6%	63,306	14.3%	237,466	11.81%
Persons 75 years or older	55,443	4.4%	15,265	4.9%	26,606	6.0%	97,314	4.84%
ECONOMIC								
Households below poverty level	70,409	15.8%	16,652	17.8%	17,335	11.1%	104,396	15.03%
Households with no vehicle	29,096	6.5%	5,331	5.7%	5,686	3.6%	40,113	5.78%
Female head of household with child under 18	44,621	10.0%	10,340	11.1%	11,200	7.2%	66,161	9.53%
DISABILITY								
Persons with a disability	129,186	10.4%	44,990	14.5%	45,741	10.4%	179,862	10.12%

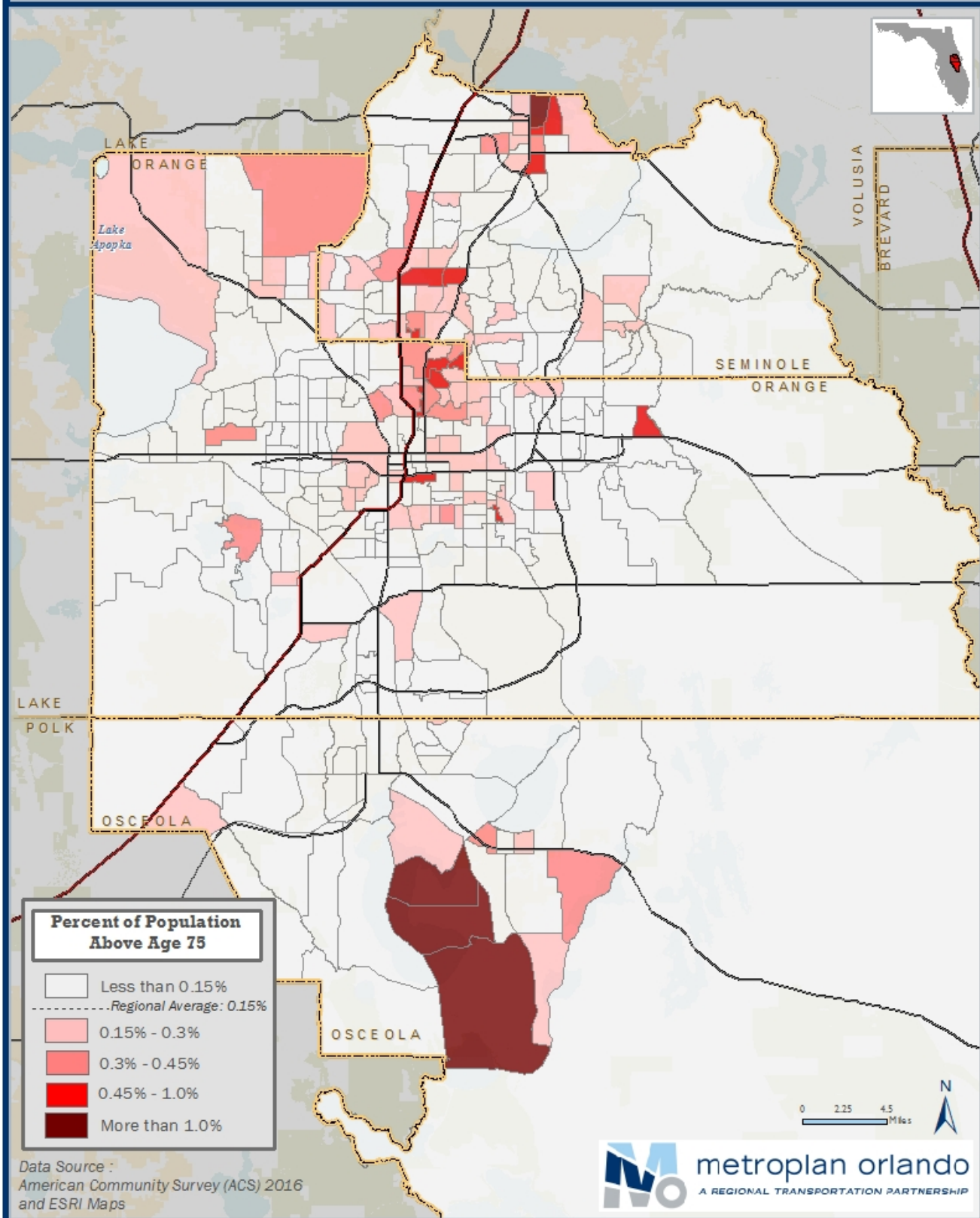
* Not Hispanic or Latino | **Includes Hispanic of any race

Source: 2016 U.S. Census Bureau American Community Survey

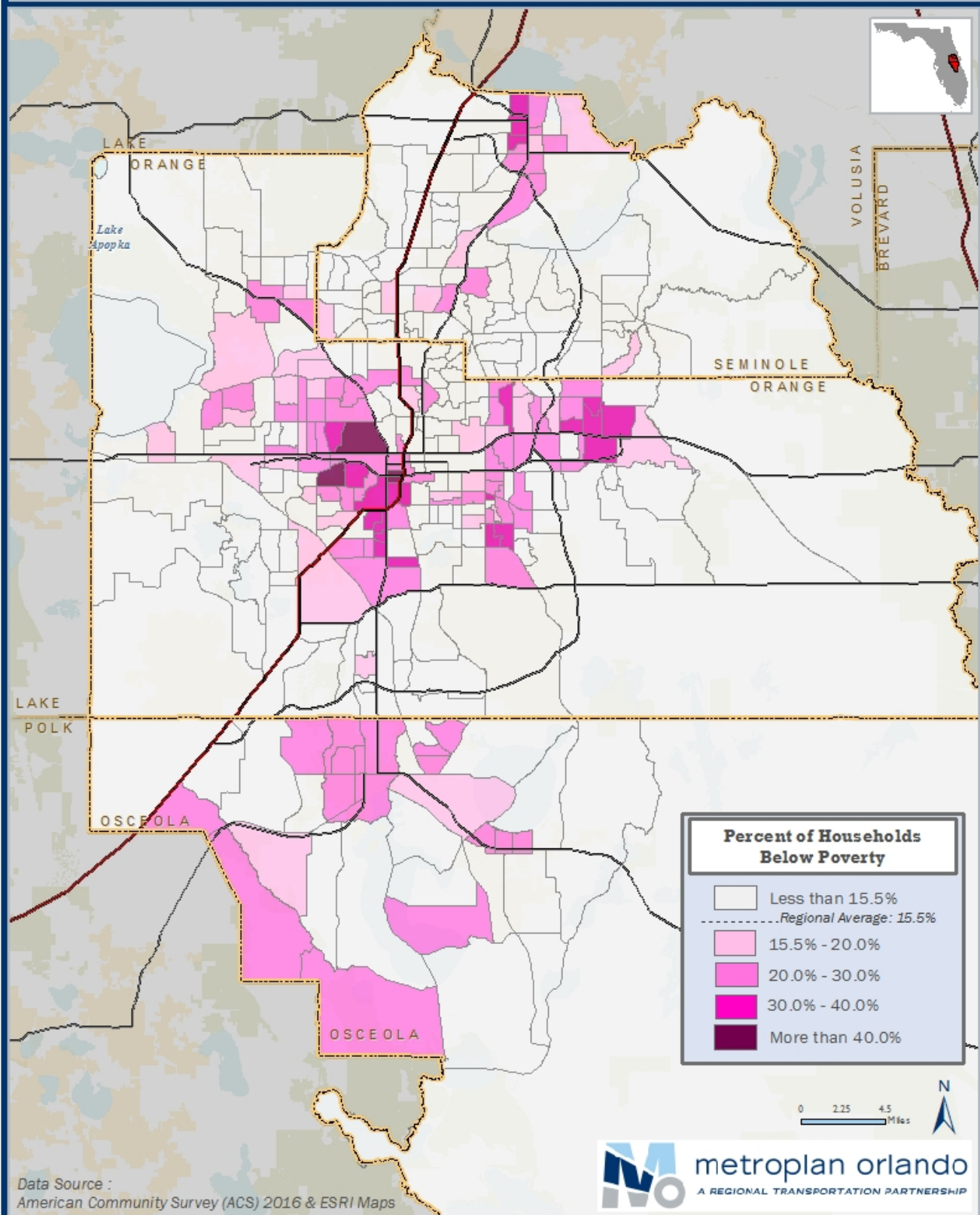
Percentage of Minority Population



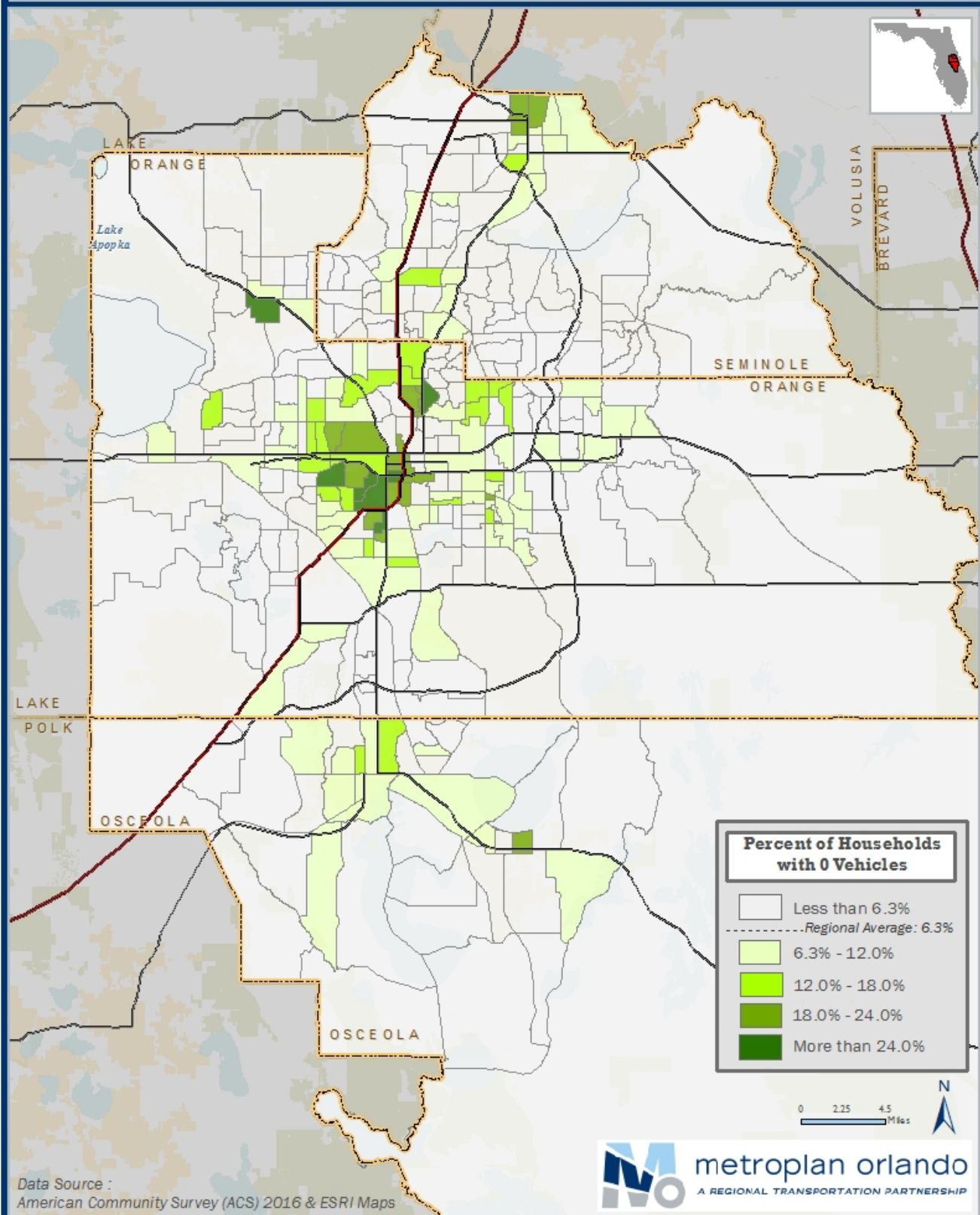
Percentage of Population Above Age 75



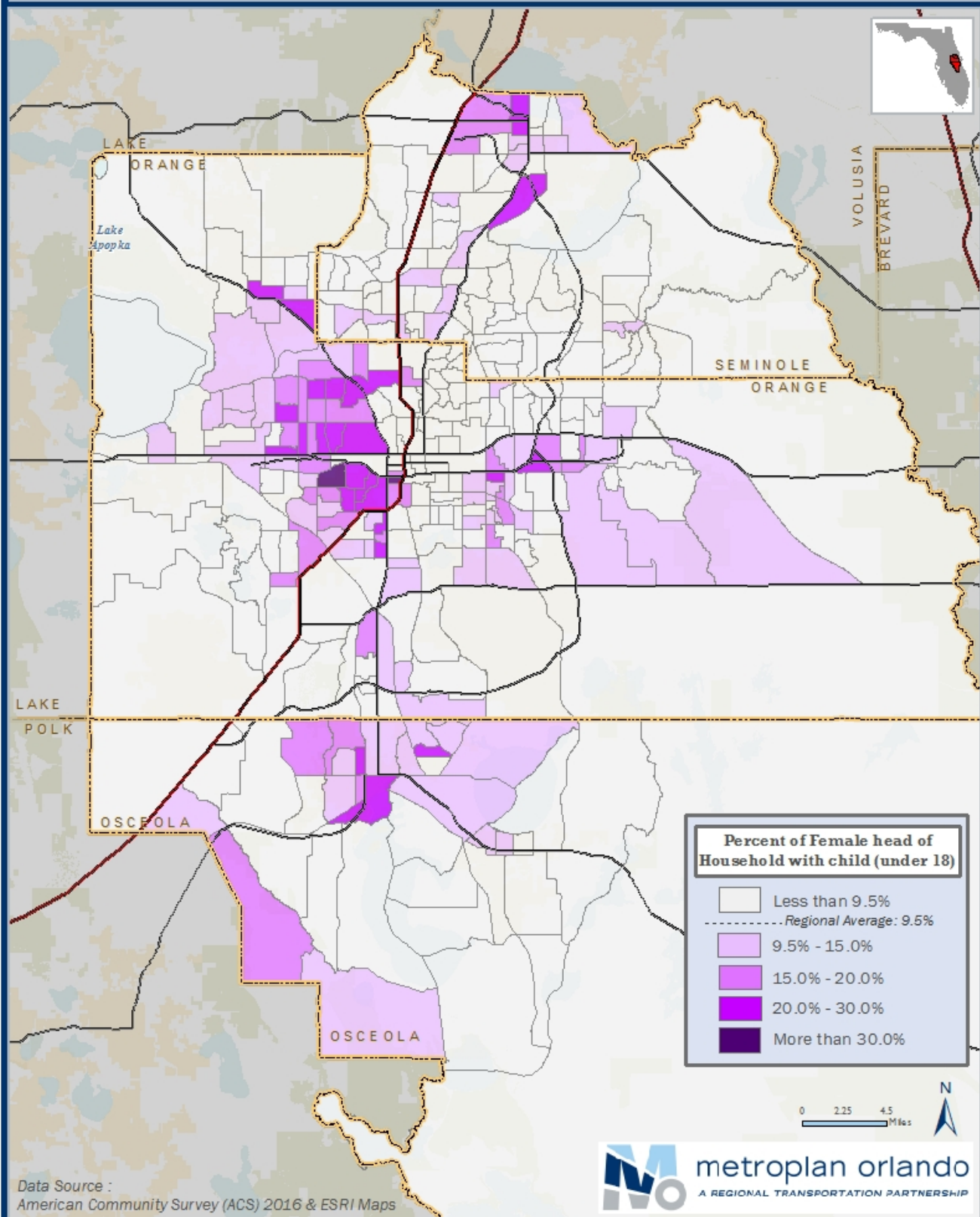
Percentage of Households below Poverty



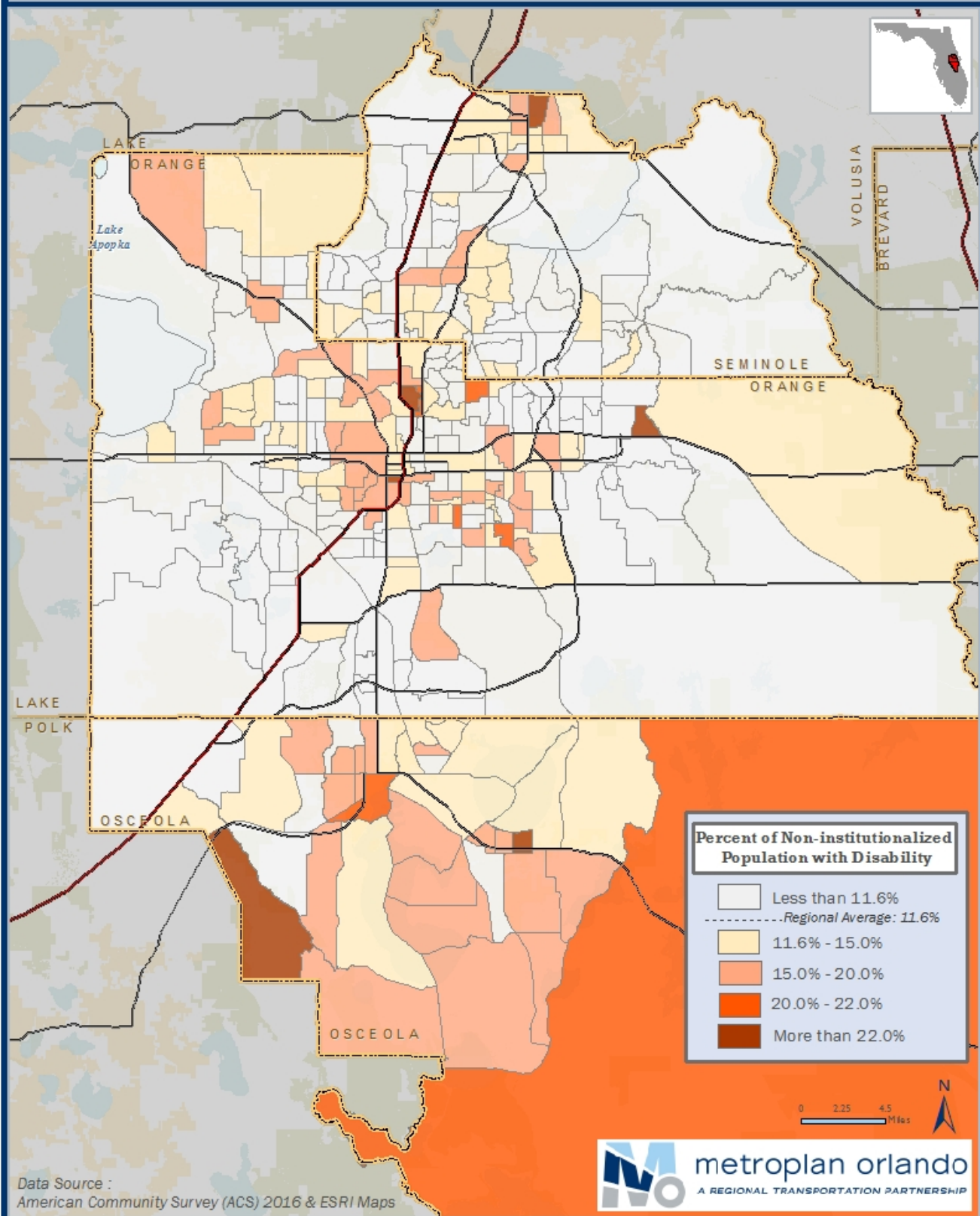
Percentage of Households with no vehicles



Percentage of Female Head of Household with child (under 18)



Percentage of Non-institutionalized Population with Disability

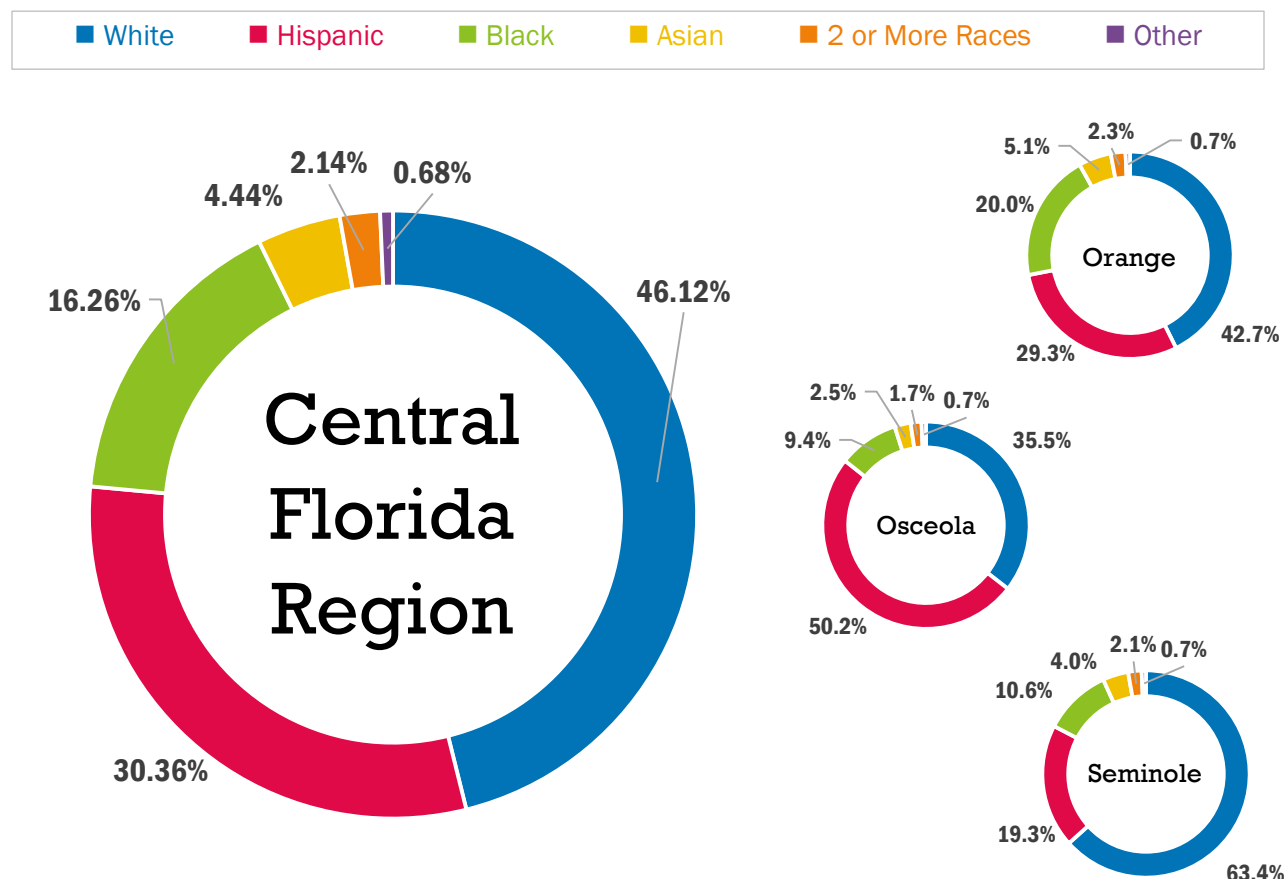


Reaching Underserved Communities

Central Florida is a majority-minority region – a beautiful multicultural melting pot. MetroPlan Orlando uses demographic information to locate underserved populations, allowing proactive community outreach efforts.

Analyzing the size and scope of underserved populations allows us to identify opportunities to minimize, mitigate, or avoid disparate impacts in transportation planning. Robust public involvement is also vital. We use demographics to guide our **Public Involvement Plan**, which includes: 1) objectives, strategies, and tactics to ensure effective participation and meaningful community representation, 2) methods to disseminate information and receive input, and 3) outreach activities providing affirmative measures to ensure nondiscrimination. MetroPlan Orlando also allocates specific spots on our Community Advisory Committee and Transportation Disadvantaged Local Coordinating Board to underserved communities so they have a strong, constant voice in the transportation planning process.

Central Florida is a diverse community racially, ethnically, and economically. In the past decade, the three-county area has become a majority-minority region, meaning that the percentage of Central Florida's non-Hispanic white population is under 50%. This demographic make-up varies significantly from county to county, as seen in the charts below. Since the last update of this plan, the economic situation has gotten slightly better for Central Florida families, with the percentage of households at or below the poverty level going down about 2%.



Which Communities Are Traditionally Underserved?

Low Income: A person or family whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines.

Minority Population: An individual belonging to any of the following groups:

- *Black* – persons having origins in any of the black racial groups of Africa
- *Hispanic or Latino* – persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race
- *Asian American* – persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent
- *American Indian and Alaskan Native* – persons having origins in any of the original people of North America, South America (including Central America), and who maintain cultural identification through tribal affiliation or community recognition
- *Native Hawaiian and Other Pacific Islander* – persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands

Aging Population: Because of the increasing number of persons age 65 and older, the aging population is increasingly being categorized as young-old (65-74), old (75-84), and oldest-old (85+).

People with Disabilities: Persons who have mobility and/or self-care limitations, as defined by the U.S. Census. The disability may be physical or mental.

Zero-Car Households: Households without automobiles or access to an automobile.

Limited English Proficiency Persons: Individuals who do not speak, read, write, or understand the English language at a level that permits effective interaction. (NOTE: See further discussion and analysis in next section *Providing Meaningful Access to Limited English Proficiency Persons*.)

Female Head of Household with Child: Households led by a single mother with children under age 18.

Homeless??

Children???

MetroPlan Orlando's Environmental Justice Focus Areas

MetroPlan Orlando works to ensure that transportation decisions do not cause disproportionately high and adverse effects on low-income and minority populations – a concept known as environmental justice (EJ). USDOT's definition of environmental justice is included in the box to the right.

One way we constantly evaluate projects is through performance measures for the transportation system. MetroPlan Orlando has established **environmental justice focus areas** as a measure. If the transportation system within these EJ focus areas is not performing equal to the rest of the region, we will prioritize projects that lessen the adverse impacts within these areas.

One example of how we use the EJ focus areas is in the compiling of Safe Routes to School applications. The Safe Routes to School program funds projects that make it safer and easier for students to walk and bike to school. MetroPlan Orlando coordinates with partners on the project applications. The process starts with MetroPlan Orlando generating a list of schools in the EJ focus areas, which is then evaluated by local governments for access needs.

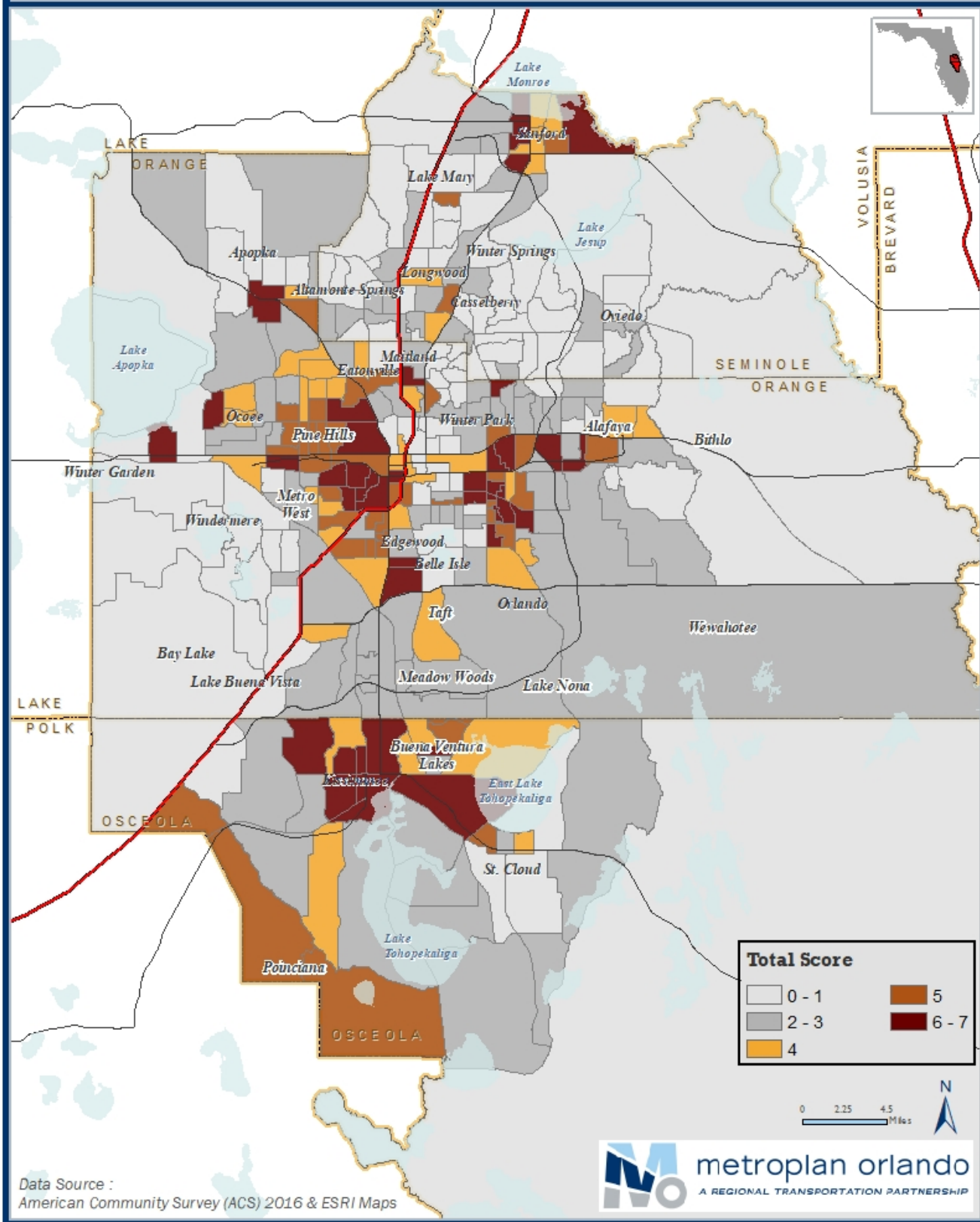
We also use the EJ focus areas to guide proactive public involvement efforts to underserved communities, particularly while we are creating the region's Metropolitan Transportation Plan.

The focus areas were established by layering maps of the following seven populations to locate high concentrations of underserved communities throughout the region: 1) percent of population above 75; 2) percent of households below poverty level; 3) percent of female households with child under 18 years; 4) percent of population with disabilities (measured against non-institutionalized population); 5) percent of minority population (population other than non-Hispanic white only); 6) percent of population with limited English proficiency (includes all people who speak English "less than very well" and "not at all"); 7) percent of households with no vehicles.

For each of these communities, the regional average was determined and then a score of "1" was given if the percentage was above the regional average. Then, all the scores were added together. Areas with higher scores of 4-7 are established as environmental justice focus areas. All the data for this effort was compiled using the 5-year 2016 American Community Survey data at the census tract level.

"Environmental justice" is the fair treatment and meaningful involvement of all people, regardless of race, ethnicity, income, national origin, or educational level with respect to the development, implementation and enforcement of environmental laws, regulations and policies. For the purpose of this strategy, fair treatment means that no population, due to policy or economic disempowerment, is forced to bear a disproportionate burden of the negative human health and environmental impacts, including social and economic effects, resulting from transportation decisions, programs and policies made, implemented and enforced at the Federal, State, local or tribal level." [U.S. Department of Transportation]

Environmental Justice Focus Areas



Providing Meaningful Access to Limited English Proficiency Persons

This assessment evaluates how often MetroPlan Orlando comes in contact with persons speaking English “less than very well” and how we provide meaningful access to the transportation planning process.

Factor One: Demography

The first part of MetroPlan Orlando’s self-assessment involves data on the number of Limited English Proficiency (LEP) persons eligible to be served, likely to be served, or likely to be encountered by the organization. MetroPlan Orlando collects data related to language from several sources, but the broadest data available is compiled by the U.S. Census Bureau in the American Community Survey.

Of persons who speak a language other than English, the percentage of individuals who also reported they speak English “less than very well” is of particular importance in identifying those likely to be encountered by the organization or eligible for language assistance. A map of limited English proficiency populations is included on the next page.

PERSONS SPEAKING ENGLISH “LESS THAN VERY WELL” (AGE 5+)

ORANGE COUNTY	OSCEOLA COUNTY	SEMINOLE COUNTY	3-COUNTY TOTAL
12.8%	18.3%	5.8%	12.1%
150,321 persons	53,303 persons	24,482 persons	228,106 persons

Source: 2016 U.S. Census Bureau American Community Survey, Selected Social Characteristics in the United States (Table DP02); Geographic Boundaries: Orange, Osceola, Seminole counties

The community profile further identifies the most common languages spoken at home for respondents who reported they speak English “less than very well.”

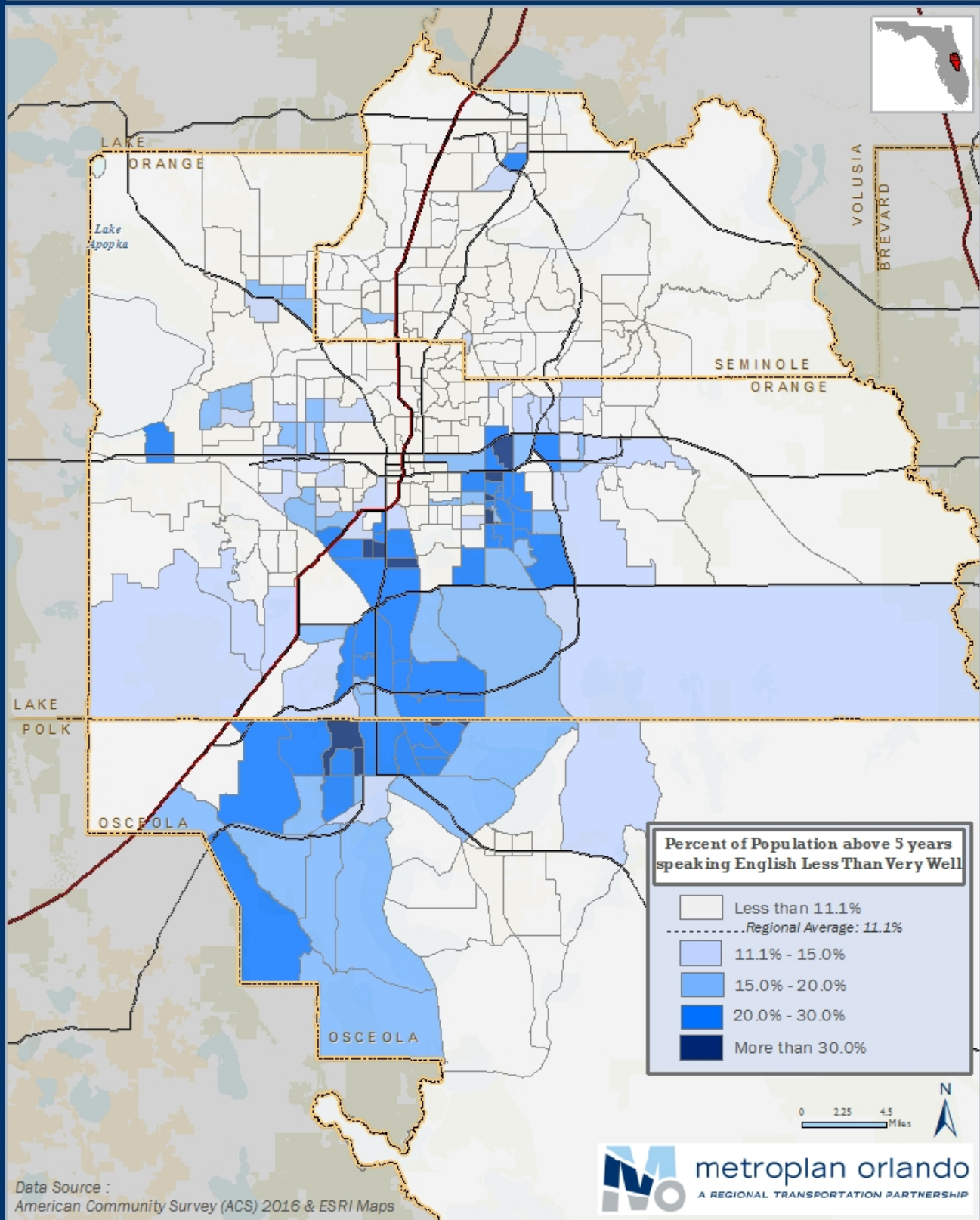
ENGLISH LANGUAGE PROFICIENCY FOR METRO AREA RESIDENTS

Language Spoken	Persons Speaking English Less Than Very Well	% of LEP Population	% of MetroPlan Orlando Region’s Population
Spanish	169,798	74.44%	8.99%
Haitian	16,412	7.19%	0.87%
Vietnamese	6,196	2.72%	0.33%
Portuguese	5,553	2.43%	0.29%
Chinese	5,725	2.51%	0.30%
Other - Various	24,422	10.71%	1.29%
TOTAL	228,106	100.00%	12.08%

Source: 2016 American Community Survey, Language Spoken at Home by Ability to Speak English for the Population 5 Years and Up (Table B16001); Geographic Boundary: Public Use Microdata Areas (PUMAs) covering entire Orange, Osceola and Seminole Counties of Florida

Based on the above analysis, MetroPlan Orlando provides select materials in Spanish on a regular basis. Translation into other languages is provided by request.

Percentage of Population with Limited English Proficiency



MetroPlan Orlando collects additional data to track limited English proficiency needs. Though results are not a formal survey, the information provides an overview of current requests and activities related to language assistance. As noted in the U.S. Census Bureau report and supported by data collected by the organization, Spanish is the most common language encountered at MetroPlan Orlando programs, services, and activities in the three-county area, especially in Osceola County.

ADDITIONAL DATA ON LIMITED ENGLISH PROFICIENCY NEEDS

Year	Category	Results
2017	Website: Visits received using Spanish-language browsers	170 (represents 0.5% of all visits)
2017	Website: Number of times Spanish language documents were accessed	5
2017	Community Events: Number of events where staff met a sizable number of limited English proficiency persons	6

Factor Two: Frequency of Contact

Though MetroPlan Orlando has regular meetings throughout the year, community outreach is the main source of contact (or potential contact) between the organization and Limited English Proficiency (LEP) persons. As a result, the frequency of contact is difficult to anticipate. Our [Public Involvement Plan](#) notes the special emphasis on outreach opportunities that engage traditionally underserved populations.

CONTACT INITIATED/ADMINISTERED BY METROPLAN ORLANDO

Program/Activity	Frequency	Resources Available
Board Meeting	8 meetings per year	Bilingual employees, special assistance notice in newspaper, LEP-specific notice on all agendas, case-by-case response, “I Speak” cards at front desk
Committee Meeting	Monthly	Bilingual employees, LEP-specific notice on all board agendas, case-by-case response, “I Speak” cards at front desk
Speakers Bureau	As Requested	Bilingual employees & staff at partner agencies, Spanish language brochures, Spanish language surveys
Community Events	Unpredictable	Bilingual employees, Spanish language brochures, Spanish language surveys, “I Speak” cards
Website	Unpredictable	Google Translate feature translating website text into 100+ languages, Spanish language brochures and Title VI nondiscrimination complaint form, LEP plan
Public Meetings	As Needed	Bilingual employees & staff at partner agencies, Spanish language brochures, Spanish language comment forms, notice in Spanish newspaper (if necessary)

Factor Three: Importance of Program

Metropolitan planning organizations receive federal funds to develop transportation plans for a designated urban area. The planning process is guided by federal and state law, including public involvement requirements to ensure diverse public outreach, notice, and opportunities for input.

The planning process does not include any direct service or program that requires vital, immediate or emergency assistance, such as medical treatment or services for basic needs like food or shelter. MetroPlan Orlando also does not require documents, such as completed applications, for participation. However, when determining whether materials, information, and/or notification related to an action is “vital,” the absence of direct services or application requirements is not the only consideration.

Future transportation projects and investments are shaped by three primary plans developed by MetroPlan Orlando: the Transportation Improvement Program, the Metropolitan Transportation Plan (formerly known as Long Range Transportation Plan), and the Unified Planning Work Program.

Given the impact of these plans on Central Florida’s future transportation system, MetroPlan Orlando places a special emphasis on language assistance for educational materials and public input tools related to our primary plans. These tools are often helpful with outreach related to other MetroPlan Orlando programs and studies.

Additionally, as discussed on page 14, limited English proficiency persons are taken into account when establishing MetroPlan Orlando’s environmental justice focus areas that show where underserved populations are located across the region. These areas are used as a performance measure in our planning process.

While meaningful access for all participants and Limited English Proficiency (LEP) persons is the intent

Definitions

Limited English Proficiency (LEP) Persons: Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Recipient of Federal Financial Assistance: Includes grants, training, use of equipment, donations of surplus property, and other assistance. Sub-recipients are also covered, when federal funds are passed from one recipient to a sub-recipient.

Vital Communication: Any document containing information critical to benefits that are supported by federal funds or required by law. Vital documents include, for example: consent and complaint forms; and notices advising LEP persons of the availability of free language assistance. For many larger documents, translation of vital information contained within the document suffices.

Interpretation: The act of listening to spoken words in one language and orally translating it into another language.

Translation: The replacement of a written text from one language into an equivalent written text in another language.

behind services identified in the next section (*Language Assistance Plan*), the availability of resources may limit the language services in some areas.

Language assistance involving notification of services, translation of public input forms and/or surveys related to a formal public meetings, and maintenance of Spanish language materials on MetroPlanOrlando.org have high priority. Other activities, such as community events, optional meetings, and specialized speakers bureau programs have a lower priority if/when resources preclude the organization from executing all language assistance options.

Factor Four: Resources

In developing the Limited English Proficiency Plan, MetroPlan Orlando identified resources for potential recipients and associated costs. As noted above, the demand for Spanish language materials thus far has been limited. MetroPlan Orlando uses these resources, available for free or at minimal cost, for basic translation or interpretation needs:

- In-house bilingual staff (Spanish)
- Bilingual staff from partner organizations and consultants
- Maintenance of translation feature on MetroPlanOrlando.org
- “I Speak” language cards
- Google Translate mobile app with camera feature for on-the-spot translation into many languages. (A phone can be pointed at material written in English and see an instant translation on the screen. Though the translation is not perfect, this mobile app can help immediately meet translation needs at outreach events and public meetings.)



ESTIMATED TRANSLATION & INTERPRETATION COSTS

Service	Estimated Cost
Translation	\$0.12-\$0.25 per word
Interpretation	\$100+ per hour (2-hour minimum)

Language Assistance Plan

MetroPlan Orlando provides meaningful access to the transportation planning process in various ways for limited English proficiency persons.

We seek to provide language services to persons with limited English proficiency in a manner that achieves a balance between ensuring meaningful access to programs and services while not incurring undue burdens on our organization's resources. Though it is cost prohibitive to translate our primary plans and products in their entireties because they often include hundreds of pages, MetroPlan Orlando ensures that vital information about those plans is translated into Spanish, the primary translation need in Central Florida. Translation or interpretation into other languages is provided by request.

Current Language Services Provided

The table below outlines items that MetroPlan Orlando provides in Spanish so that limited English proficiency individuals receive 'vital communication' and have the opportunity to give input to the transportation planning process. (See examples of materials on page 23.)

Service	Description
Select MetroPlan Orlando outreach materials in Spanish	<ul style="list-style-type: none">• MetroPlan Orlando's organizational brochure provides an overview of our mission, board and committees, primary plans, and how to get involved in the planning process• Our Transportation Disadvantaged (TD) brochure discusses ACCESS LYNX, how to ride, and how to report concerns about the service.• We use bilingual interactive boards at community events where we expect a large LEP presence.• We evaluate LEP needs on a project-by-project basis for events, studies, and other materials.
Partner materials in Spanish	We keep copies of non-English materials from partner organizations. Examples: <ul style="list-style-type: none">• ACCESS LYNX applications (Spanish)• Best Foot Forward pedestrian safety laws handout (Spanish, Haitian Creole)• U.S. Department of Justice's Right to Work poster in Spanish (on website Jobs page)• U.S. Department of Homeland Security's E-Verify poster (on website Jobs page)• SunRail or LYNX stuff?
Phone access: <ul style="list-style-type: none">• Option for Spanish assistance• 711 Florida Relay	<p>Callers who dial the MetroPlan Orlando office number hear an option to get routed to Spanish-speaking staff member.</p> <p>For those who are deaf, hard of hearing, deaf/blind, or speech disabled, the Florida Relay Service (711) is available to connect those who use text telephones (TTYs) with people who use voice telephones. Specially trained operators facilitate communications between the two</p>

Phone access (cont.)	callers. Florida Relay also offers English-to-Spanish and Spanish-to-English translation 24/7, 365 days a year.
Surveys, comment cards, forms	Customized Spanish-language surveys available; public meeting comment cards; nondiscrimination complaint form available in Spanish; “I Speak” cards available to identify additional language needs
Website	The translate function on MetroPlan Orlando’s website currently has the capability to translate into more than 100 languages.
Advertisements	Special assistance notice in newspaper, LEP-specific notice on agendas, targeted ads in Spanish publications (when vital)

Community Partners

MetroPlan Orlando’s local funding partners also provide language assistance services. In an effort to provide meaningful access to the broadest population of those with limited English proficiency, the organization will seek assistance from local funding partners and community partners for notification and access to translation and interpretation resources that already exist.

Notification of Language Assistance

MetroPlan Orlando will publicize the availability of Spanish interpreter services, free of charge, prior to board and committee meetings, workshops, and public hearings. Notification will be provided on the organization’s website, within meeting notices, and on each agenda. When appropriate, additional notification will be provided using the following outreach tools:

- Signage
- Public outreach materials
- Partner outreach materials
- Via community-based organizations
- Local Spanish newspapers/publications


The need for additional notification will be determined, in part, by the nature of the meeting or event and the degree in which such assistance is anticipated.

Standard notification regarding language assistance will read:


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

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

EXAMPLES OF SPANISH LANGUAGE MATERIALS



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Encuesta

Pregunta #1

Dada la disminución de fondos, ¿cuales cree usted que son las 3 principales necesidades de transporte más importantes en su área?

<input type="checkbox"/> Aliviar la congestión del tráfico	<input type="checkbox"/> Control de la conducción distraída
<input type="checkbox"/> Añadir carriles para bicicletas y senderos	<input type="checkbox"/> Aumentar el servicio de los pasajeros en ferrocarril
<input type="checkbox"/> Aumentar el servicio de autobuses	<input type="checkbox"/> Mejorar la seguridad peatonal
<input type="checkbox"/> Construir o ensanchar carreteras	<input type="checkbox"/> Otro _____

Pregunta #2

¿Debe invertir más dinero la Florida Central para mejorar su sistema de transporte?

☐ Sí ☐ No

Pregunta #3

Si la respuesta es sí, ¿qué ve usted como las 3 principales maneras de pagar por las mejoras al sistema?

<input type="checkbox"/> Fondos de impuestos a la propiedad	<input type="checkbox"/> Impuesto sobre millaje recorrido
<input type="checkbox"/> Fondos de impuestos sobre las ventas	<input type="checkbox"/> Cuota sobre los autos de renta para los visitantes
<input type="checkbox"/> Peajes	
<input type="checkbox"/> Aumento al impuesto sobre la gasolina	<input type="checkbox"/> Combinación/Otro _____

Conversación de la comunidad



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COMMENT/COMENTARIO PUBLICO

Spoken Comment/Hablado Comentario ☐
Written Comment/Comentario Escrito ☐

NAME/NOMBRE: _____

ADDRESS/DIRECCION: _____

EMAIL ADDRESS/CORREO ELECTRONICO: _____

IF YOU WOULD LIKE TO SPEAK DURING THE HEARING, PLEASE GIVE THIS CARD TO A METROPLAN ORLANDO STAFFER. OTHERWISE, PLEASE WRITE YOUR COMMENT ON THE BACK.

SI DESEA HABLAR DURANTE LA AUDIENCIA, DÉ POR FAVOR ESTA TARJETA A UN METROPLAN ORLANDO MIEMBRO DEL PERSONAL. DE OTRA FORMA, POR FAVOR ESCRIBA SU COMENTARIO EN LA PARTE POSTERIOR.

Speakers will have 3 minutes each.
Los comentarios están limitados a 3 minutos por orador.



Interactive board from community event

Brochure About MetroPlan Orlando and its Main Plans

Cómo usted puede participar

- En línea en www.MetroPlanOrlando.org**
Frecuentemente una gran cantidad de información en nuestro sitio web, incluyendo planes de transporte, escritos de los portavoces de la agencia, fechas de reuniones y agendas, inscripción para mensajes por correo electrónico sobre noticias y mucho más.
- En las oficinas**
En las oficinas de MetroPlan Orlando.
- En las reuniones**
En las reuniones de MetroPlan Orlando.
- En las páginas**
En las páginas de MetroPlan Orlando.
- En las redes**
En las redes de MetroPlan Orlando.
- En las listas**
En las listas de MetroPlan Orlando.
- En las reuniones**
En las reuniones de MetroPlan Orlando.
- En las páginas**
En las páginas de MetroPlan Orlando.
- En las redes**
En las redes de MetroPlan Orlando.
- En las listas**
En las listas de MetroPlan Orlando.

Nuestros Comités Asesores

Es importante considerar diferentes puntos de vista durante el proceso de planificación de la transportation. Para ayudar a que la Junta de MetroPlan Orlando tome decisiones informadas, los comités asesores revisan los planes y proponen sus opiniones antes de cualquier acción de la junta. Los comités son:

Comité Asesor Técnico
Este comité está integrado por personal técnico, principalmente ingenieros y planificadores, de varias agencias locales y empresas operadoras de transporte. Los miembros evalúan la precisión técnica y la viabilidad de los planes propuestos y proporcionan asesoramiento experto a la junta.

Comité Asesor del Sistema Administrativo de Transportación y Operaciones
Este comité identifica y recomienda mejoras en la tecnología para hacer la mejor del sistema de transportación existente. Los miembros incluyen planificadores e ingenieros expertos de las agencias estatales, regionales y locales.

Comité Asesor Comunitario
Este comité se asegura de que el público tenga la oportunidad de revisar y evaluar los planes de transportación propuestos. Los miembros engloban una mezcla de intereses geográficos, demográficos y de modos de transportación, lo que refleja la diversidad de nuestra comunidad y el sistema de transporte.

Comité Asesor Municipal
Este comité asegura que las opiniones de los funcionarios electos de las ciudades que no tienen representación directa en la junta son parte del proceso de toma de decisiones en la transportación. El presidente del comité tiene derecho al voto en la junta.

Nuestros planes

Producimos tres planes principales de transporte, que son adoptados por la junta después de la consideración de la opinión pública y extensa revisión por comités de asesoramiento.

Plan de Transportación a Largo Plazo
El Plan de Transportación a Largo Plazo crea una visión de transportación a largo plazo que abarca al menos 20 años hacia el futuro. Los proyectos deben ser incluidos en este plan para recibir fondos federales. El plan se actualiza cada cinco años.

Lista de Proyectos por Prioridad
La lista priorizada de proyectos es una lista clasificada de los proyectos no financiados, ejercitándose una lista de espera de financiación. Esta lista se actualiza anualmente y sitúa las prioridades de la región para los proyectos de carretera, autobús, tren, administración y operaciones, bicicleta, y proyectos peatonales.

Planificando hoy para dar forma al mañana

MetroPlan Orlando dirige los esfuerzos de planificación de la transportation en los condados Orange, Osceola y Seminole, trabajando con los funcionarios electos, los expertos de la industria y los ciudadanos para establecer las prioridades de transporte y dar forma a un sistema futuro que ofrezca opciones de viaje. Como una organización de planificación metropolitana, también determinamos el modo en que se invierte el dinero.

Programa de Mejoramiento de la Transportación
El Programa de Mejoramiento de la Transportación es un plan de cinco años que asigna fondos disponibles para proyectos específicos. El plan se actualiza anualmente e incluye todos los modos de transporte.

Planes adicionales
Visite nuestro sitio web para ver los planes sobre otros temas clave, incluyendo las políticas de participación pública, de no discriminación y de lenguaje, programas para coletes y peatones, seguridad, el programa de trabajo en la organización y el presupuesto, etc. También llevamos a cabo investigaciones sobre una variedad de temas y tenemos las informaciones disponibles en línea en www.metroplanorlando.org.

Complaint Processing Procedure

This section explains how discrimination complaints are processed and investigated by MetroPlan Orlando.

Any person who believes they or a specific class of people have experienced discrimination, as defined by Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities, may file a verbal or written complaint with MetroPlan Orlando.

The *MetroPlan Orlando Title VI Discrimination Complaint Form* is available in English and Spanish, online and by request. A copy of the form is available in the appendix of this plan. This form, whether completed by the individual filing the complaint or by staff when reducing elements of a verbal complaint to writing, also serves as: (1) standard written notification transmitted to the Florida Department of Transportation (FDOT) District Five Title VI Coordinator and (2) documentation filed in the official MetroPlan Orlando log of Title VI complaints.

If a complaint is received, MetroPlan Orlando's (MPO's) Title VI Coordinator will follow these steps:

1. Verbal and non-written complaints will initially be addressed informally by MetroPlan Orlando's Title VI Coordinator. If the issue has not been satisfactorily resolved through this informal means, or if at any time the person requests to file a formal written complaint, MetroPlan Orlando's Title VI Coordinator shall refer the Complainant to the FDOT's District Five Title VI Coordinator for processing in accordance with approved state procedures.
2. MetroPlan Orlando's Title VI Coordinator will advise FDOT's District Five Title VI Coordinator within five (5) calendar days of receipt of the allegations.
3. The following information will be included in every notification to FDOT's District Five Title VI Coordinator:
 - a. Name, address, and phone number of the Complainant
 - b. Name(s) and address(es) of Respondent
 - c. Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation)



How to File a Discrimination Complaint

If you would like to report your complaint verbally, call MetroPlan Orlando's Title VI Coordinator at 407-481-5672 x320. To file a written complaint, please fill out the *MetroPlan Orlando Title VI Discrimination Complaint Form* located in the appendix of this plan and email it to info@metroplanorlando.org or mail it to MetroPlan Orlando, ATTN: Title VI Complaint, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801.



Cómo Presentar una Queja por Discriminación

Si desea informar su queja verbalmente, llame al Coordinador del Título VI de MetroPlan Orlando al 407-481-5672 x320. Para presentar una queja por escrito, complete el formulario de queja de discriminación de MetroPlan Orlando Título VI ubicado en el apéndice de este plan y envíelo por correo electrónico a info@metroplanorlando.org o envíelo por correo a MetroPlan Orlando, ATTN: Title VI Complaint, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801.

- d. Date of alleged discriminatory act(s)
 - e. Date of complaint received by the recipient
 - f. A statement of the complaint
 - g. Other agencies (state, local or federal) where the complaint has been filed
 - h. An explanation of the actions the MPO has taken or proposed to resolve the allegation(s) raised in the complaint
- 4. Within ten (10) calendar days, the MPO Title VI Coordinator will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
- 5. Within sixty (60) calendar days, the MPO Title VI Coordinator will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the head of the MPO.
- 6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the MPO Title VI Coordinator will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's EOO, if they are dissatisfied with the final decision rendered by the MPO. The MPO Title VI Coordinator will also provide the FDOT's District Five Title VI Coordinator with a copy of this decision and summary of findings.
- 7. The MPO Title VI Coordinator will maintain a log of all verbal and non-written complaints received by the MPO. The log will include the following information:
 - a. Name of Complainant
 - b. Name of Respondent
 - c. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation)
 - d. Date verbal or non-written complaint was received by the MPO
 - e. Date the MPO notified the FDOT's District Five Title VI Coordinator of the verbal or non-written complaint
 - f. Explanation of the actions the MPO has taken or proposed to resolve the issue raised in the complaint

Appendix

XXX intro sentence goes here XXX

Body copy goes

TAB 6



Rule 41-2 with Updates Highlighted

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of ~~\$200,000~~ ~~\$100,000~~ per person and ~~\$300,000~~ ~~\$200,000~~ per incident, which are comparable to section 768.28(5), F.S., limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing (~~specifically, Section 112.0455, F.S.; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14 and 16).~~

41-2.012 Coordinating Board Structure and Duties.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local 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;
- (d) 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;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;

- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) 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 Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A local representative of the Agency for Persons with Disabilities;**
- (p) A representative of the Regional Workforce Development Board established in chapter 445, F.S.; and
- (q) 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.

41-2.014 Grants Program.

(2) Types of Grants.

(c) Innovation and Service Development. Innovation and service development related grant funds may be awarded competitively to support projects that:

- 1. Enhance the access of older adults, persons with disabilities, and low income individuals to healthcare, shopping, education, employment, public services, and recreation;**
- 2. Assist in the development, improvement, and use of transportation systems in non-urbanized areas;**
- 3. Promote the efficient coordination of services;**
- 4. Encourage private transportation provider participation.**

(7) Distribution of Innovation and Service Development Grant Funds. Innovation and service development related grant funds will be awarded competitively to support such projects based upon available funding identified by the Commission.

(8) All grant applicants will provide their request for funds to the Commission no later than October 1 each year, unless otherwise approved by the Commission.

CHAPTER 41-2
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

41-2.001	Purpose (Repealed)
41-2.002	Definitions
41-2.003	Commission Organization and Personnel (Repealed)
41-2.005	Member Department Responsibilities (Repealed)
41-2.006	Insurance, Safety Requirements and Standards
41-2.007	Reporting Requirements
41-2.008	Contractual Arrangements
41-2.009	Designated Official Planning Agency
41-2.010	Selection of Community Transportation Coordinator
41-2.011	Community Transportation Coordinator Powers and Duties
41-2.012	Coordinating Board Structure and Duties
41-2.013	Transportation Disadvantaged Trust Fund
41-2.014	Grants Program
41-2.015	Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged
41-2.016	Accessibility (Repealed)
41-2.0161	Program Monitoring of Performance (Repealed)
41-2.0162	Chronological Listing of Report Dates
41-2.018	Public Comment

41-2.001 Purpose.

Rulemaking Authority 427.013(9) FS. Law Implemented 120.53(1), 427.011-427.017 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, Repealed 7-15-12.

41-2.002 Definitions.

For purposes of this rule chapter, the following definitions will apply:

(1) “Americans with Disabilities Act” is a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.

(2) “Coordination Contract” means a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.

(3) “Designated Official Planning Agency” means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

(4) “Designated Service Area” means a geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

(5) “Emergency” means any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of transportation services to a designated service area for the transportation disadvantaged population.

(6) “Emergency Fund” means transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

(7) “Florida Coordinated Transportation System” (FCTS) means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in chapter 427, F.S.

(8) “Local Government” means an elected and/or appointed public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area within the state.

(9) “Local Government Comprehensive Plan” means a plan that meets the requirements of sections 163.3177 and 163.3178, F.S.

(10) “Memorandum of Agreement” is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

(11) “Public Transit” means the transporting of people by conveyances or systems of conveyances, traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmentally or privately owned. Public transit specifically includes those forms of transportation commonly known as “paratransit.”

(12) “Regional Planning Council (RPC)” means the organization created under the provisions of section 186.504, F.S.

(13) “Reserve Fund” means transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

(14) “State Fiscal Year” means the period from July 1 through June 30 of the following year.

(15) “Transportation Disadvantaged Service Plan” means an annually updated plan jointly developed by the designated official planning agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

(16) “Transportation Operator” means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation development plan.

(17) “Transportation Operator Contract” means a written contract between the Community Transportation Coordinator and the Transportation Operators, as approved by the Commission, that outlines the terms and conditions for any services to be performed.

(18) “Trust Fund” means the Transportation Disadvantaged Trust Fund authorized in section 427.0159, F.S., and administered by the Commission.

Rulemaking Authority 427.013(10) FS. Law Implemented 427.011-427.017 FS. History—New 5-2-90, Amended 6-17-92, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 8-10-09.

41-2.003 Commission Organization and Personnel.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012 FS. History—New 5-2-90, Amended 6-17-92, 3-10-98, Repealed 7-15-12.

41-2.005 Member Department Responsibilities.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98, Repealed 1-7-16.

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident, which are comparable to section 768.28(5), F.S., limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

(2) Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in section 341.061(2)(a), F.S. and chapter 14-90, F.A.C.

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance

with the applicable state or federal laws relating to drug testing.

(4) The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards include:

(a) Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;

(b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;

(c) Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;

(d) Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices;

(e) Vehicle transfer points shall provide shelter, security, and safety of passengers;

(f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number 1(800)983-2435 shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number;

(g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips;

(h) Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger;

(i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with section 287.0585, F.S.;

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;

(k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time;

(l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle;

(m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the

local Transportation Disadvantaged Service Plan;

(o) The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan;

(p) All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base;

(q) All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible;

(r) First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(t) Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan;

(u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system;

(v) The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers;

(w) The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the Community Transportation Coordinator's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(x) The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers;

(y) The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(z) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(aa) This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator;

(bb) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 287.0585, 427.011(11), 427.013, 427.0155, 427.0157, 768.28 FS. History—New 5-2-90, Amended 6-17-92, 5-1-96, 10-1-96, 3-10-98, 6-3-01, 7-3-03, 9-3-18.

41-2.007 Reporting Requirements.

(1) Each state agency shall, by September 15 of each year, provide the Commission with an accounting of the actual amount of funds expended and the total number of trips purchased during the previous fiscal year.

(2) Each Designated Official Planning Agency shall provide to the Commission prior to each state fiscal year, an estimate of all transportation disadvantaged funds anticipated to be available for the upcoming state fiscal year budget. The estimate shall include the following information:

(a) Each local government agency within jurisdiction of the Official Planning Agency shall report an estimate of the direct federal funds and local government transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year to the Official Planning Agency, and

(b) The Official Planning Agency shall request from each federal government agency within its jurisdiction, an estimate of the direct federal transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year.

(3) The estimate mentioned in subsection (2), above, shall include the following information identified by county:

(a) A brief description of the project or program;

(b) The dollar amount of transportation disadvantaged funds reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable; and

(c) The estimated number of one-way passenger trips to be provided reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable.

(4) Each Metropolitan Planning Organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction, and forward this report by September 15 to the Commission.

(5) Upon receipt of the state agency and Official Planning Agency combined annual budget estimates, the Commission shall develop and distribute a statewide report outlining the expected expenditures for all transportation disadvantaged services through the coordinated system for the state fiscal year.

(6) Each Community Transportation Coordinator shall by September 15 of each year report required operating statistics to the Commission. The operational statistics will be compiled into a report by the Commission and utilized as a part of the analysis of the Community Transportation Coordinator's performance evaluation and the trip and equipment grant distribution. The Community Transportation Coordinator's report shall be reviewed by the Coordinating Board with a copy provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(7) Each Community Transportation Coordinator shall utilize the Chart of Accounts defined in the American Association of State Highway and Transportation Officials, Inc., Comprehensive Financial Management Guidelines For Rural and Small Urban Public Transportation Providers, dated September 1992, incorporated herein by reference, for its financial management. A copy of this document may be obtained from the Commission office located at 2740 Centerview Drive, Suite 1A, Tallahassee, Florida 32301. A copy of the document may also be viewed at Comprehensive Financial Management Guidelines on the Commission's website at www.dot.state.fl.us/ctd/, Community Transportation Coordinators with existing and equivalent accounting systems will not be required to adopt this Chart of Accounts but will be required to prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

(8) The Commission shall make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. The report will contain a summary of the Commission's accomplishments for the preceding state fiscal year, the most current operational statistics for transportation disadvantaged services, identified unmet needs and a financial status of the Transportation Disadvantaged Trust Fund. Copies of the report will also be made available to member departments, Metropolitan Planning Organizations, Designated Official Planning Agencies and Community Transportation Coordinators, and others upon request.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012(8), 427.013(3), (7), (8), (9), (12), (13), (16), 427.0135(1), 427.015(1) FS. History—New 5-2-90, Amended 6-17-92, 11-17-92, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 12-6-09, 3-5-13.

41-2.008 Contractual Arrangements.

The following contractual arrangements will be required of the Community Transportation Coordinator:

(1) A Memorandum of Agreement will be required and shall be a binding contract between the Commission and a Community Transportation Coordinator. It shall be utilized as the contract recognizing the Community Transportation Coordinator as a State contract vendor for a designated service area. The format of the Memorandum of Agreement will contain the Commission's

minimum requirements and shall be utilized by the Community Transportation Coordinator. The Coordinating Board shall approve the Memorandum of Agreement prior to submittal to the Commission.

(2) Transportation Operator Contract. The Community Transportation Coordinator shall enter into a standard contract, as approved by the Commission, with each Transportation Operator as to specific terms and conditions that apply to each Transportation Operator for services to be performed. The contract shall include the minimum requirements contained in the Memorandum of Agreement and other local requirements for local service delivery. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract.

(3) Coordination Contract. The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in rule 41-2.015, F.A.C., herein. The contract shall include the requirements of reporting, insurance, safety, and other terms that apply equally to any transportation operator. The contract also shall include any relative information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract. The contract shall be approved by the Coordinating Board and shall be reviewed annually to determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization that is possible.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157(1) FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98.

41-2.009 Designated Official Planning Agency.

(1) Metropolitan Planning Organizations shall serve as the designated official planning agency in urbanized areas. In areas not covered by a Metropolitan Planning Organization, agencies eligible for selection as Designated Official Planning Agencies include County or City governments, Regional Planning Councils, Metropolitan Planning Organizations from other areas, or Local Planning Organizations who are currently performing planning activities in designated service areas. Eligibility for continued designation by the Commission will be conditioned on the agency's resources, capabilities and actual performance in implementing the responsibilities and requirements of chapter 427, F.S.

(2) Metropolitan Planning Organizations and Designated Official Planning Agencies shall include a Transportation Disadvantaged element in their Transportation Improvement Program (TIP). Such element shall include a project and program description, the planned costs and anticipated revenues for the services, identification of the year the project or services are to be undertaken and implemented, and assurances that there has been coordination with local public transit and local government comprehensive planning bodies, including input into the mass transit or other elements of local and regional comprehensive planning activities. Areas not required to develop a federally-required TIP shall report equivalent information in the Transportation Disadvantaged Service Plan.

(3) Each Designated Official Planning Agency shall provide each Coordinating Board with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities. In areas where a Metropolitan Planning Organization or Designated Official Planning Agency serves as the Community Transportation Coordinator and desires to utilize the same staff for the Coordinating Board, such agency shall abstain from any official actions that represent a conflict of interest, specifically in the evaluation process of the Community Transportation Coordinator.

(4) In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update, a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies, responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

(5) Consolidate the annual budget estimates of local and directly funded federal government transportation disadvantaged funds and forward to the Commission no later than the beginning of each state fiscal year.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(21), 427.015 FS. History--New 5-2-90, Amended 6-17-92, 1-4-94, 3-10-98.

41-2.010 Selection of Community Transportation Coordinator.

(1) Designation, selection, or revocation of designation of any Community Transportation Coordinator shall be subject to the approval of the Commission.

(2) Selection of agencies as Community Transportation Coordinators or Transportation Operators may be negotiated without competitive acquisition, upon the recommendation of the Metropolitan Planning Organization or Designated Official Planning Agency that it is in the best interest of the transportation disadvantaged. This includes circumstances such as emergencies, or insufficient competition availability.

(3) Selection of the Community Transportation Coordinator will be accomplished through public competitive bidding or proposals in accordance with applicable laws and rules.

(4) In cases where selection is accomplished by a request for proposal (RFP), the RFP shall, at a minimum, identify the following information:

(a) The scope and nature of the services and coordination required, and a request for the proposer's plan to provide same.

(b) A request that the proposer identify the resources, and accounting system techniques to be used in their audit trail for all services.

(c) A request that the proposer identify their organizational structure and key personnel, their financial capacity, equipment resources, and experience and qualifications, including the most recent financial audit by a certified public accountant.

(d) A request that the proposer demonstrate the ability to coordinate a multitude of funding and service provisions, in addition to serving the needs of the general public or other transportation disadvantaged.

(e) A request that the proposer identify specific means by which it plans to comply with the provisions of the Americans with Disabilities Act, P.L. 101-336, chapter 760, F.S., and any applicable local regulations governing disabled accessibility requirements, access to transportation, and discrimination.

(f) A demonstration by the proposer of plans for the provision of the most economically cost effective, quality services to the transportation disadvantaged, and plans which demonstrate coordination with the public school system, local public transit systems, private sector operators and other governmental agencies that provide services to the transportation disadvantaged within the designated service area.

(g) A demonstration by the proposer of plans to comply with safety requirements as specified in section 341.061, F.S.

(h) An indication by the proposer of plans to comply with any state, federal, or local laws relating to drug testing.

(i) A sample Memorandum of Agreement for review by the respondent.

(j) A statement advising proposers of any local resources that exist or are planned that should be recognized in the bidders proposal.

(5) The announcement of the request for proposal shall be published in at least the largest general circulation newspaper in the designated service area and in the Florida Administrative Register. The advertised announcement shall include the time, date and place of a public meeting to provide information and answer questions about the request for proposal.

(6) Upon evaluation of the proposals, each Metropolitan Planning Organization or Designated Official Planning Agency, upon consultation with the Coordinating Board, shall recommend to the Commission a Community Transportation Coordinator.

(7) Upon resignation or termination of any Community Transportation Coordinator, the Metropolitan Planning Organization or Designated Official Planning Agency shall complete the recommendation process for a new Community Transportation Coordinator within 90 days after termination date for non-bid Community Transportation Coordinators and within 150 days after termination date for bid/RFP Community Transportation Coordinators. In the absence of these circumstances, the requirements of subsection 41-2.010(8), F.A.C., below shall apply.

(8) In cases of termination of the Community Transportation Coordinator, or in unforeseen emergencies, the Commission shall work with the Metropolitan Planning Organization or Designated Official Planning Agency and the Coordinating Board in an expeditious manner to provide for the continuation of services to the transportation disadvantaged in the designated service area, by providing or arranging the necessary technical assistance.

(9) The utilization of firms defined as minority business enterprises shall be encouraged to the extent possible utilizing the most recent certified minority business listing published by the Florida Department of Management Services.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98, 4-8-01, 1-29-18.

41-2.011 Community Transportation Coordinator Powers and Duties.

(1) Each Community Transportation Coordinator shall be responsible for the short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. Local management personnel with day-to-day decision making authority must be physically located in each designated service area, unless otherwise authorized by the Commission.

(2) Where cost effective and efficient, the Community Transportation Coordinator shall subcontract or broker transportation services to Transportation Operators. The Coordinating Board is authorized to recommend approval or disapproval of such contracts to the Community Transportation Coordinator, providing the basis for its recommendation. Within 30 days of its receipt of the Coordinating Board's recommendation, the Community Transportation Coordinator shall accept or reject the recommendation, providing written reasons for its rejection. All Transportation Operator contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts previously approved. Each Community Transportation Coordinator will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to rule 41-2.006, F.A.C.

(3) Pursuant to the conditions set forth in the Memorandum of Agreement, the Community Transportation Coordinator shall develop, implement, and monitor an approved Transportation Disadvantaged Service Plan. This plan shall be approved by the Coordinating Board and forwarded to the Commission for review and final disposition.

(4) Each Community Transportation Coordinator shall submit a report on operational statistics by September 15, each year to the Commission. A copy should also be provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(5) The Community Transportation Coordinator shall maximize the utilization of school bus and public transit services in accordance with section 427.0158, F.S. Any utilization data shall be included in operational statistics provided to the coordinated system.

(6) In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall review all applications for local government, federal and state transportation disadvantaged funds submitted from or planned for use in their designated service area. If funds are recommended for approval, the Community Transportation Coordinator, in cooperation with the Coordinating Board, will develop and implement cost-effective coordination strategies for their use and integration into the coordinated system.

(7) Funding to support the Community Transportation Coordinator's functions associated with documented coordination activities may be obtained from a coordination fee as part of each trip arranged, from subsidies received or both and upon approval by the Coordinating Board.

(8) Each Community Transportation Coordinator shall be aware of all of the transportation disadvantaged resources available or planned in their designated service area in order to plan, coordinate, and implement the most cost effective transportation disadvantaged transportation system possible under the conditions that exist in the designated service area.

(9) Contractual administration of Community Transportation Coordinators shall be accomplished through a Memorandum of Agreement between the Commission and the Community Transportation Coordinator in accordance with the procedures of the Commission. Transportation services purchased from or arranged by the Community Transportation Coordinator will be billed to purchasing agencies by the Community Transportation Coordinator at the rates identified in the approved Transportation Disadvantaged Service Plan or Coordination Contract and recognize any special conditions as specified by the purchasing agency. Payment for services will be made directly to the Community Transportation Coordinator unless otherwise agreed upon, in writing, by the purchaser and the Community Transportation Coordinator. Other contractual arrangements shall be followed as specified in this rule chapter.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0155 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 5-1-96, 10-1-96, 3-10-98.

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the

Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local 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;
- (d) 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;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) 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 Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A local representative of the Agency for Persons with Disabilities;
- (p) A representative of the Regional Workforce Development Board established in chapter 445, F.S.; and
- (q) 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.

(4) Except for the Chairperson, the 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. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03, 6-14-18.

41-2.013 Transportation Disadvantaged Trust Fund.

The Commission shall annually evaluate and determine each year's distribution of the Transportation Disadvantaged Trust Fund. Funds available through the Transportation Disadvantaged Trust Fund for non-sponsored transportation services and planning activities shall be applied only after all other potential funding sources have been used and eliminated. Grant funds shall not be used to supplant or replace funding of transportation disadvantaged services which are currently funded to a recipient by any federal, state, or local governmental agency. Monitoring of this mandate will be accomplished as needed by the Commission and all agencies funding transportation disadvantaged services. The use of minority-owned businesses is encouraged, utilizing the most recent certified companies published by the Department of Management Services. Funds deposited and appropriated into the Trust Fund will be utilized for:

(1) Commission administrative and operating expenses, including financial assistance, through a grant agreement, to designated official planning agencies to assist the Commission in implementing the program in each local area.

(2) A Grants Program to provide for the funding of non-sponsored trips, including the purchase of capital equipment.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History—New 5-2-90, Amended 6-17-92, 1-5-93, 6-26-94, 7-11-95, 3-10-98, 2-20-13.

41-2.014 Grants Program.

(1) Eligible Applicants. Grant funds will be allocated annually to the following entities:

(a) Community Transportation Coordinators who have an executed Memorandum of Agreement.

(b) Metropolitan Planning Organizations or Designated Official Planning Agencies approved by the Commission.

(2) Types of Grants.

(a) Trip and Equipment Related. Trip and equipment related grant funds may be used for the provision of non-sponsored transportation disadvantaged services and for the purchase of capital equipment to be used for services provided to the transportation disadvantaged. Capital equipment expenditures will be limited to no more than 25% of the Commission participation and the required match.

(b) Planning Related. Planning related grant funds may be used by an eligible Metropolitan Planning Organization or Designated Official Planning Agency to assist the Commission in their responsibilities at the local level as identified in chapter 427, F.S., including support to the local Coordinating Board.

(c) Innovation and Service Development. Innovation and service development related grant funds may be awarded competitively to support projects that:

1. Enhance the access of older adults, persons with disabilities, and low income individuals to healthcare, shopping, education, employment, public services, and recreation;
2. Assist in the development, improvement, and use of transportation systems in non-urbanized areas;
3. Promote the efficient coordination of services;
4. Encourage private transportation provider participation.

(3) Match Requirement. Eligible grant recipients for the trip and equipment grants only, must provide at least 10% of the total project cost as a local match. The match must be cash generated from local sources. Voluntary dollar collections do not require a match.

(4) Distribution of Grant Funds. On or about December 15 of each year, the Commission shall allocate a portion identified as the Grants Program of the Transportation Disadvantaged Trust Fund in the following manner:

(a) An annual amount of \$1,372,060 of the Grants Program shall be designated for planning grants to assist the Commission with implementation and maintenance of the program at the local level. Beginning with the 2002/2003 grant cycle, the annual cap will be adjusted by the same percentage increase equivalent to state employees as set by the Legislature.

(b) The voluntary dollar collections will be returned to the county where said funds were collected. The voluntary dollar collections shall be designated for additional trips at the local level.

(c) The remaining portion of funds, except as specified in paragraph 41-2.014(4)(b), F.A.C., will be appropriated for the Grants Program and designated for trip and equipment related grants, subject to limitations of paragraphs 41-2.014(1)(a) and (2)(a), F.A.C.

(5) Distribution of Trip and Equipment Related Grant Funds. Each eligible applicant's allocation will be determined for the county or counties within the designated service area for which the applicant provides coordinated transportation disadvantaged services.

(a) In order to maintain system and service stability, the Commission's Fiscal Year 99/00 Allocation of Trip and Equipment Grant Funds, dated 02/99, incorporated herein by reference, shall be the base allocation for each subsequent year's distribution for trip and equipment related grant funds. No county shall receive less than the base allocation unless the Commission's five year cash-flow forecast falls below the Fiscal Year 99/00 levels allocated to the trip and equipment grant related program.

(b) If the level of funding available for distribution to the trip and equipment grant program falls below the base as stated in paragraph 41-2.014(5)(a), F.A.C., a proportionate adjustment to the base allocation will be made. Such adjustment will be based on the five year cash-flow forecast of the Commission, and each county's share of the Fiscal Year 99/00 trip and equipment related grant allocation.

(c) Allocation of additional trip and equipment grant funds above the amount used in the base allocation will be allocated to eligible applicants based on a comparative ranking of all eligible applicants in each of the following four categories:

1. The applicant's total county area in square miles as a percentage of the total square miles of all eligible applicants.
2. Total system passenger trips provided as a percentage of all eligible applicant trips reported.
3. Total system vehicle miles traveled as a percentage of all eligible applicants vehicle miles traveled and reported.
4. Total county population as a percentage of the total population of all eligible applicants.

(d) Each category will represent one fourth of the trip related grant funds.

(e) The latest required operational statistics report which is submitted by September 15 of each year will be used for obtaining the applicant's coordinated vehicle miles and coordinated passenger trips data. For purpose of this section, coordinated vehicle miles or passenger trips shall not include those services provided through an approved transportation alternative.

(6) Distribution of Planning Related Grants. Planning related grant funds will be apportioned for distribution to the planning agencies as follows:

(a) 25% of the planning allocation shall be divided into shares equal to the percentage of population each county has relative to the total state population, with each planning agency receiving a share for each county within its jurisdiction;

(b) 75% of the planning allocation shall be divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction. Eligible applicants not requiring the total

amount of funding available may recommend to the Coordinating Board that any excess funds be allocated to the Community Transportation Coordinator for additional non-sponsored trip needs. The Commission shall reallocate any eligible excess funds to that particular county or service area's normal allocation. A local cash match of at least 10% shall be required to obtain this additional allocation.

(7) Distribution of Innovation and Service Development Grant Funds. Innovation and service development related grant funds will be awarded competitively to support such projects based upon available funding identified by the Commission.

(8) All grant applicants will provide their request for funds to the Commission no later than October 1 each year, unless otherwise approved by the Commission.

(9) Prioritization of Non-sponsored Transportation Services. The Community Transportation Coordinator, with approval of the Coordinating Board, shall have the authority to prioritize trips for non-sponsored transportation disadvantaged services which are purchased with Transportation Disadvantaged Trust Funds. Any prioritization of trips or eligibility criteria which is developed shall consider all of the following criteria:

- (a) Cost Effectiveness and Efficiency.
- (b) Purpose of Trip.
- (c) Unmet Needs.
- (d) Available Resources.

Rulemaking Authority 427.013(9), 427.013(10) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History--New 5-2-90, Amended 6-17-92, 7-21-93, 6-26-94, 10-1-96, 3-10-98, 1-13-04, 8-5-18.

41-2.015 Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged.

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the community transportation coordinator or an approved coordination provider except as provided in subsections (2) and (3), below.

(2) When it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:

- (a) Privately owned vehicle of an agency volunteer or employee;
- (b) State owned vehicles;
- (c) Privately owned vehicle of a family member or custodian;
- (d) Common carriers, such as commercial airlines or bus; and
- (e) Emergency medical vehicles.

(3) The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the local coordinating board.

(4) All agency applications for transportation disadvantaged operating and capital assistance funds beyond those identified in the normal state legislative budget process shall be made available to the Coordinating Board for such review.

(5) The Commission shall request all funding requests containing a transportation disadvantaged fund component from the Florida State Clearinghouse. Said funding request shall be reviewed by the Commission. The Commission will respond when there are funding requests that conflict with the intent and provisions of chapter 427, F.S., and the rules thereof.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(16), 427.016 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, 3-10-98.

41-2.016 Accessibility.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(4) FS. History--New 5-2-90, Amended 6-17-92, Repealed 7-15-12.

41-2.0161 Program Monitoring of Performance.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History--New 6-17-92, Amended 5-1-96, Repealed 1-7-16.

41-2.0162 Chronological Listing of Report Dates.

The following reports are listed in chronological order by due date and the recipient of the report:

- (1) January 1 – Commission Annual Report due to Governor and Legislature.
- (2) September 15 – Annual Operating Report of Community Transportation Coordinator due to Commission.
- (3) September 15 – Transportation Improvement Programs in urbanized areas due to Commission.
- (4) September 15 – Annual report of the actual amount of funds expended and trips purchased due from each state agency.
- (5) September 15 – Annual report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction due from each designated official planning agency or metropolitan planning organization.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0135, 427.015, 427.0155, 427.016 FS. History--New 6-17-92, Amended 6-15-93, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 8-10-09.

41-2.018 Public Comment.

The Commission for the Transportation Disadvantaged invites and encourages all members of the public to provide comment on matters or propositions before the Commission or a committee of the Commission. The opportunity to provide comment shall be subject to the following:

- (1) Members of the public will be given an opportunity to provide comment on subject matters before the Commission after an agenda item is introduced at a properly noticed Commission meeting.
- (2) Members of the public shall be limited to five (5) minutes to provide comment. This time shall not include time spent by the presenter responding to questions posed by Commission members, staff or Commission counsel. The chair of the Commission may extend the time to provide comment if time permits.
- (3) Members of the public shall notify Commission staff in writing of his or her interest to be heard on a proposition or matter before the Commission. The notification shall identify the person or entity, indicate its support, opposition, or neutrality, and identify who will speak on behalf of a group or faction of persons.

Rulemaking Authority 286.0114 FS. Law Implemented 286.0114 FS. History--New 2-13-14.



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

ARTICLE I: Preamble

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

ARTICLE II: Name and Purpose

Section 1: Name

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

Section 2: Purpose

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

ARTICLE III: Local Coordinating Board Membership

Section 1: Voting Members

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

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

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

7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;
8. A person over sixty representing the elderly in the service area;
9. A person with a disability representing the disabled in the service area;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) as their primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A local representative of the Agency for Persons with Disabilities;
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

Section 2: Alternate Members

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

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

Section 3: Technical Advisors - Non-Voting Members

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

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

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

Section 4: Terms of Appointment

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

Section 5: Termination of Membership

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

Section 6: Attendance

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

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

ARTICLE IV: Officers and Duties

Section 1: Appointments

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

Section 2: Chairperson

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

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

Section 3: Vice Chairperson

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

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

ARTICLE V: Administration of the Local Coordinating Board

Section 1: Regular Meetings

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

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

Section 2: Meeting Notices

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

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

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

Section 3: Quorum

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

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

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

Section 4: Voting

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

Section 5: Bylaws and Parliamentary Procedures

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

Section 6: Planning Agency Responsibilities

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

ARTICLE VII: Local Coordinating Board Duties

Section 1: Board Duties

The TDLCB shall:

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

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
 2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public hearing held jointly with the TD Commission will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

ARTICLE VIII: Committees

Section 1: Quality Assurance Task Force

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

Section 2: Grievance Committee

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

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

Section 3: Others

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

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

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

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

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

ARTICLE XI: Certification

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board on the 15th day of November, 2018.

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

TAB 7



MOBILITY SERVICES NO SHOW POLICY/PROCEDURE	Policy Number:
SUBJECT: Paratransit No Show Policy	EFFECTIVE DATE: 12-01-2018
SIGNATURE OF APPROVAL: Edward L. Johnson Chief Executive Officer, LYNX	REVISION NUMBER: 1 REPLACES: SOP Dated 07/06/2016 APPROVED DATE:

OBJECTIVE:

The Central Florida Regional Transportation Authority d/b/a LYNX (hereinafter, the "Authority" or "ACCESS LYNX") was created by Part III, Chapter 343, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, Osceola Counties, and to adopt such policies as may be necessary to govern the operating of a public transportation system and public transportation facilities. The Chief Executive Officer is authorized to establish and administer such policies. Therefore, it is necessary to establish a No Shows in Paratransit policy.

AUTHORITY:

Authority for this policy and procedure are as follows:

- Florida Statutes, Title XXVI, Chapter 343, Part III
- Administrative Rule 2, Board Governance (By Laws), Rule 2.6 Policies and Procedures
- Department of Transportation (DOT) Americans with Disabilities Act (ADA) Paratransit Regulations, 49 C.F.R. Part 37

1. INTRODUCTION

Mobility Services - ACCESS LYNX is a shared ride paratransit service under Central Florida Regional Transportation Authority, d/b/a LYNX. The program provides service for eligible individuals who are not able to use the regular bus service (also called "fixed route") because of various limitations.

2. OVERVIEW

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) circular (FTA C 4710.1) allows ACCESS LYNX to suspend, for a reasonable period of time, the provision of paratransit service to riders who establish a pattern or practice of missing scheduled trips, also

known as "no-shows." ACCESS LYNX incurs the entire cost of the service when a vehicle is sent to a customer's location and the customer does not ride. ACCESS LYNX provides its services by using federal, state, and local funds, plus the fare charged to each customer. As a good steward of public funds, ACCESS LYNX has an obligation to ensure minimum wasted expenses.

3. DEFINITIONS

- a. Late Cancellation -- A "late cancellation" includes (i) a cancellation made less than one [1] hour before the scheduled pickup time; (ii) a cancellation that the customer makes at the door; or (iii) the customer's refusal to board a vehicle that has arrived within the pickup window. Each of these relates only to actions with the individual rider's control and not any errors by the transit agency (including the agency's late arrival).
- b. No Show -- A "No Show" occurs when (i) a rider fails to board the vehicle for a scheduled trip when the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits (or has waited) at least five [5] minutes; or (ii) the rider makes a late cancellation. "No show" occurrences will be assessed based only on those actions within the control of the individual rider. As such, transit agency errors (including late arrivals outside the pickup window) will not result in a "No Show" occurrence.
- c. Pickup Window -- The "pickup window" is defined as 30 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five [5] minutes within the pick-up window for the rider to appear.
- d. Subscription Service -- A "subscription service" is any trip that occurs every week, originates and terminates at the same scheduled location, at the same hour each day, and extends over a period of thirty (30) days.
- e. Casual Demand Trip Service -- The "casual demand trip service" includes trips that are scheduled one (1) day prior to the expected date and time of travel.
- f. Offense -- An "offense" is defined as five (5) or more No Show/late cancellation occurrences in one calendar month.

4. NO SHOWS / LATE CANCELLATIONS

To cancel a trip, customers must notify ACCESS LYNX at least one (1) hour before the scheduled pick-up time. **Late cancellations are considered "No Show" occurrences and will be subject to the suspension guidelines.** Riders must cancel each leg of a trip separately.

a. Offenses Triggering Suspension

The first offense will trigger ACCESS LYNX to identify the rider and send a warning letter. If the No Show occurrences are 50% or more of the rider's total scheduled trips within a calendar year, a three (3) day suspension will be triggered. The customer will be notified in writing of the suspension.

The second offense within the calendar year will trigger ACCESS LYNX to identify the rider and generate a letter. If second offense is 25% or more of the rider's total scheduled trips within a calendar year, a seven (7) day suspension will be triggered. The customer will be notified in writing of the suspension.

The third offense within one calendar year will trigger a ten (10) day suspension and/or loss of subscription service. ACCESS LYNX will review the customer's No Show history for the calendar year and will re-evaluate services for the customer. A final termination letter will be sent to the customer.

Four consecutive months in which the rider schedules a trip without a single No Show, late cancellation, or cancel at the door occurrence will clear a rider from past offenses and start anew.

The suspension of service with regard to each offense level is subject to the appeal process outlined in this policy.

b. No Rider Stranded

When ACCESS LYNX takes a rider to a destination, the rider won't be left stranded there, even if the rider No Shows for the scheduled return ride. Return service is provided as soon as possible, but such service will be provided without a guaranteed on-time window and will count as a no show occurrence.

6. SUSPENSIONS

Riders may have their transportation services suspended for (i) exhibiting a pattern or practice of "No Shows" or late cancellations; or (ii) engaging in behavior that is detrimental to the welfare of the program, other riders, operators, staff, or the public. Such behavior may include verbal abuse, violent or illegal conduct, and threatening action that could cause direct or indirect physical harm to others.

a. Notification

- i. **Written Notification Before Suspensions Are Imposed** (accessible formats will be utilized): Before any suspension of service because of no-shows/missed trips, ACCESS LYNX will notify the individual rider citing specifically the full reason for

the proposed suspension and its length, as well as the exact "No Show" dates, times, pickup locations, and destinations on which the proposed suspension is based. The notification also will include information related to the appeal process and the procedures for filing an appeal. Finally, the notification will explain that a suspension determination is not based on any "No Shows" that were beyond the rider's control or any trip missed due to the transit agency error.

- ii. **Appeal Process for Suspensions** – Appeals of proposed suspensions must be filed within fifteen (15) days after the date indicated on the written notification of the suspension. If no appeal is filed, the suspension shall become effective beginning on the next ACCESS LYNX service day after the time for appeal expires. Riders wishing to contest a suspension determination should contact the LYNX Main Line 407-841-2279, Option 3 for customer relations, Monday through Friday from 9:00 a.m. to 6:00 p.m. to explain the circumstance and request an appeal. TTY Relay calls are accepted by dialing 711 or 800-955-8771 or Spanish 877-955-8773. Customers may also send an email to inquiry@golynx.com or fax (407) 517-9537. The appeal will be referred to the LYNX Mobility Manager for review and determination. When a rider appeals a suspension, ACCESS LYNX will continue to provide service to the rider until the appeal is heard and decided. If the matter is not resolved to the customer's satisfaction, a hearing will be scheduled with the Deputy Director – Mobility Services during which the rider will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten (10) business days after the hearing.

- b. **Length of Suspensions** – Suspensions will be in proportion to the amount of usage by the rider and never extend past one (1) month per suspension.

7. DISPUTE PROCESS

Riders wishing to dispute specific No Shows or late cancellation occurrences must do so within five (5) days after the date of the dispatcher's phone call or the date indicated on any warning letter regarding such occurrences. Designated Mobility Services staff will review the information provided by the customer (or the customer's representative) and make a decision either to uphold the No Show/late cancellation or to excuse it. This decision will be made within ten (10) business days.

Separation of Authority -- The decision on an appeal will be made by a person or panel of people uninvolved with the initial decision to suspend service. Neither a subordinate of the person who made the initial decision, nor his or her supervisor, shall hear appeals.

ACCESS LYNX will notify the rider in writing of its final determination and will explain

in detail the reasons supporting such determination. The written notice will be provided in a format that is accessible for the rider.

8. CONCERNS INVESTIGATION

Thorough investigation of all concerns related to a rider's use of ACCESS LYNX paratransit service will take place in a timely manner. All rider concerns are documented and investigated with timely responses to riders with information about the outcome of the investigation. Customers may call the LYNX Main Line 407-841-2279, Option 3 for customer relations, Monday through Friday from 9:00 a.m. to 6:00 p.m. TTY Relay calls are accepted by dialing 711 or 800-955-8771 or Spanish 877-955-8773. Customers may also send an email to inquiry@golynx.com or fax (407) 517-9537.

TAB 8



Your Contact Information**Name**

Linda Silverman

Emaildrlinda@healthylivingorlando.com**Phone**

(321) 945-1153

Home Address

5281 Cane Island Loop #404
kissimmee, Florida 34746
United States

Employer

self - founder and director of the Center for Personal Excellence

Work Address

110I Miranda Lane
kissimmee, Florida 34741
United States

County

Osceola County

Date

03/23/2013

Your Transportation Interests

Tell us about your transportation interests and habits.

How often do you use the LYNX bus system?

Not at all

How often do you use SunRail?

Occasionally

How often do you drive a car?

Regularly

Do you have a passion for advocacy in any of the following areas (choose all that apply):

- persons with disabilities
- seniors (over age 65)
- business involvement in civic activities

Select seats you are qualified for and interested in filling (choose all that apply):

- Representing the elderly (over age 60)

Demographics

The following information will be used to satisfy Equal Opportunity Act reporting and research requirements. These questions are voluntary.

Gender

Female

Race

White

Do you have a physical disability?

Yes

Your age range:

65-74

Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

No

Are you a student?

No

Your Ability to Serve

The TDLCB meetings are generally held four times a year on the second Thursday of the month at 10:00 a.m. Can you regularly attend meetings?

Yes

Can you serve a four-year term?

Yes

Are you willing to abide by Florida's Government-in-the-Sunshine laws and ethical guidelines?

Yes

Have you previously served on a MetroPlan Orlando board or committee?

Yes

If yes, which committee and when did you serve?

currently on the TDLCB

Do you have any potential conflicts of interest that might occur if you are appointed?

No

Do you work in the transportation industry?

No

Are you an elected official?

No

Statement of Interest

I am currently the Representative for the Elderly (over 60) on the TDLCB. I do provide feedback at all meetings. I spread the word about the services of the Metro Plan Orlando and Access Lynx to friends, colleagues and patients. I continue to be outspoken with critical opinions and as an individual who fits into several categories - senior, disabled and a professional who works with such individuals- I continue to be qualified to serve on the TDLCB.

By submitting this form, I attest that the information in this application is true to the best of my knowledge.



October 19, 2018

Board of Directors
Transportation Local Coordinating Board
Orlando, FL

REF: Appointment of Janeé Olds to the Transportation Disadvantaged Local Coordinating Board

To Whom It May Concern:

As the Senior Manager of Operations for CareerSource Central Florida, I have known Janeé Olds since 2012. She is a highly regarded employee and an invaluable asset to CareerSource Central Florida. Janeé is a consummate professional - competent, ethical, and knowledgeable, especially in working with individuals with disabilities (her area of expertise). She deals effectively with people at all levels of our organization and is respected as an authority in matters she is charged with overseeing.

Janeé will be a contributor wherever she is, and I am proud to call her my colleague. I recommend and appoint her to represent our Regional Workforce Development Board on the Transportation Disadvantaged Local Coordinating Board without reservation. I am also recommending that Adlih Trotman-Diaz serve as an alternate when Janeé is unavailable to attend the meetings. Please feel free to contact me with any further questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rebecca Toolsie", is written over a faint, larger blue outline of the same signature.

Rebecca Toolsie, CWDP
Senior Managers, Operations
rtoolsie@careersourcecf.com
407.531.1222 ext. 2046

CareerSourceCentralFlorida.com
390 North Orange Avenue, Suite 700 | Orlando, FL 32801
p. 407 531 1222 | f. 407.708.1385 | TTY/TTD 711



Your Contact Information**Name**

Janeé Olds

Emailjolds@careersourcecf.com**Phone**

(407) 531-1231

Home Address

1931 San Jacinto Circle
Sanford, Florida 32771
United States

Employer

CareerSource Central Florida

Work Address

1209 W Airport Blvd
Sanford, Florida 32773
United States

County

Seminole County

Date

03/30/2012

Your Transportation Interests

Tell us about your transportation interests and habits.

How often do you use the LYNX bus system?

Not at all

How often do you use SunRail?

Occasionally

How often do you drive a car?

Regularly

Do you have a passion for advocacy in any of the following areas (choose all that apply):

- pedestrian safety
- persons with disabilities
- rail transit

Select seats you are qualified for and interested in filling (choose all that apply):

- Representing the disabled

Demographics

The following information will be used to satisfy Equal Opportunity Act reporting and research requirements. These questions are voluntary.

Gender

Female

Race

Black

Do you have a physical disability?

No

Your age range:

25-34

Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

No

Are you a student?

No

Your Ability to Serve

The TDLCB meetings are generally held four times a year on the second Thursday of the month at 10:00 a.m. Can you regularly attend meetings?

Yes

Can you serve a four-year term?

Yes

Are you willing to abide by Florida's Government-in-the-Sunshine laws and ethical guidelines?

Yes

Have you previously served on a MetroPlan Orlando board or committee?

No

Do you have any potential conflicts of interest that might occur if you are appointed?

No

Do you work in the transportation industry?

No

Are you an elected official?

No

Statement of Interest

I have over 10 years of social service experience with the last 2 years working with individuals with disabilities. I

believe I would be able to offer insight from the employer/employee perspective of how the use of ACCESS lynx could help individuals with disabilities get to and from work. I could offer feedback from previous testimonies and current customer experiences. I would share the information learned in the board meetings with our region and community partners to ensure that everyone is well informed on any updates and resources.

By submitting this form, I attest that the information in this application is true to the best of my knowledge.

TAB 9





Community Transportation Coordinator Report

November 2018

Since the last TDLCB meeting, Nanette Stephens, Manager of Mobility Services at LYNX attended the Florida Public Transportation Association / Florida Commission for the Transportation Disadvantaged Annual Conference in October. Mrs. Stephens participated on a panel along with other transit agencies from around the state of Florida to discuss the lessons learned by implementing Transportation Network Companies into our paratransit system.

The Mobility Services department continues to participate in outreach events throughout our service area. These events include the Discover Osceola event in Kissimmee, Seminole State College tech/service provider fair at the Sanford/ Lake Mary Campus and White Cane Day at Princeton Elementary in College Park just to name a few. The Mobility Services department also visits public schools and programs like Inspire of Central Florida to assist students and faculty in obtaining LYNX' AdvantAge identification cards to receive a reduced fare when riding a fixed route bus.

LYNX has been working very closely with the transportation providers that have partnered with us to have our paratransit software integrated and communicate with the software of our partners. This enhancement would allow us to give our customers accurate estimated time of arrival times, precise vehicle locations and real time cancelations for any mode of service that would be transporting our customer. The LYNX Information Technology department has been working with the Mobility Services department to make this a possibility and LYNX is very excited to roll out these enhancements for our customers in our community.

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TAB 10



PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

Invoice # One
FDOT FM # 43202718401
Contract # G0Y31

Orange, Osceola and Seminole
(County)

Reporting Period: July 1, 2018 to September 30, 2018

Planning Grant Program Tasks

TASK 1:

Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the community transportation coordinator (CTC) and the Local Coordinating Board (LCB).

Response: No action to report. Next TDSP Annual Update will be approved May, 2018.

TASK 2:

Organize and provide staff support and related resources for at least four (4) LCB meetings per year, holding one meeting during each quarter. Exceptions to reschedule meeting(s) outside of a quarter due to the imminent threat of a natural disaster may be granted by the Commission for the Transportation Disadvantaged.

Response: Agendas for TDLCB meetings held on June 7, 2018 and August 9, 2018, as well as the July 24, 2018 QATF agenda along with meeting minutes and/or highlights are enclosed as a **Task 2** deliverable. The membership roster, attendance report and public notice of meeting, are also provide as deliverables for **Task 2**.

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

TASK 3:

Provide at least one public workshop annually by each LCB, and assist the CTD, as requested, in co-sponsoring public workshops. This public workshop must be held separately from the LCB meeting. It may, however, be held on the same day as the scheduled LCB meeting. It could be held immediately following or prior to the LCB meeting.

Response: No action to report. The next public workshop will be held in November 2018.

TASK 4:

Develop and annually update by-laws for LCB approval.

Response: No action to report. The next bylaws update will take place in February 2018.

TASK 5:

Develop, annually update, and implement LCB grievance procedures in accordance with the CTD's most recent LCB 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 CTD's Ombudsman Program.

Response: No action to report. The next review of the Grievance Procedures will take place in February 2018.

TASK 6:

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the CTD.

Response: The AOR was submitted September 15, 2018. A copy of the email and combined AOR is included as a deliverable for **Task 6**. The AOR will be reviewed by the LCB at their November 15, 2018 meeting.

TASK 7:

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the CTD no later than September 15th. Complete the AER, using the CTD approved form.

Response: The AER was submitted to the CTD by email September 28, 2018. A copy of the email and AER is enclosed as a deliverable for Task 7.

TASK 8:

Complete quarterly progress reports addressing local program administrative support accomplishments for the local transportation disadvantaged program as well as grant deliverables; including but not limited to, consultant contracts, special studies, and marketing efforts.

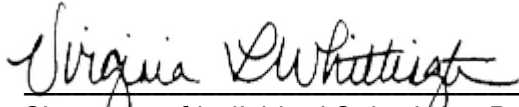
Complete quarterly progress reports addressing planning accomplishments for the local transportation disadvantaged program as well as planning grant deliverable; including but not limited to, consultant contracts, special studies, and marketing efforts.

Response: Information is included with each quarterly meeting agenda packet. The August 10, 2017, TDLCB meeting agenda (Task 3 deliverable) is enclosed as a deliverable for **Task 9**.

TASK 9:

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

Response: Attended the Planners Network Session at the Annual TD Training Workshop & Expo held August 29-30. A copy of the session program and paid registration is enclosed as a deliverable for **Task 10**.



Signature of Individual Submitting Report

10/03/2017

Date

Virginia L. Whittington

Typed name of Individual Submitting Report



November 1, 2018

Honorable Lee Constantine, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Chairman Constantine,

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

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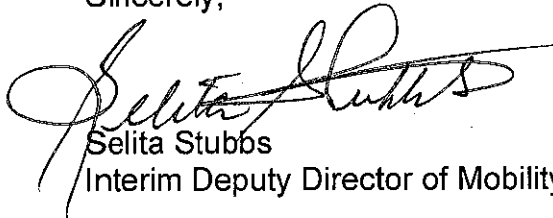
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payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's 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 progress payment requirements to our contractor for the period of July 1, 2018, to September 30, 2018.

Sincerely,

A handwritten signature in black ink, appearing to read 'Selita Stubbs', with a long horizontal flourish extending to the right.

Selita Stubbs
Interim Deputy Director of Mobility Services

cc: The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)