



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

August 12, 2021 @ 10:00 a.m.

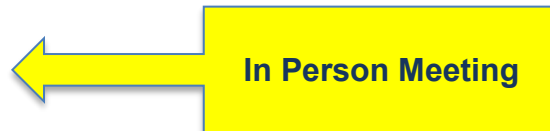


ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD

DATE: Thursday, August 12, 2021

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando
250 S. Orange Ave, Suite 200
Orlando, Florida 32801



Parking Garage: 25 W. South Street

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link:

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/84244003962?pwd=ZzJWQ1RUMVhmTDM5R01MOWliRVQ0Zz09>

Passcode: 446122

To dial in, please see the calendar item for this meeting:

<https://metroplanorlando.org/meetings/transportation-disadvantaged-local-coordinating-board-hybrid-meeting-08-12-21/>

AGENDA

Chairwoman Mayra Uribe, Presiding

- I. CALL TO ORDER – Chairwoman Mayra Uribe
- II. PLEDGE OF ALLEGIANCE
- III. ROLL CALL AND CONFIRMATION OF QUORUM – Ms. Lisa Smith
- IV. ANNOUNCEMENTS & AGENDA REVIEW – Ms. Virginia Whittington
- V. QUALITY ASSURANCE TASK FORCE (QATF) Report

WiFi Access Available
Network: MpoBoardRoom
Password: mpoaccess

Ms. Marilyn Baldwin, Chair of the QATF, will provide a report from the July 27, 2021 QATF meeting.

VI. INFORMATION ITEMS FOR ACKNOWLEDGEMENT

A. Final CTC Evaluation Submitted to CTD

TAB 1

Provided for information, is a copy of the 2019-2020 Community Transportation Coordinator (CTC) Evaluation conducted by the LCB. The evaluation was transmitted to the CTD by June 30, as required.

VII. ACTION ITEMS

A. Approval of minutes of previous meetings

TAB 2

The minutes of the May 13 and May 25, 2021 Transportation Disadvantaged Local Coordinating Board meetings are included for approval at Tab 2.

VIII. PRESENTATIONS & STATUS REPORTS

A. Mobility Management Services Update

Mr. Norm Hickling, Director of Operations, will provide a CTC update. This report will also include a presentation on sponsored vs. non-sponsored trips. Mr. David Darm, Executive Director, Commission for Transportation Disadvantaged has been invited to join the discussion remotely.

IX. GENERAL INFORMATION

A. Planning Grant Update

TAB 3

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

B. Blind Americans Equality Day

TAB 4

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, 2021 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September 8th meeting for their approval. A copy of the draft resolution is provided for information.

C. Report of Operator Payments

TAB 5

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. The report will be provided separately.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- MetroPlan Orlando Board meeting – September 8 at 9:00 a.m.
- 2021 FPTA Annual Conference - October 24-27, 2021 – Daytona Beach, FL
- Quality Assurance Task Force – October 26 at 10:00 a.m. (Tentative; due to the annual FPTA conference, this meeting may be rescheduled.)

- XI. MEMBER COMMENTS
- XII. PUBLIC COMMENTS (GENERAL)
- XIII. NEXT MEETING

November 18, 2021 at 10:00 a.m. – Annual Public Meeting

(IMPORTANT NOTICE: Based on the latest CDC guidelines, in light of a recent rise cases of the COVID-19 Delta Variant, and out of an abundance of caution for the disability community who may attend the annual public meeting, TDLCB members will meet in-person in compliance with Florida's Government in the Sunshine Law. The public is strongly encouraged to access this meeting virtually to make public comments. Public access is available for those who choose to attend in person, however members of the public will be required to adhere to safety guidelines regarding wearing of masks, physical distancing, etc.)

XIV. ADJOURNMENT

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.

TAB 1



CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
-
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"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."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

“...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 14-90, F.A.C.”

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

Did not conduct on-site review due to COVID restrictions.

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
---------------------	------------------------	-------------------------	----------------------

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...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.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:_____

STATUS REPORT DATED:_____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag
☐ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD

Helpline for comments/complaints/commendations? ☐ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

CTC: _____ County: _____

Date of Ride: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Medicaid				
Other				
Other				
Other)				
Other				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

Level of Cost Worksheet 1

Insert Cost page from the AOR.



CTC Organization

County: Osceola

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Complete

CTD Status: Complete

Date Initiated: 9/5/2020

CTC Organization Name: Central Florida Regional Transportation Authority

Address: 455 N Garland Avenue

City: Orlando

State: FL

Zip Code: 32801

Organization Type: Public Transit Authority

Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 4

Coordination Contractors: Yes

Number of Coordination Contractors: 4

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Mayor Jose Alvarez

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Mobility Services

CTC Contact Email: NHickling@golynx.com

Phone: (407) 254-6169

CTC Certification

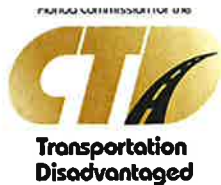
I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature):

LCB Certification

I, Mayor Jose Alvarez, 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 Chairperson (signature):



CTC Organization

County: Seminole

Fiscal Year: 7/1/2019 - 6/30/2020

CTC Status: Complete

CTD Status: Complete

Date Initiated: 9/5/2020

CTC Organization Name: Central Florida Regional Transportation Authority
Address: 445 N Garland Avenue
City: Orlando
State: FL
Zip Code: 32801
Organization Type: Public Transit Authority
Network Type: Partial Brokerage
Operating Environment: Urban
Transportation Operators: Yes
Number of Transportation Operators: 4
Coordination Contractors: Yes
Number of Coordination Contractors: 6
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Mayor Jose Alvarez
CTC Contact: Norman L. Hickling
CTC Contact Title: Director of Mobility Services
CTC Contact Email: NHickling@golynx.com
Phone: (407) 254-6169

CTC Certification

I, Norman L. Hickling, 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 Certification

I, Mayor Jose Alvarez, 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 Chairperson (signature):

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

--

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

--


Table 14: Community Transportation Coordinator Providers

Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Ambitious Care Services of Florida, LLC	N/A	N/A	N/A	N/A	N/A
Aspire Health Partners, Inc.	Orange, Osceola, Seminole	17	259,487	Medical	Ambulatory Accessible
Attain, Inc.	Orange, Seminole	27	31,497	Education, Training, Daycare	Ambulatory Accessible
Elquanah Group Home, Inc.	Orange	2	33,208	Medical, Education, Training, Daycare, Personal, Business, Other	Wheelchair Accessible
BrightStart Pediatrics	Orange, Osceola, Seminole	9	66,490	Medical	Wheelchair Accessible
Central Florida Group Homes, LLC	Orange, Seminole	13	119,436	Education, Training, Daycare	Ambulatory Accessible
Creative Living Services, LLC	Orange	1	23,216	Education, Training, Daycare	Ambulatory Accessible
Nation Mentor Health Care - Florida Mentor	Orange, Seminole	10	165,049	Education, Training, Daycare	Wheelchair Accessible
Giyo Services, LLC	Not provided	1	4,992	Not provided	No Information provided
Good Samaritan Society - Kissimmee Village	Orange, Osceola	2	183,963	Medical	Wheelchair Accessible
Kinneret Incorporated	Orange, Osceola, Seminole	1	9,153	Nutritional, Personal Business, Other	Wheelchair Accessible
Lil's Non-Emergency Medical Transport, LLC	Not provided	N/A	N/A	N/A	N/A
Meals on Wheels, Etc.	Seminole	10	107,294	Medical, Nutritional, Personal, Other	Ambulatory Accessible
Osceola Council on Aging	Osceola	17	107,517	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Pachot Group Home, Inc.	Orange	1	15,298	Education, Training, Daycare	Ambulatory Accessible
Primrose Center, Inc.	Orange, Seminole	12	77,290	Education, Training, Daycare	Wheelchair Accessible
Quest, Inc.	Orange, Seminole	35	39,590	Medical Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Rainbow Group Inc.	Orange, Seminole	2	12,227	Education, Training, Daycare	Ambulatory Accessible
Renewed Hope Group Home Inc.	Osceola	1	16,950	Education, Training, Daycare	Ambulatory Accessible
Seniors First Inc.	Orange	11	N/A	Nutritional	Wheelchair Accessible
The Opportunity Center, Inc.	Orange, Osceola	13	107,655	Education, Training, Daycare	Wheelchair Accessible
Trinity Home Care Facility, Inc.	Orange, Osceola, Seminole	22	33,362	Education, Training, Daycare	Ambulatory Accessible
Independent Mobility Transport	Not provided	N/A	N/A	N/A	N/A

Community Transportation Coordinator Evaluation

Conducted February-March 2021



1

CTC Evaluation

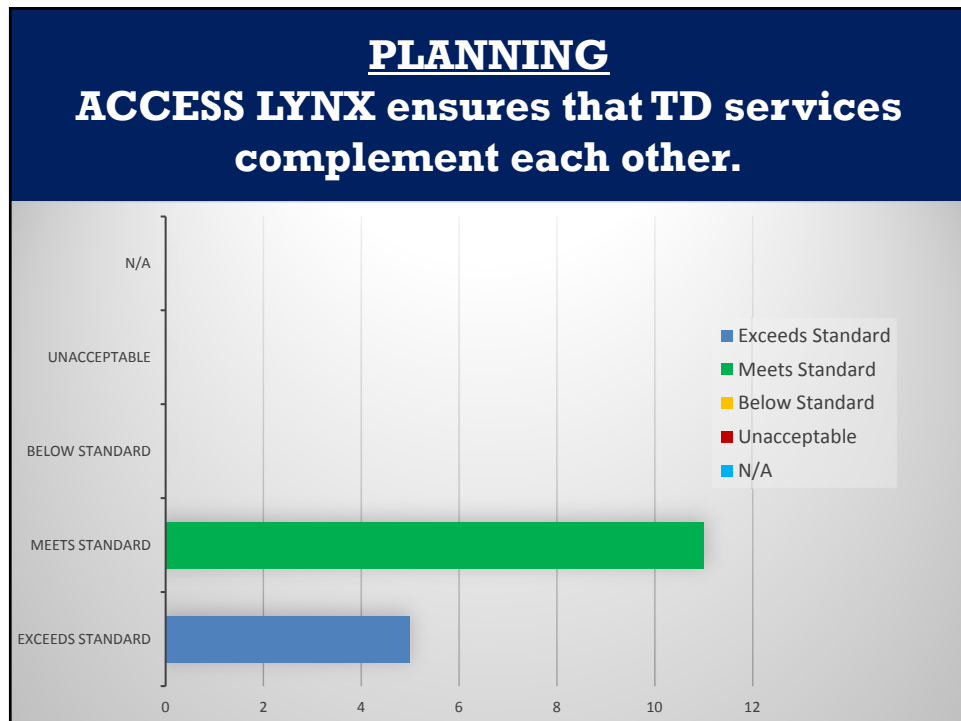
- Required annually
- Evaluation Method
- Jul 1, 2019 - Jun 30, 2020
- Five Broad Areas Evaluated



2

Coordination: Operations

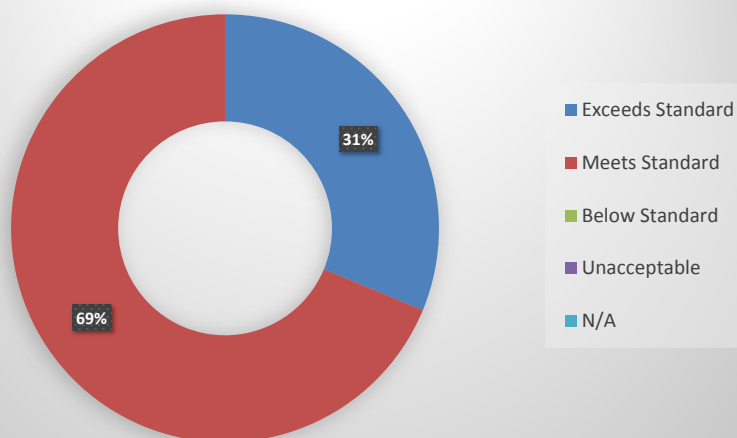
3



4

TRANSPORT AVAILABILITY

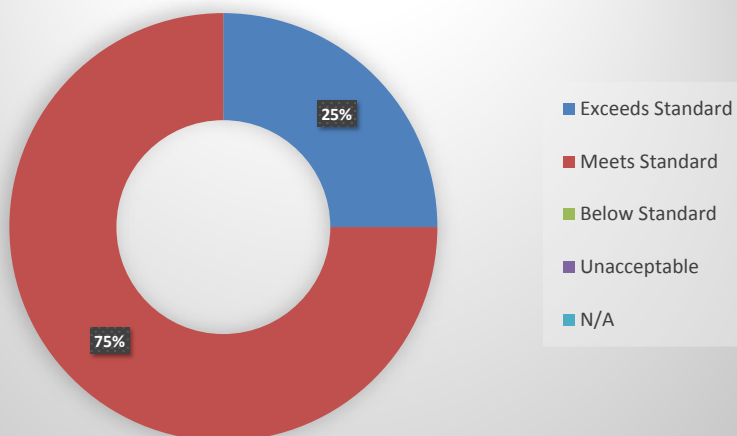
ACCESS LYNX ensures that appropriate vehicles are available for clients



5

SERVICE MONITORING

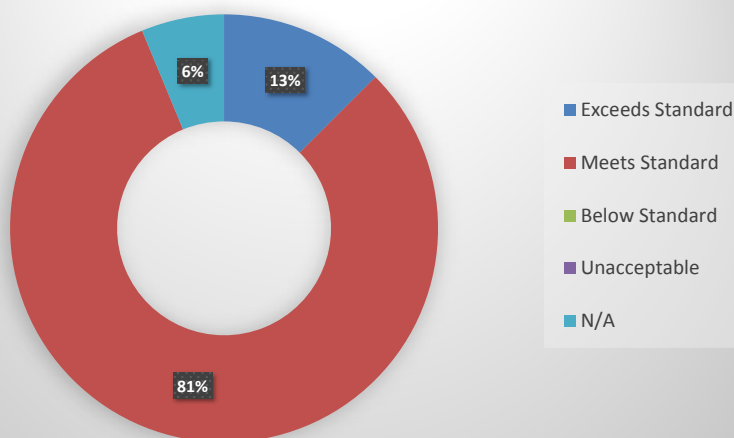
ACCESS LYNX properly monitors and resolves problems involving passengers and MV Transportation



6

BILLING

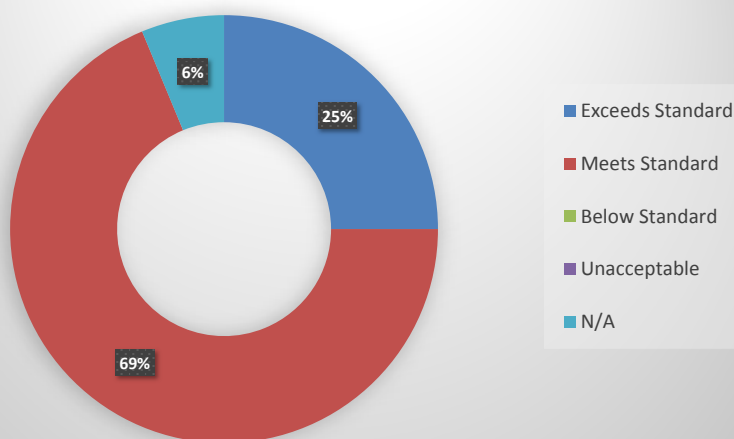
ACCESS LYNX has a coordinated billing system in which they properly collects fares for trips based on funding availability



7

REPORTING

ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB.

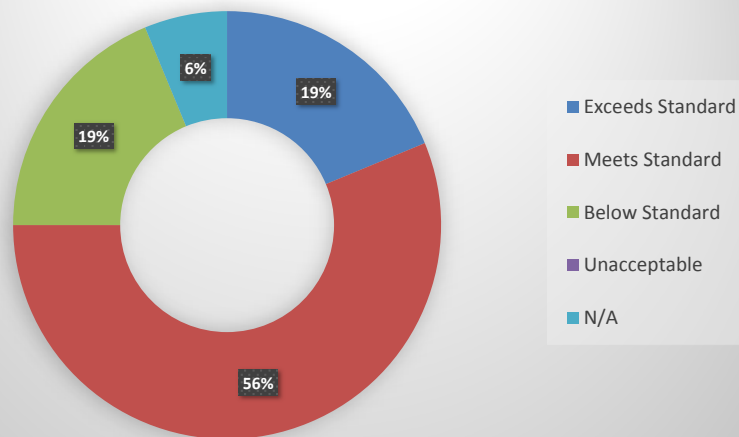


8

Coordination: Administrative

9

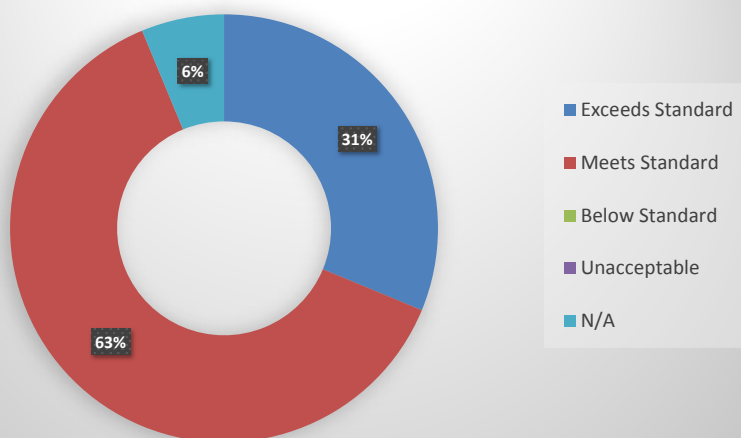
ELIGIBILITY RECORDS/CERTIFICATION ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria



10

RESERVATIONS

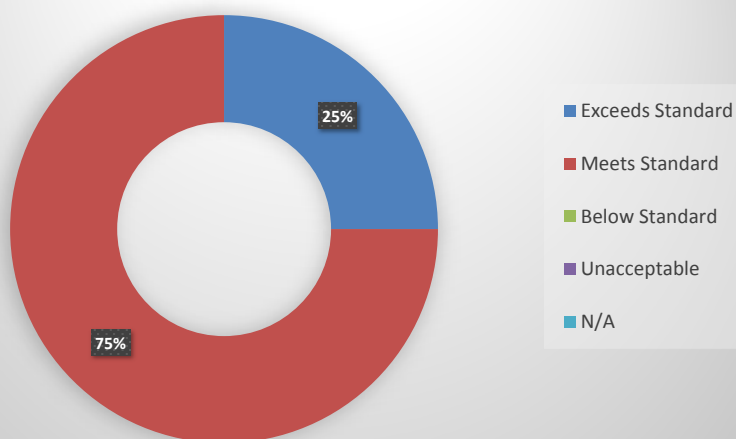
ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or online



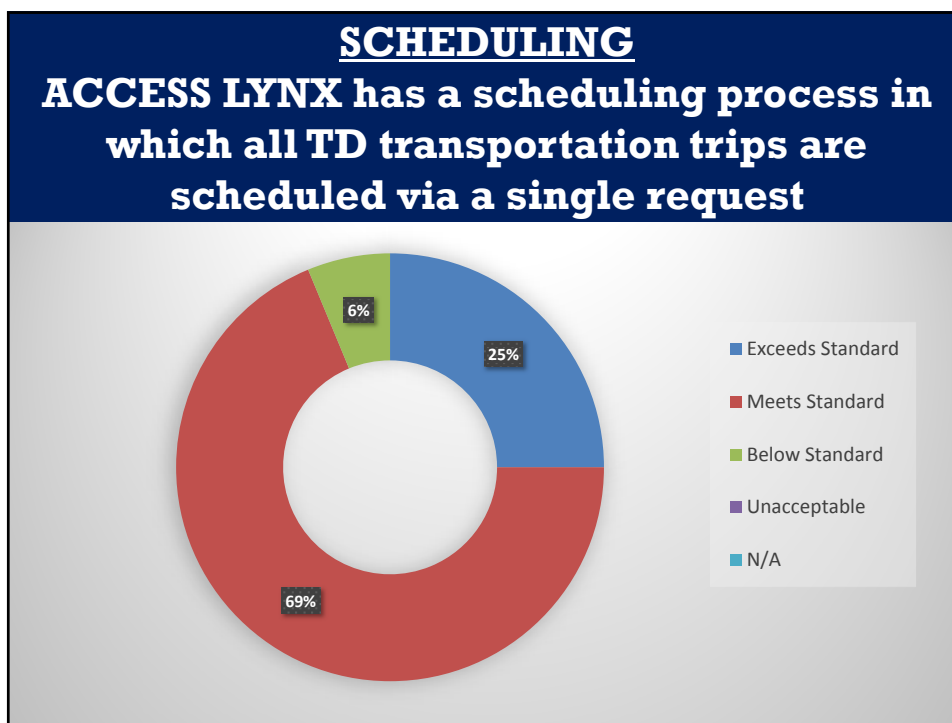
11

TRIP ALLOCATION

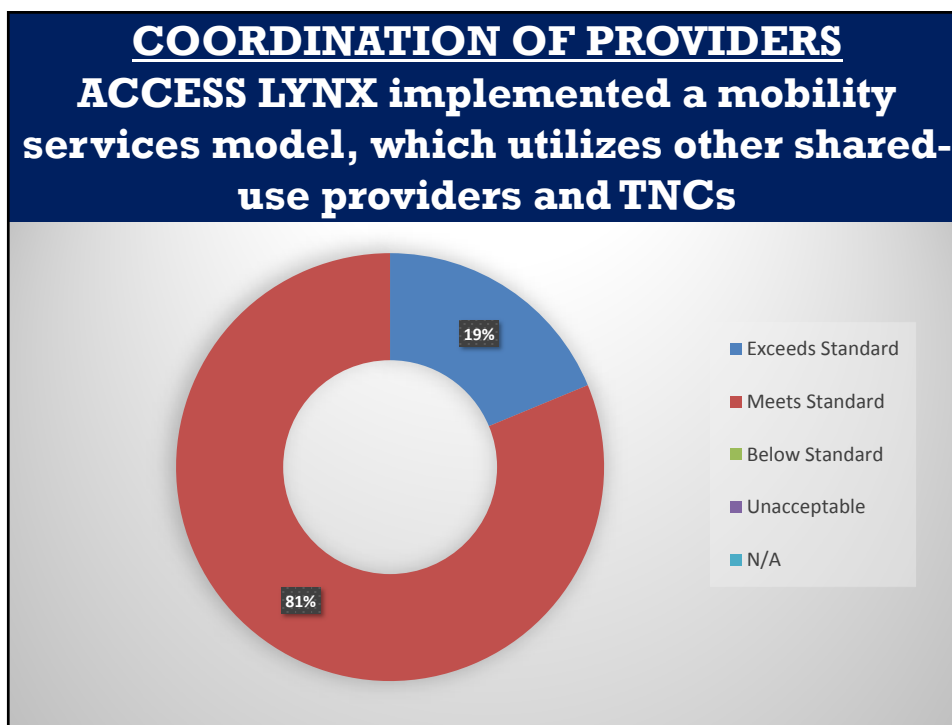
ACCESS LYNX's assignment of trips is efficient and effective



12



13



14

COORDINATION

General Comments or Feedback

Thank you for the TD Eligibility Task Force. Hope that the new application will help our riders and assist staff with determining who is eligible for the TD Program

We appreciate the assistance that you provide CFKC with the handling of our patients.

Aside from Mears, what other TNCs is LYNX currently using? I understand they are no longer using OWL, Inc. which is one of the larger providers.

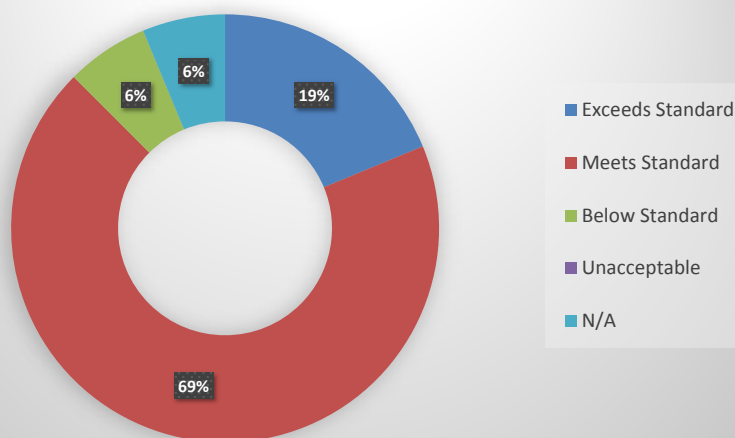
As part of continuation of serving the community that falls under the FPL (Federal Poverty Level), Access LYNX should evaluate qualification criteria such as family size to include dependents when evaluating clients income.

15

Cost Effectiveness and Efficiency

16

Based on the data provided, has ACCESS LYNX delivered the most effective and efficient service? (Page 5)



17

COST-EFFECTIVENESS & EFFICIENCY

General Comments or Feedback

As a result of the COVID crisis, the cost-effectiveness has been impacted. But in a COVID pandemic Access Lynx provides much needed service to the community.

There appears to be a natural progressive increase. Perhaps electric vehicles would decrease operating expenses.

Based on the numbers it seems like they allocate costs appropriately and are being good stewards of funds.

Only concern would be increase on chargeable accidents

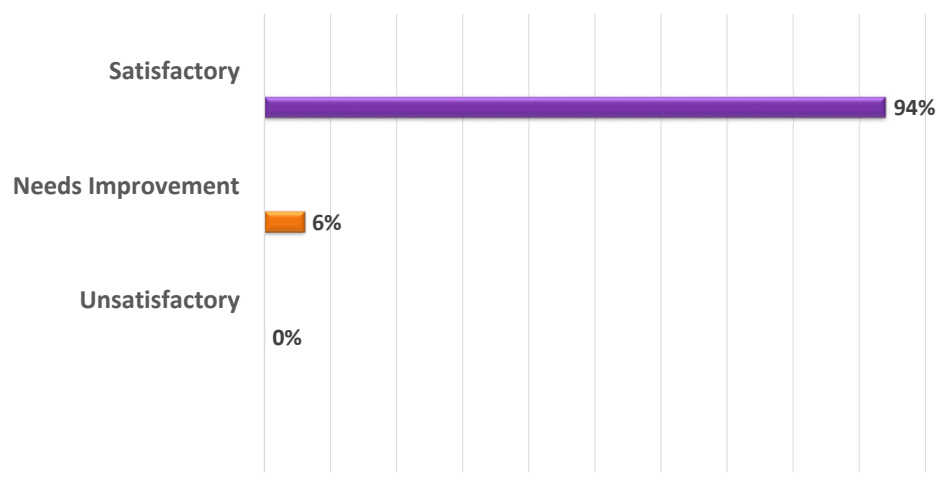
18

Local Performance Measurements

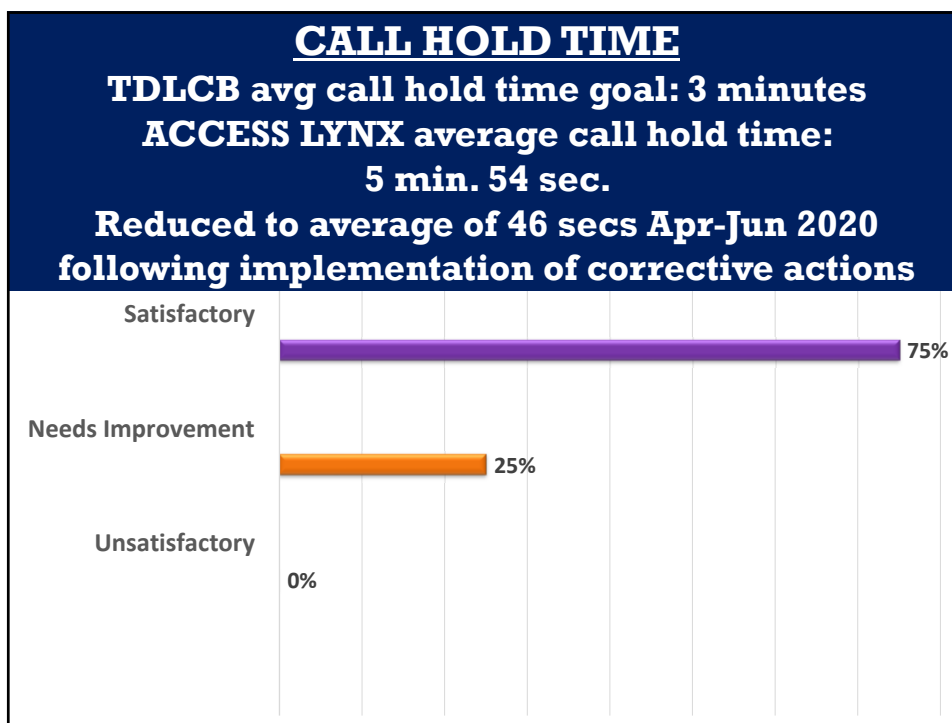
19

ON-TIME PERFORMANCE

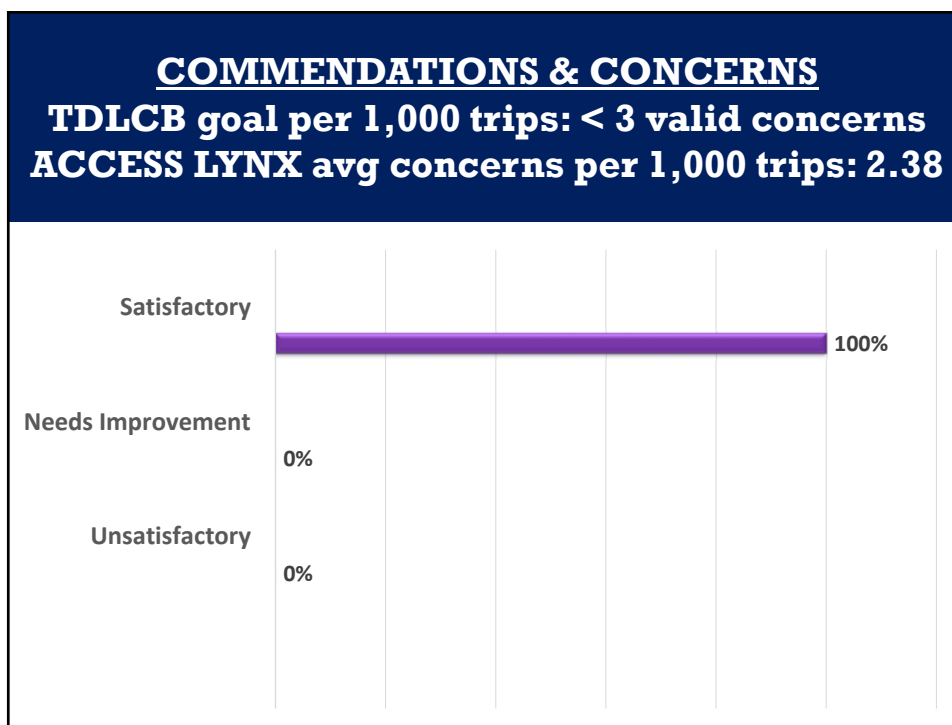
**TDLCB on-time performance goal: 91% >
ACCESS LYNX average on-time
performance: 91.78%**



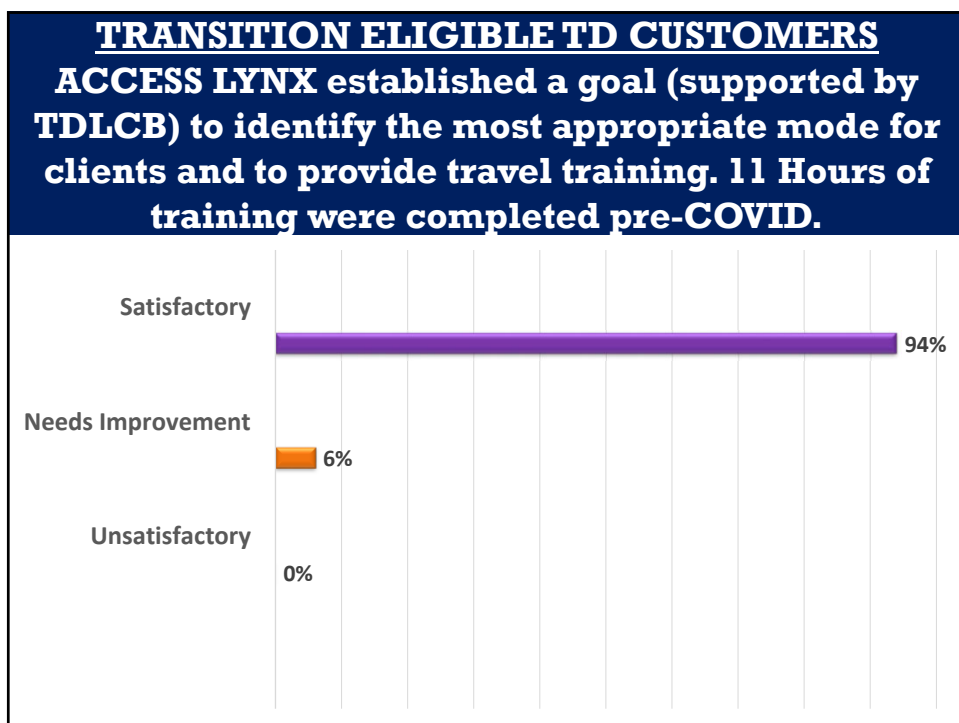
20



21



22



23

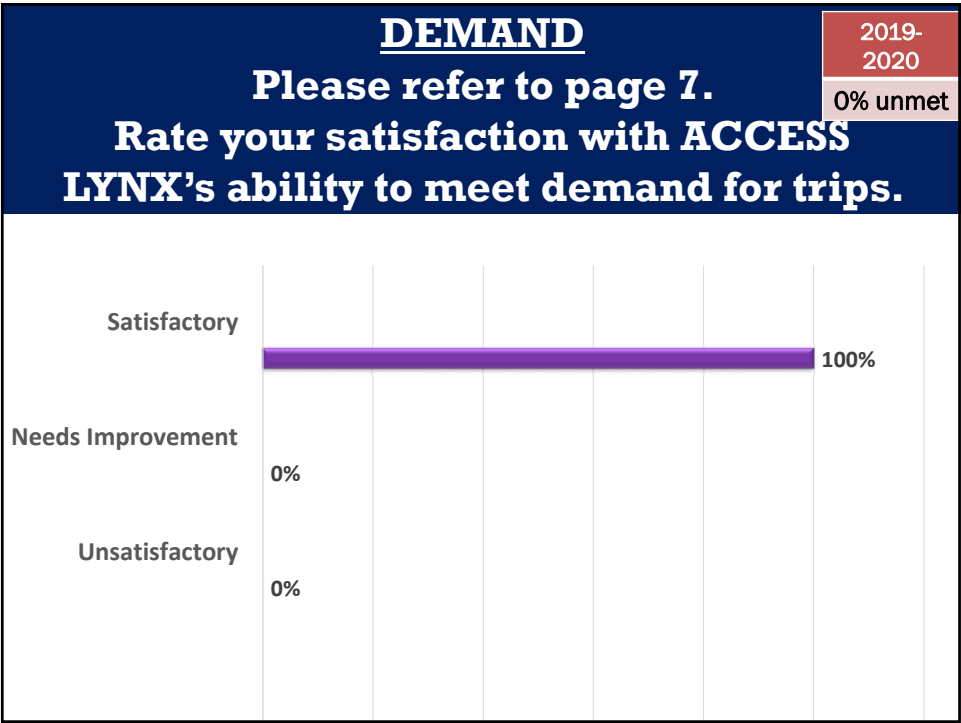
LOCAL PERFORMANCE MEASURES
General Comments or Feedback

<p>The COVID pandemic has affected Local Performance, but ACCESS LYNX persevered through it all.</p>	<p>Thank you for the corrective action with the Call Hold Time. Our serviced during the Pandemic was good.</p>
<p>It seems the agency has improved their customer service considerably for call hold times. This is excellent!</p>	<p>We were told that you would have limited transport for COVID patients. Is there any other types of transport that CFKC can utilize?</p>

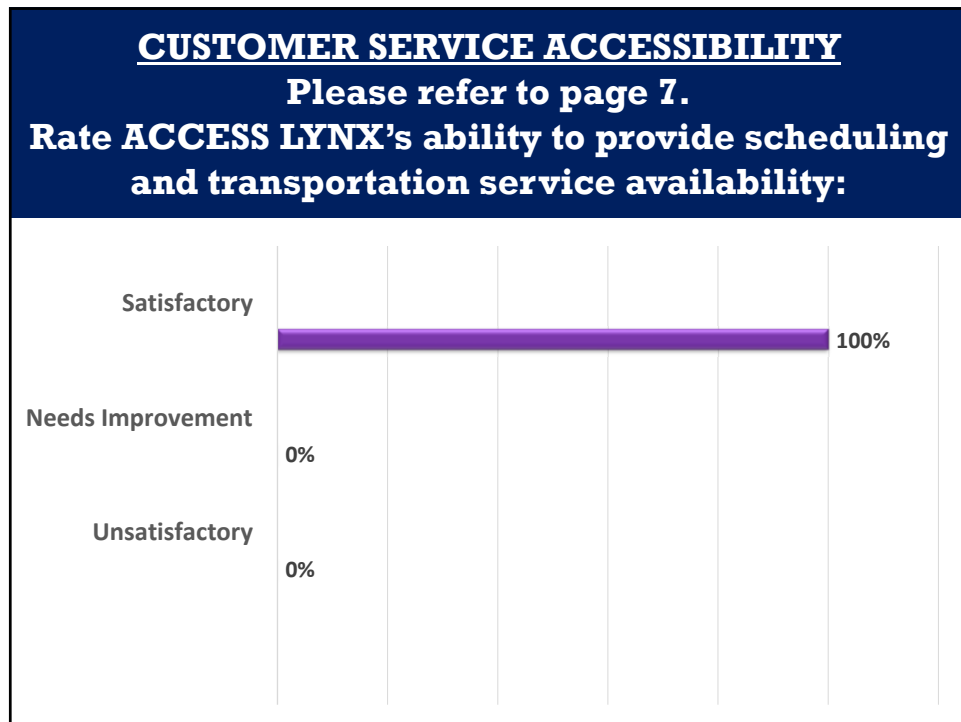
24

Availability

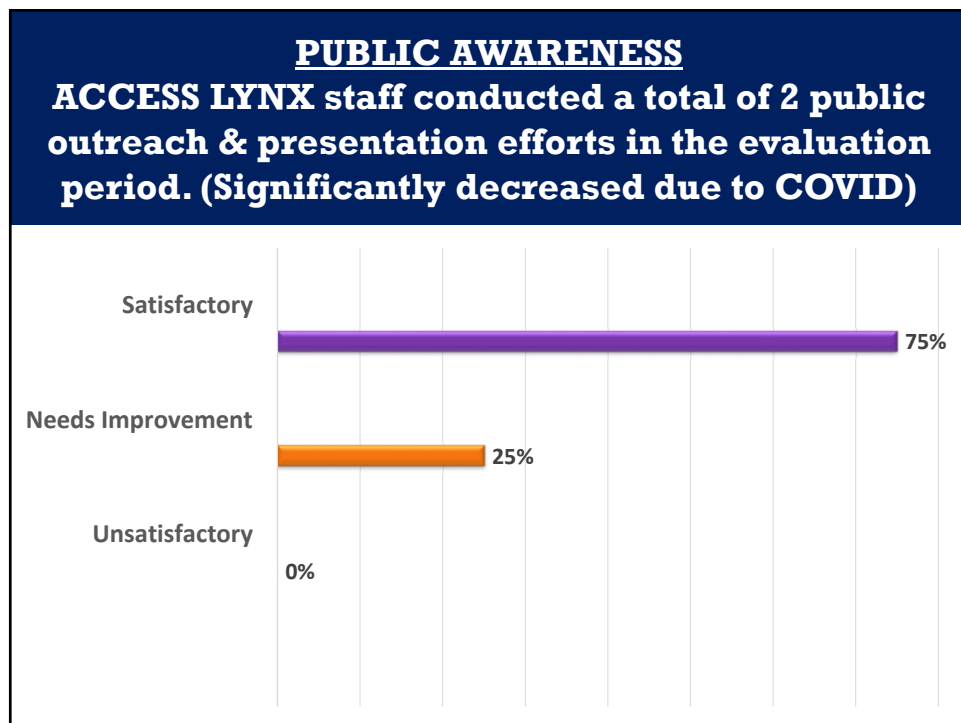
25



26



27



28

LOCAL PERFORMANCE MEASURES

General Comments or Feedback

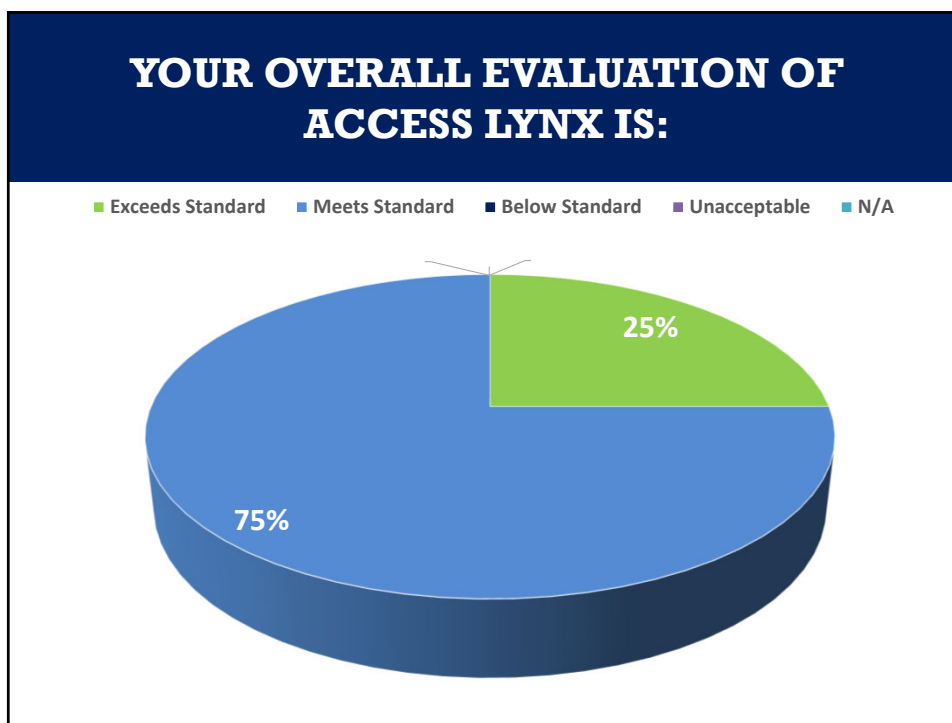
This number is low. More outreach is needed to ensure consumers are aware. One example is the very low participation at the November 2019 public meeting.

With the advent of social media, YouTube, and others. It might have been beneficial for LYNX to do a PSA that was available on their website and social media pages in the least. Also, a periodic announcement on social media and other free networks to announce an online communications or Q&A forum might have been beneficial also.

29

Overall Evaluation

30



31

Overall Comments

2020 was a difficult year for the entire community. But in a COVID pandemic ACCESS LYNX provided a much needed service to the community.

I am looking forward to the roll out of our new TD Eligibility Form. Continue o work on begin on-time for the clients now that ridership has picked back up.

Continue to assess and progress in a forward motion to be the best you can be, thanks for all you do for our citizens.

The addition of new technology has really been moving the needle to make improvements for customers. Technology moves so quickly we need to make sure we continue to work on it so that we don't fall behind. I appreciate the work that has been done and look forward to incremental improvements yearly.

I feel that LYNX has made improvements and that it has met expectations, a job that was difficult during the 2020 COVID-19 pandemic.

Access Lynx has been able to keep up with the increasing demand of population within a short span of time. As all agencies and companies there is always areas for improvement.

32



33

From: [Virginia Whittington](#)
Bcc: ["Adam Zubritsky"](#); ["ALICIA SMITH"](#); ["Alnita.Whitt@ocfl.net"](#); ["Calvin Smith"](#); [Cathy Goldfarb](#); ["Chad Ballard \(ChadBallard@cfkc.net\)"](#); ["Commissioner Mayra Uribe \(district3@ocfl.net\)"](#); ["Crystal Ford"](#); ["CSAC CCHt CELC Linda Silverman \(drlinda@healthylivingorlando.com\)"](#); ["Dianne Arnold"](#); ["james.a.grzesik@lmco.com"](#); ["Janee Olds, CWDP"](#); ["jfisher@kissimmee.org"](#); ["Jo Santiago"](#); ["Karla Radka - Senior Resource Alliance \(karla.radka@sraflorida.org\)"](#); ["Marilyn Baldwin"](#); ["Mayor Pat Bates - second email address"](#); ["Mayor Pat Bates \(pbates@altamonte.org\)"](#); ["Neika Berry \(nberry@needincfla.com\)"](#); ["Paula Jimenez \(paula.jimenez@ocfl.net\)"](#); ["Robert Melia"](#); ["Sharon Jennings \(Sharon.jennings@apdcares.org\)"](#); [Virginia Whittington](#); ["Wayne Olson"](#); ["Wilfredo Raices"](#); [Lisa Smith](#)
Subject: CTC Evaluation
Date: Monday, February 22, 2021 11:29:45 AM
Attachments: [CTC EVALUATION FORM 2019-2020 Final FILLABLE.pdf](#)
Importance: High

Greetings TDLCB Members,

I hope this email finds all well with you and your families.

Today begins the evaluation period for your annual Community Transportation Coordinator Evaluation of ACCESS LYNX. As mentioned during your meeting, this is a yearly requirement. Because we are meeting virtually, we are soliciting your responses electronically, so that we may best facilitate the time we have together. The results of the evaluation will be compiled and reported at the May LCB meeting.

The attached CTC Evaluation Workbook has been updated to reflect the feedback received during your last meeting. You may choose to print the attachment, fill it out, and then use it as you complete the electronic version of the survey. There are some areas on the evaluation that asks for long responses and feedback, so using the hardcopy might help as you give thought to any guidance you would like to provide. The electronic version of the evaluation is a replica of the hard copy, so you may also choose to go directly into the electronic version, fill it in, and submit. Whichever method you decide to use, we look forward to receiving your response by March 5th. As a reminder, the evaluation period covers July 2019-June 2020. Your evaluation should cover only this period.

Please use the following link to complete the evaluation online. The evaluation will be open February 22 – March 5.

SUBMIT CTC EVALUATION RESPONSE

Thank you for time and attention to this very important LCB requirement. If you have questions in the meantime, please do not hesitate to call (407) 497-1536 or email me.

Regards
Virginia

Virginia L. Whittington
Director of Regional Partnerships



MetroPlan Orlando

The Park Building ♦ 250 S. Orange Avenue ♦ Suite 200 ♦ Orlando, Florida 32801

P: (407) 481-5672 Ext. 314

F: (407) 481-5681

M: (407) 497-1536

Email: vlwhittington@metroplanorlando.org

www.metroplanorlando.org

"there is always light if only we're brave enough to see it, if only we're brave enough to be it."

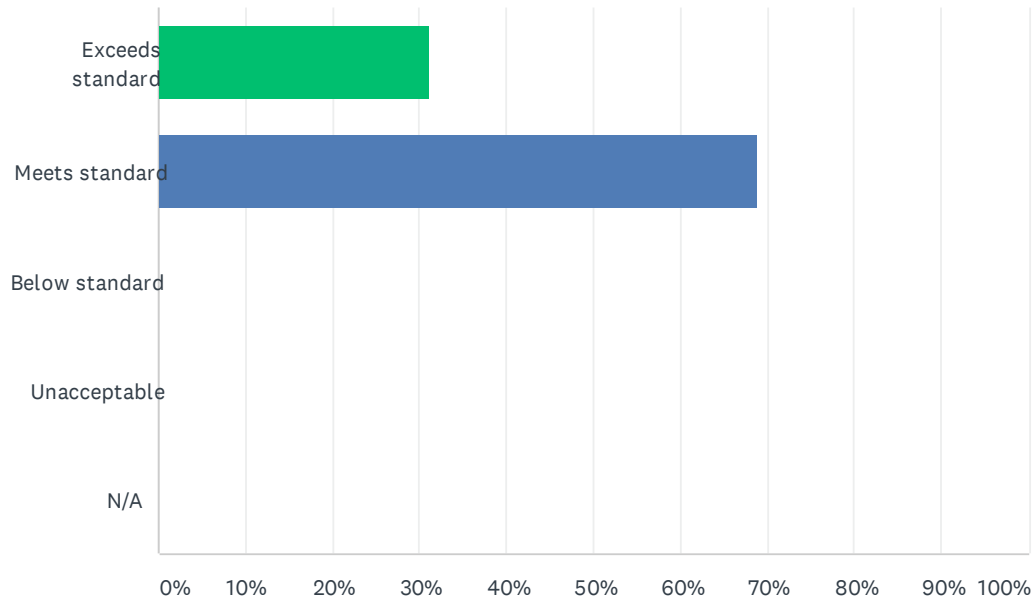
Amanda Gorman

Connect with MetroPlan Orlando on
our [website](#), [Facebook](#), and [Twitter](#)!

*Please note: Florida has a very broad public records law. Most written communications to or from local officials regarding organization business are public records available to the public and media upon request. Your e-mail communications may therefore be subject to public disclosure.

Q1 Planning – ACCESS LYNX ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

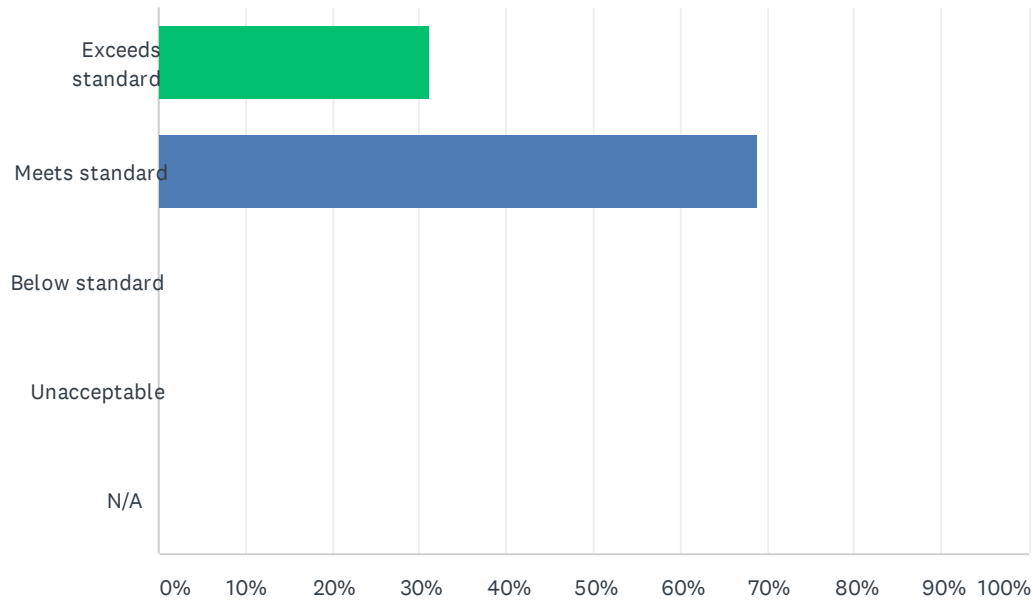
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	31.25%	5
Meets standard	68.75%	11
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

Q2 Transport Availability – ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair-accessible vehicle.

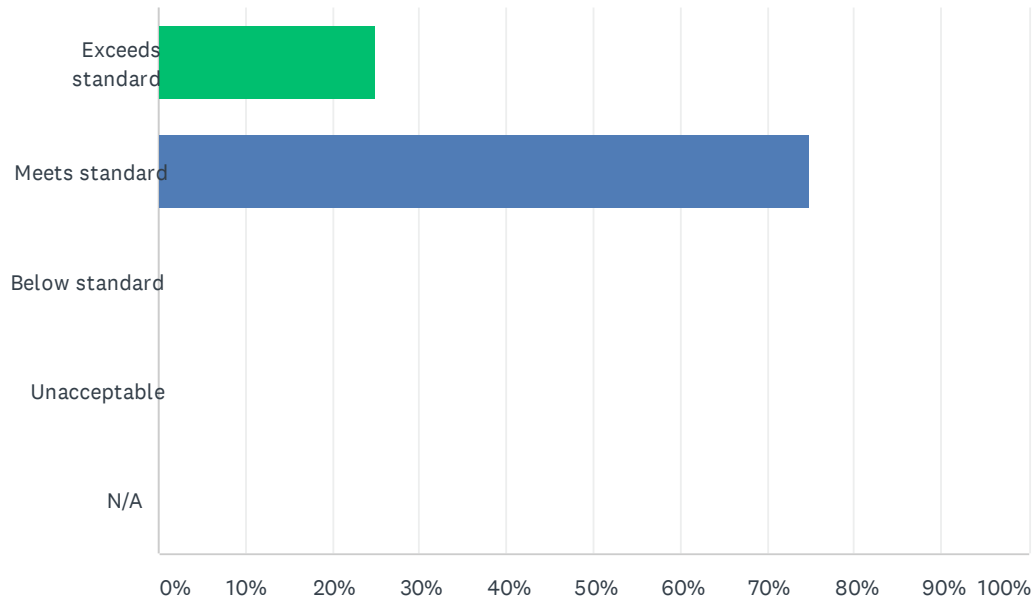
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	31.25%	5
Meets standard	68.75%	11
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

Q3 Service Monitoring – ACCESS LYNX properly monitors and resolves transportation problems involving passengers and the contract service provider.

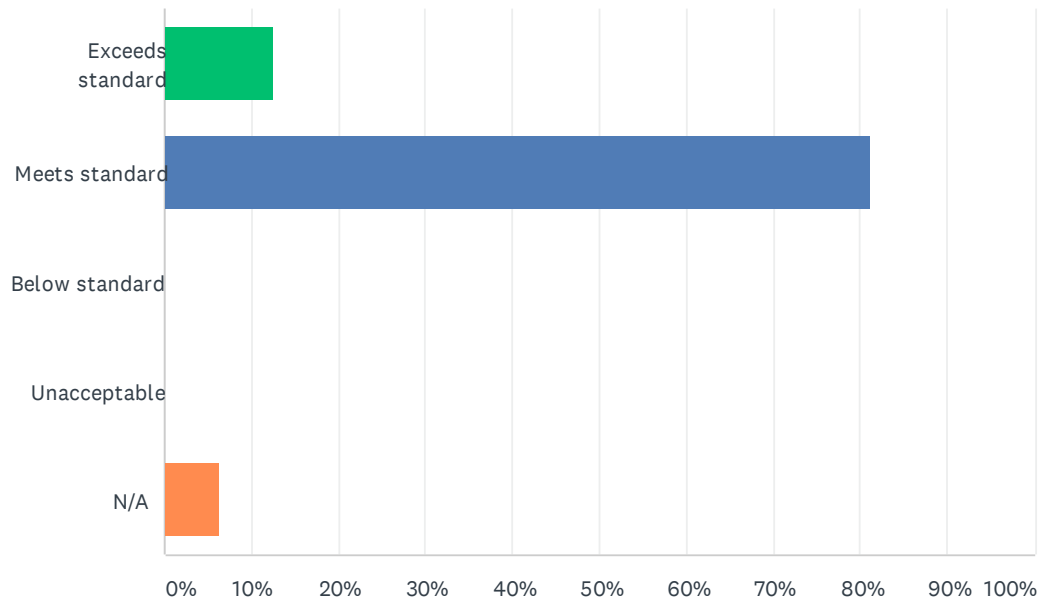
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	25.00%	4
Meets standard	75.00%	12
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

Q4 Billing – ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

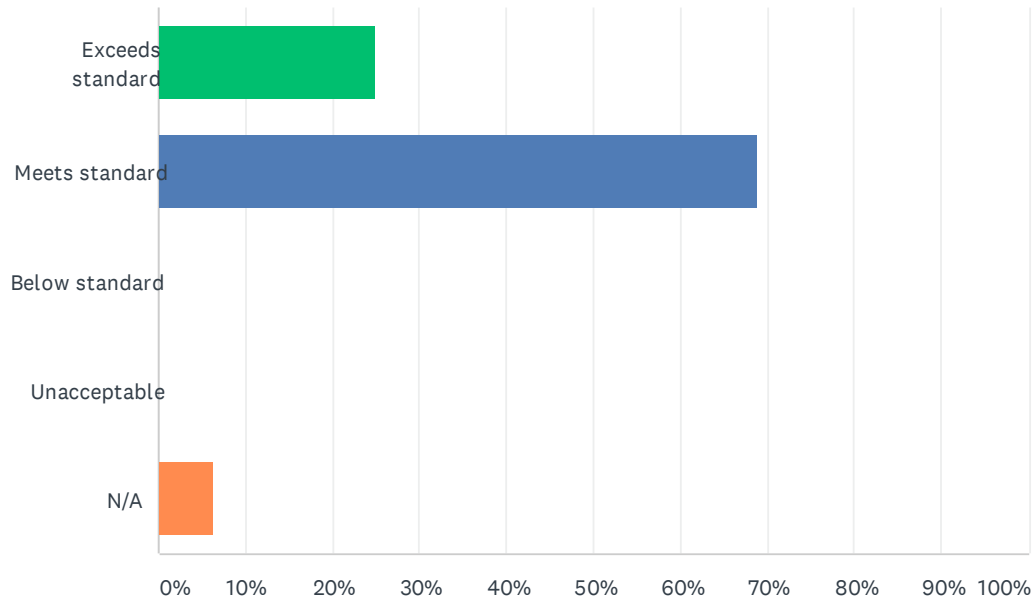
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	12.50%	2
Meets standard	81.25%	13
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	6.25%	1
TOTAL		16

Q5 Reporting – ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

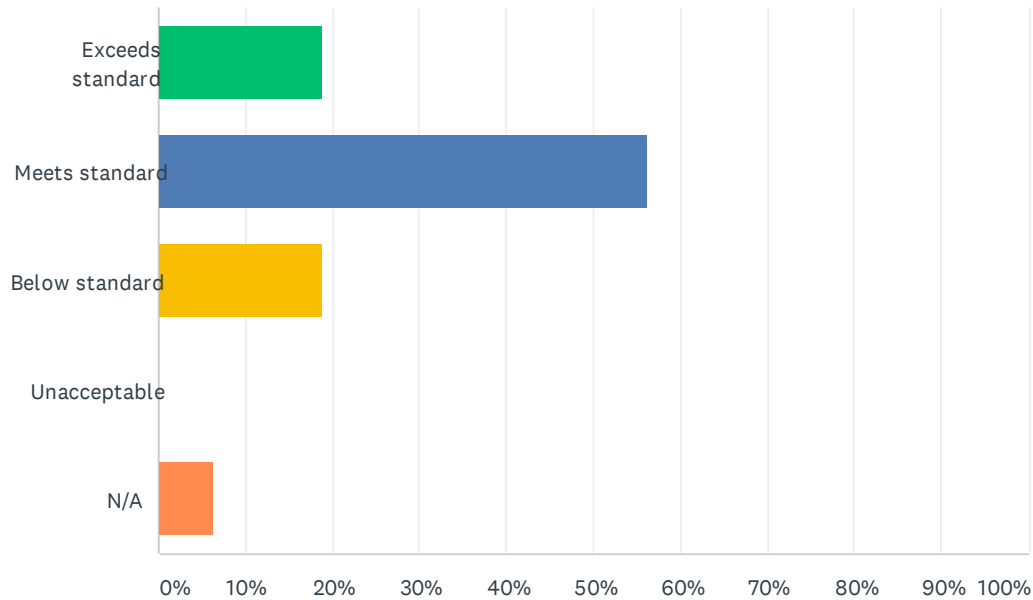
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	25.00%	4
Meets standard	68.75%	11
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	6.25%	1
TOTAL		16

Q6 Eligibility Records/Certification – ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

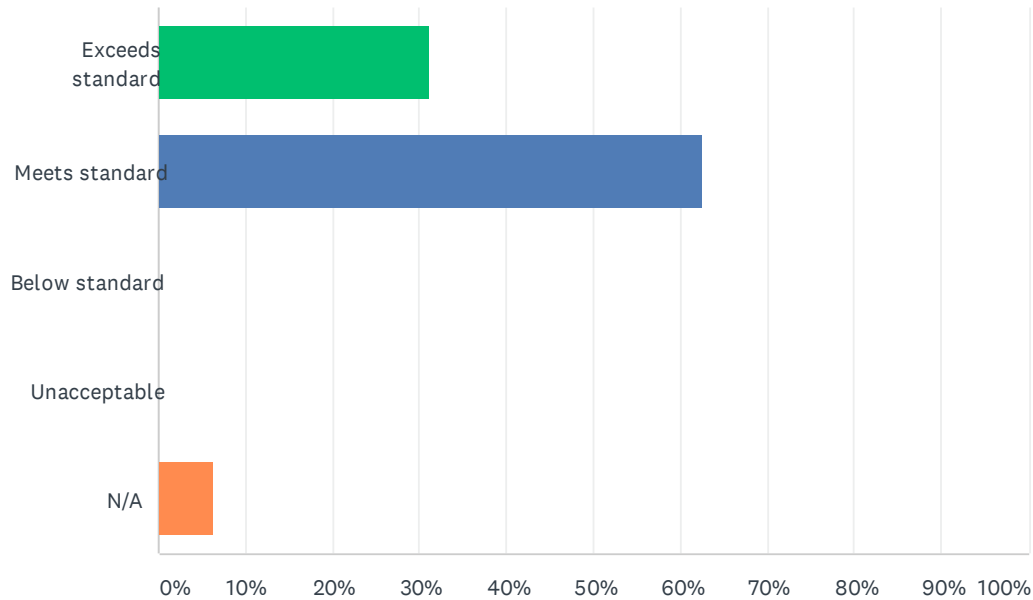
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	18.75%	3
Meets standard	56.25%	9
Below standard	18.75%	3
Unacceptable	0.00%	0
N/A	6.25%	1
TOTAL		16

Q7 Reservations – ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or through the online reservation system.

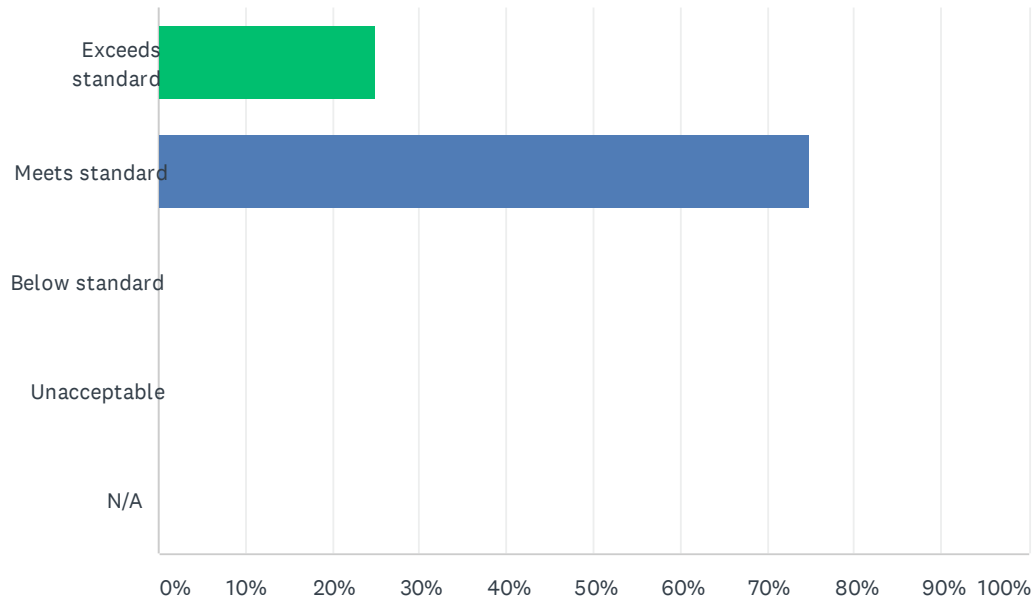
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	31.25%	5
Meets standard	62.50%	10
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	6.25%	1
TOTAL		16

Q8 Trip Allocation – ACCESS LYNX’s assignment of trips is effective and efficient. Assignments of trips are based on predefined criteria. This criteria consist of cost, capacity, rotation, match of service, or multi-loading.

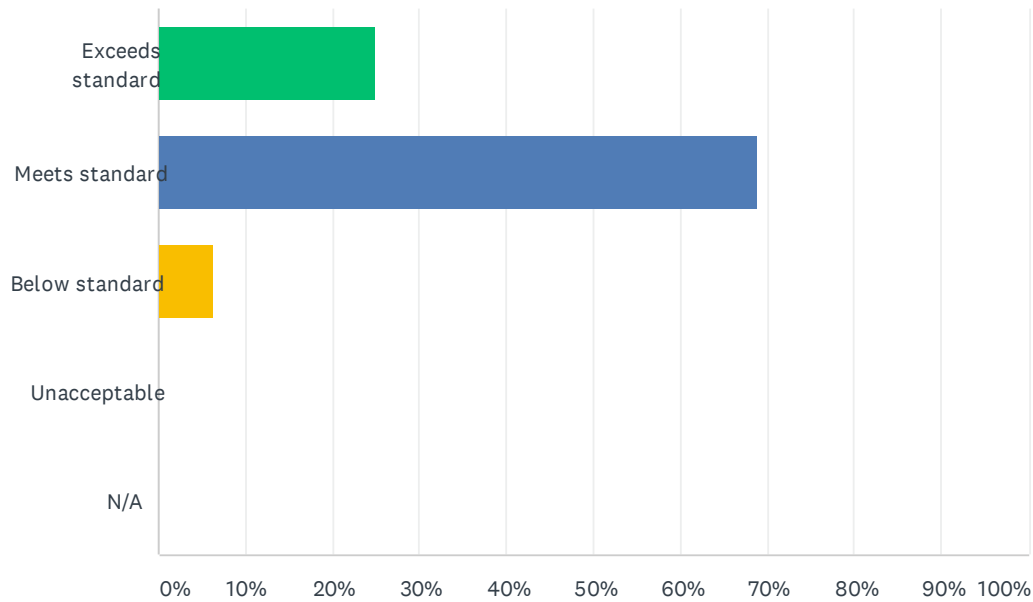
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	25.00%	4
Meets standard	75.00%	12
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

Q9 Scheduling - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

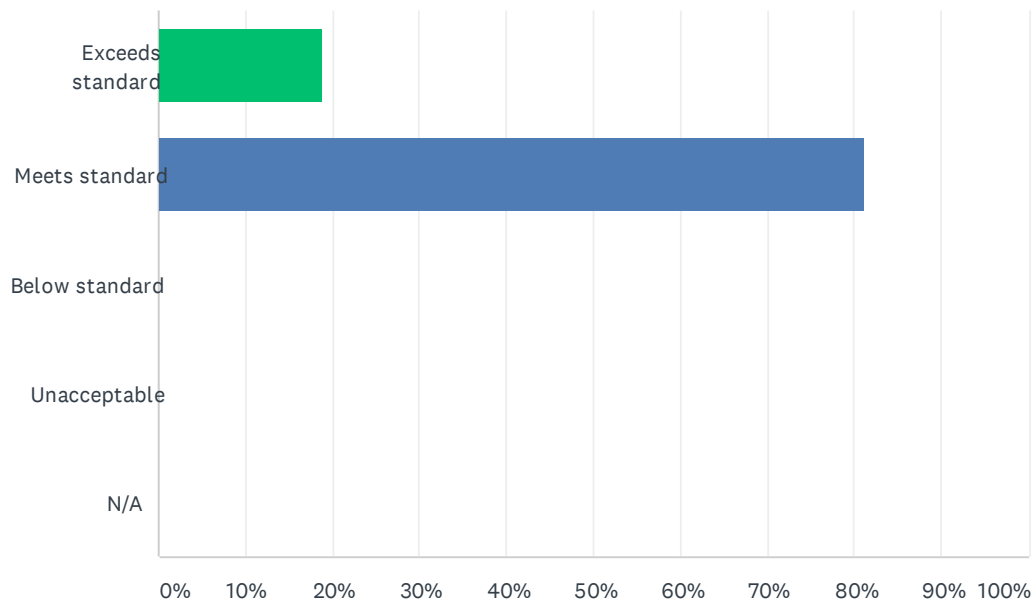
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	25.00%	4
Meets standard	68.75%	11
Below standard	6.25%	1
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

Q10 Coordination of Providers Including Taxis and Transportation Network Companies (TNC)ACCESS LYNX implemented a mobility services model with taxis and TNCs.

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	18.75%	3
Meets standard	81.25%	13
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

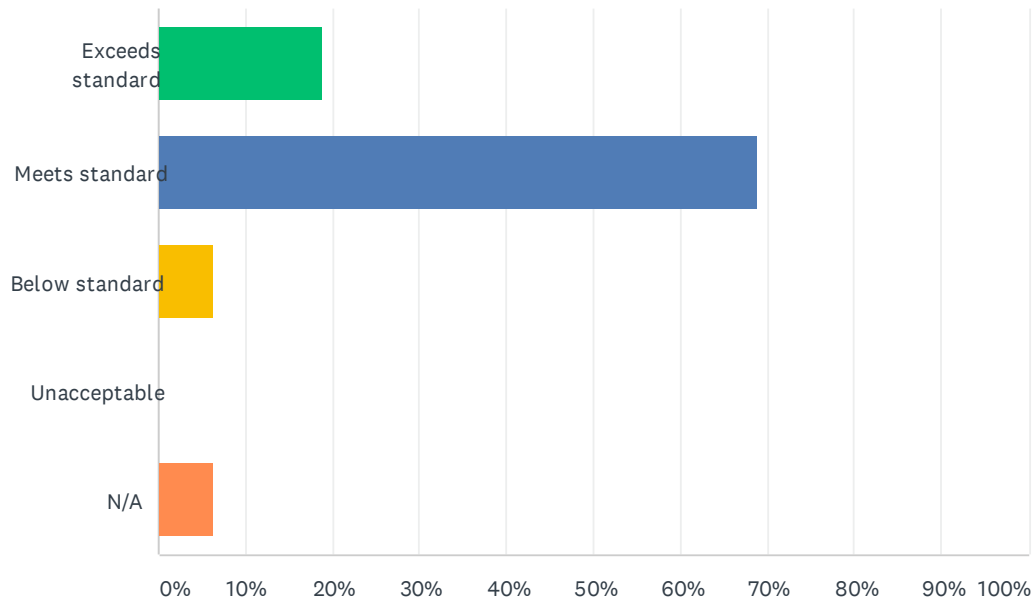
Q11 Please provide any general comments or feedback you may have on COORDINATION in both the operations and administrative categories:

Answered: 5 Skipped: 11

#	RESPONSES	DATE
1	Thank you for the TD Eligibility Task Force. Hope that the new application will help our riders and assist staff with determining who is eligible for the TD program.	3/5/2021 1:10 PM
2	None at this time.	3/4/2021 4:45 PM
3	We appreciate the assistance that you provide CFKC with the handling of our patients.	3/4/2021 10:18 AM
4	Aside from Mears, what other TNC's is LYNX currently using? I understand they are no longer using OWL, Inc. which is one of the larger providers.	3/2/2021 9:38 AM
5	As part of continuation of serving the community that falls under the FPL (Federal Poverty Level), Access Lynx should evaluate qualification criteria such as family size to include dependents when evaluating clients income.	2/22/2021 1:14 PM

Q12 Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service?

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	18.75%	3
Meets standard	68.75%	11
Below standard	6.25%	1
Unacceptable	0.00%	0
N/A	6.25%	1
TOTAL		16

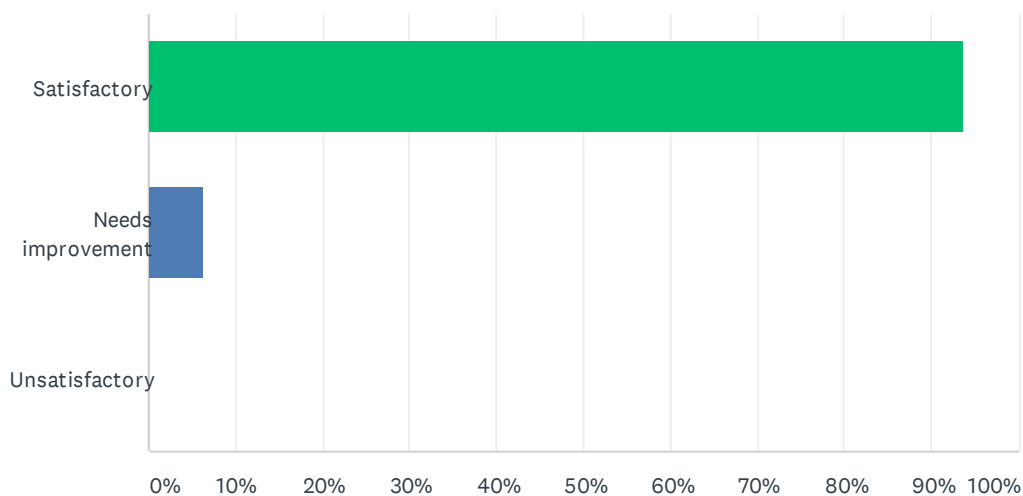
Q13 Please provide any general comments or feedback you may have on COST-EFFECTIVENESS AND EFFICIENCY

Answered: 4 Skipped: 12

#	RESPONSES	DATE
1	As a result of the COVID crisis the cost-effectiveness has been impacted. But in a COVID pandemic Access Lynx provide a much needed service to the community.	3/7/2021 9:00 PM
2	There appears to be a natural progressive increase. Perhaps electric vehicles would decrease operating expenses.	3/4/2021 4:48 PM
3	Based on the numbers it seems like they allocating costs appropriately and are being good stewards of funds.	3/4/2021 12:45 PM
4	Only concern would be increase on chargeable accidents.	2/22/2021 1:16 PM

Q14 On-Time Performance On-time performance directly measures the ability of the transportation provider to have people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely. The TDLCB established an on-time performance goal of 91% or higher. The average on-time performance between July 2019 to June 2020 was of **91.78%**.

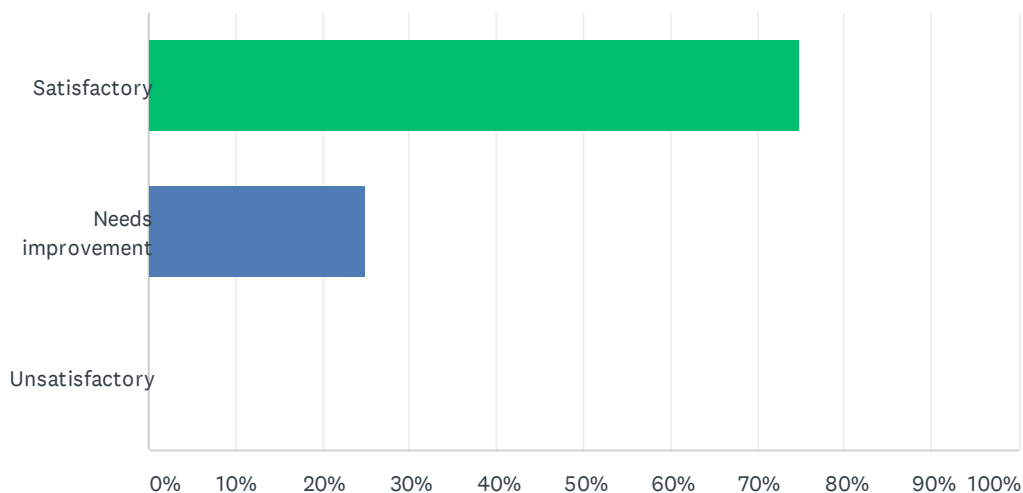
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfactory	93.75%	15
Needs improvement	6.25%	1
Unsatisfactory	0.00%	0
TOTAL		16

Q15 Call Hold Time The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed. The TDLCB established an average call hold time goal of three (3) minutes. The average call hold time between July 2019 and March 2020 was 5 minutes and 54 seconds. ACCESS LYNX took the following corrective actions: calibrated the call center department schedules, adjusted split skill queues, implemented a new phone system platform and enhanced training, thereby improving the overall call hold time metrics between April 2020 and June 2020 to 46 seconds. NOTE: The call volume decreased due to COVID-19 starting in April 2020.

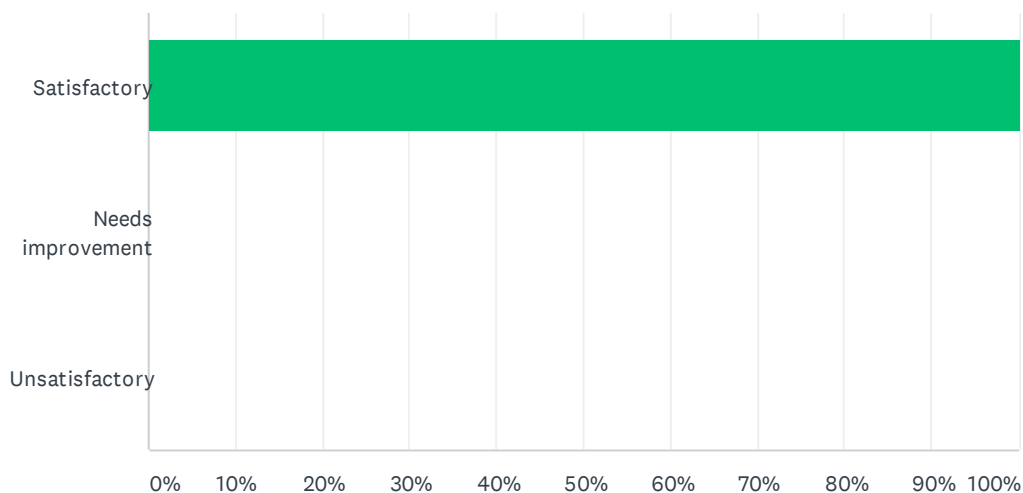
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfactory	75.00%	12
Needs improvement	25.00%	4
Unsatisfactory	0.00%	0
TOTAL		16

Q16 Commendations and Concerns ACCESS LYNX has established a Customer Relations line, which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database, and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement. Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels: Measurement (July-June)2018-2019 (July-June)2019-2020 % Change Concerns 1567 1416 -9.64% Commendations 181 256 41.44% The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 2.38 concerns.

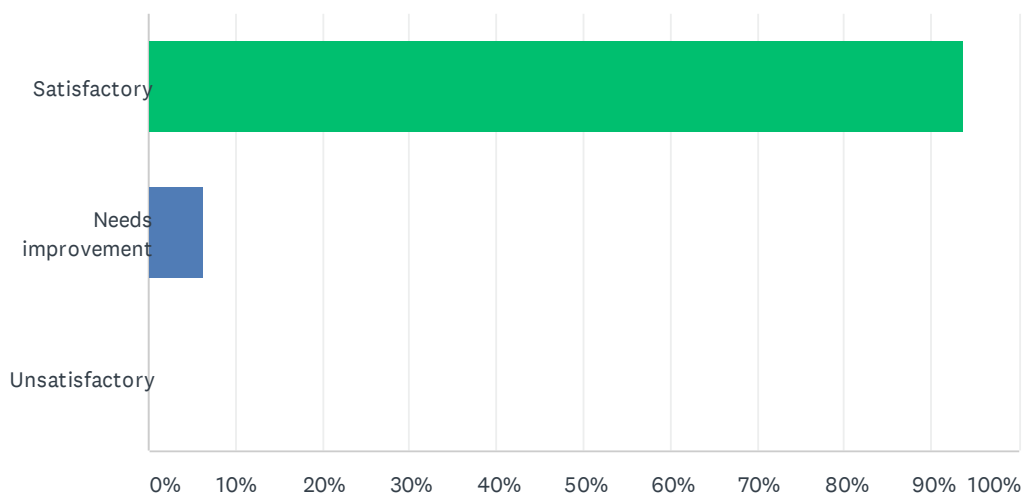
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfactory	100.00%	16
Needs improvement	0.00%	0
Unsatisfactory	0.00%	0
TOTAL		16

Q17 Identification of most appropriate mode ACCESS LYNX established a goal to transition transportation disadvantaged customers, who are able to use other modes of transportation, to the most appropriate mode. ACCESS LYNX completed 11 hours of travel training for six individuals and in October 2019 implemented the new ACCESS Plus+ program, in which 143 existing ACCESS LYNX paratransit riders enrolled. More than 6,500 trips were completed on the LYNX Fixed Route and/or NeighborLink service under this new program that would otherwise have been taken on the ACCESS LYNX paratransit shared ride service. The program projected a successful trend; however, due to the COVID-19 Pandemic, LYNX implemented a “no fare” policy for both the fixed route and paratransit systems effective from April through September 2020. This action, along with social distancing requirements, prevented ACCESS LYNX from further utilizing Travel Training as a good option to transition additional customers to other modes of transportation.

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfactory	93.75%	15
Needs improvement	6.25%	1
Unsatisfactory	0.00%	0
TOTAL		16

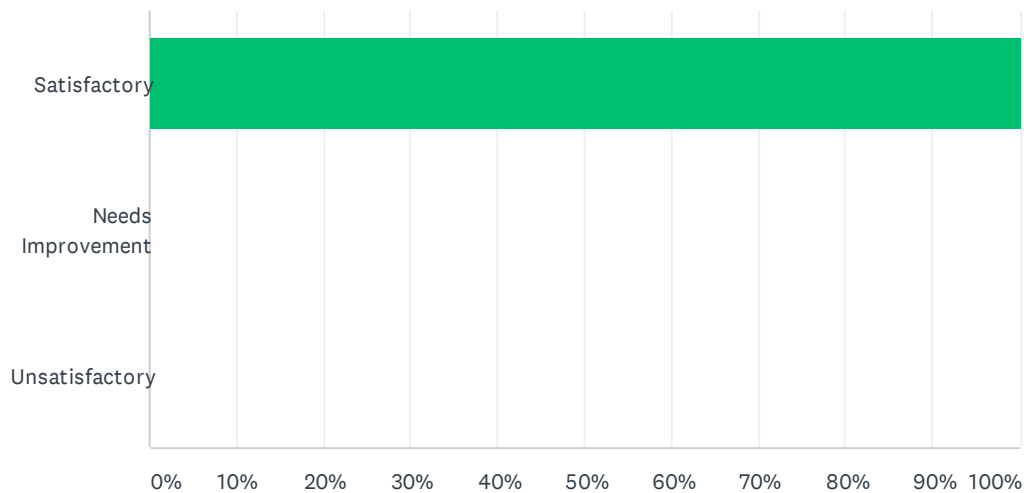
Q18 Please provide any general comments or feedback you may have on the LOCAL PERFORMANCE MEASURES:

Answered: 6 Skipped: 10

#	RESPONSES	DATE
1	The COVID Pandemic has affected Local Performance, but ACCESS Lynx persevered through it all.	3/7/2021 9:02 PM
2	Thank you for the corrective action with the Call Hold Time. Our service during the Pandemic was good.	3/5/2021 1:10 PM
3	None	3/4/2021 4:52 PM
4	It seems the agency has improved in their customer service considerably for call hold times. This is excellent!	3/4/2021 12:51 PM
5	We were told that you have limited transport for COVID patients. Is there any other types of transport that CFKC can utilize?	3/4/2021 10:22 AM
6	None	2/22/2021 1:18 PM

Q19 Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

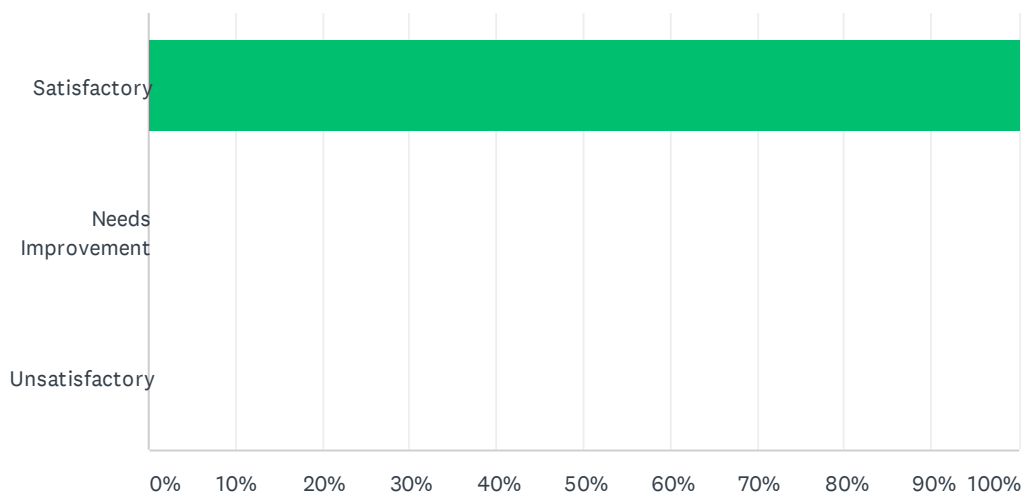
Answered: 16 Skipped: 0



ANSWER CHOICES		RESPONSES	
Satisfactory		100.00%	16
Needs Improvement		0.00%	0
Unsatisfactory		0.00%	0
TOTAL			16

Q20 Customer Service Accessibility - From the point of view of the user, accessibility is the function of how easily service can be accessed. ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com/WebACCESS. Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation. Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

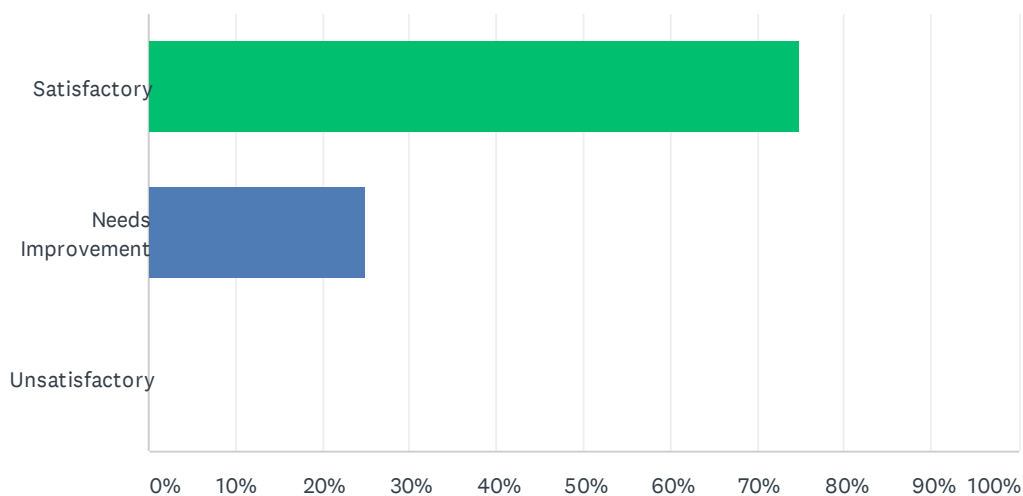
Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfactory	100.00%	16
Needs Improvement	0.00%	0
Unsatisfactory	0.00%	0
TOTAL		16

Q21 Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it. Access LYNX staff conducted a total of 2 (decrease due to COVID-19 restrictions) public outreach/public presentation efforts. Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2019 to June 2020:

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Satisfactory	75.00%	12
Needs Improvement	25.00%	4
Unsatisfactory	0.00%	0
TOTAL		16

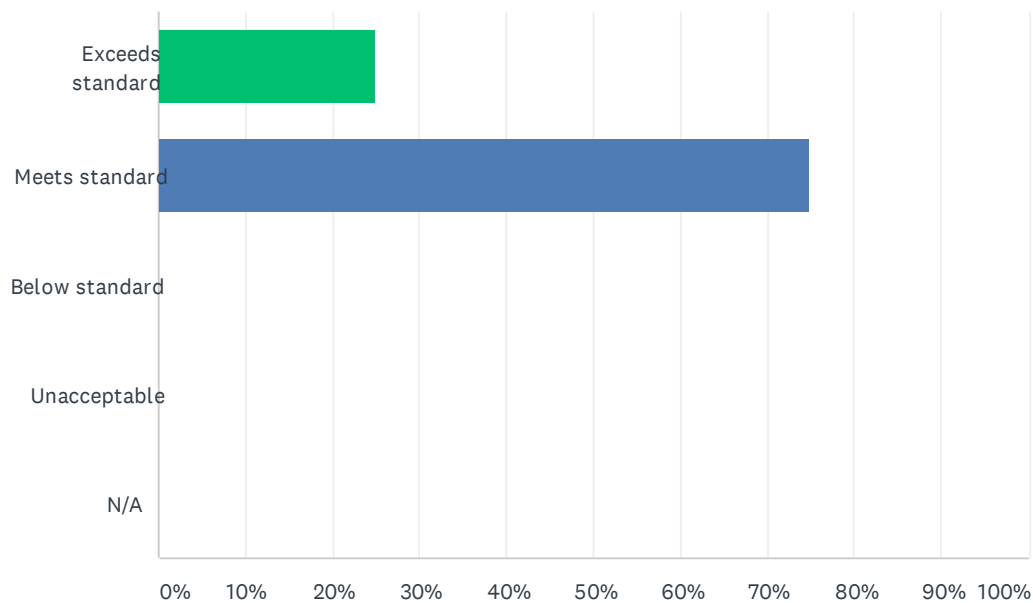
Q22 Please provide any general comments or feedback you may have on AVAILABILITY:

Answered: 4 Skipped: 12

#	RESPONSES	DATE
1	This number is low. More outreach is needed to ensure consumers are aware. One example is the very low public participation at the Nov 2019 public meeting.	3/6/2021 7:16 AM
2	None	3/4/2021 4:54 PM
3	With the advent of social media, UTube, and others. It might have been beneficial for LYNX to do a PSA that was available on their website and social media pages in the least. Also, a periodic announcement on social media and other free networks to announce an online communications or question/answer forum might have been beneficial also.	3/4/2021 12:58 PM
4	none	2/22/2021 1:19 PM

Q23 YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

Answered: 16 Skipped: 0



ANSWER CHOICES	RESPONSES	
Exceeds standard	25.00%	4
Meets standard	75.00%	12
Below standard	0.00%	0
Unacceptable	0.00%	0
N/A	0.00%	0
TOTAL		16

Q24 Please provide any GENERAL COMMENTS OR FEEDBACK you may have:

Answered: 6 Skipped: 10

#	RESPONSES	DATE
1	2020 was a difficult year for the entire community. But in a COVID pandemic Access Lynx provide a much needed service to the community.	3/7/2021 9:24 PM
2	I am looking forward to the roll out of our new TD Eligibility Form. Continue to work on being on time for the clients now that ridership has picked back up.	3/5/2021 1:11 PM
3	Continue to assess and progress in a forward motion to be the best you can be, thanks for all you do for our citizens.	3/4/2021 4:59 PM
4	The addition of new technology has really been moving the needle to make improvements for customers. Technology moves so quickly we need to make sure we continue to work on it so that we don't fall behind. I appreciate the work that has been done and look forward to incremental improvements yearly.	3/4/2021 1:06 PM
5	I feel that LYNX has made improvements and that it has met expectations, a job that was difficult during the 2020 COVID-19 pandemic.	3/1/2021 12:11 PM
6	Access Lynx has been able to keep up with the increasing demand of population withing a short span of time. As all agencies and companies there is always areas for improvement.	2/22/2021 1:23 PM

Q25 Please prioritize the top 4 areas you feel need improvement and tell us the amount of time in which you would like to see them implemented.

Answered: 9 Skipped: 7

ANSWER CHOICES	RESPONSES	
First Priority	100.00%	9
Second Priority	66.67%	6
Third Priority	66.67%	6
Fourth Priority	55.56%	5

#	FIRST PRIORITY	DATE
1	Increasing Access Lynx Funding sources - 50%	3/7/2021 9:24 PM
2	I'm interested in the no-shows and why that is happening. If there are good reasons for now-shows, and this is acceptable, no problem from me.	3/5/2021 12:12 PM
3	Call Hold Time - within 6 months	3/5/2021 11:34 AM
4	Safety.	3/4/2021 4:59 PM
5	keep technology up-to-date	3/4/2021 1:06 PM
6	Punctual pick ups	3/1/2021 9:47 PM
7	call service speed of delivery - 6 month	3/1/2021 12:11 PM
8	Service monitoring within 30 days	2/23/2021 4:04 PM
9	Chargeable Accidents	2/22/2021 1:23 PM

#	SECOND PRIORITY	DATE
1	Improve Customer Service (Availability and Accessibility) - 25%	3/7/2021 9:24 PM
2	Be on time.	3/4/2021 4:59 PM
3	Promoting how to use technology by clients	3/4/2021 1:06 PM
4	Customer service	3/1/2021 9:47 PM
5	On time Performance within 30 days	2/23/2021 4:04 PM
6	Increase in technology	2/22/2021 1:23 PM

#	THIRD PRIORITY	DATE
1	Training and development - 15%	3/7/2021 9:24 PM
2	Most cost effective.	3/4/2021 4:59 PM
3	PSAs of the safety of riding the bus by TD clients during Covid	3/4/2021 1:06 PM
4	Hold time	3/1/2021 9:47 PM
5	Call Home time within 30 days	2/23/2021 4:04 PM
6	Increase in funding	2/22/2021 1:23 PM

#	FOURTH PRIORITY	DATE
1	Increase Fleet Size - 10%	3/7/2021 9:24 PM
2	Best use of vehicles.	3/4/2021 4:59 PM
3	Make companies pay for their own customers	3/1/2021 9:47 PM
4	Public Awareness within 30 days	2/23/2021 4:04 PM
5	Criteria of qualification such as more awareness to FPL	2/22/2021 1:23 PM

TAB 2





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

DATE: Thursday, May 13, 2021

TIME: 10:00 a.m.

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

Commissioner Mayra Uribe, Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members attending the meeting via the Zoom platform:

Ms. Dianne Arnold, Economically Disadvantaged
Ms. Marilyn Baldwin, Disabled
Mr. Norman Hickling, ACCESS LYNX
Dr. Linda Levine-Silverman, Elderly
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. James Grzesik, SunRail CAC
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Jo Santiago, FDOT
Mr. Calvin Smith, AHCA

Staff in Attendance

Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando

Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Dana Baker, ACCESS LYNX
Mr. William "John" Slot, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Patricia Whitton, ACCESS LYNX

Members not in attendance:

Commissioner Jim Fisher, Osceola County
Mr. Chad Ballard, Medical Community
Ms. Karla Radka, Senior Resource Alliance

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

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

Mayor Bates led attendees in the Pledge of Allegiance.

III. ROLL CALL AND CONFIRMATION OF A QUORUM

Ms. Lisa Smith conducted the attendance roll call. It was confirmed that a physical quorum was not present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington explained that due to the lack of a physical quorum, no action could be taken at today's meeting. She noted that the LCB would need to reconvene a special meeting before June 30th to take action on items listed on today's agenda. She provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. She stated that today's hybrid meeting is accessible to all. She introduced and welcomed Ms. Dana Baker, Chief Operations Officer, LYNX, and thanked Mr. John Slot, who served as the Interim COO, for his service to the members of QATF and TDLCB. She noted that there are no changes to today's agenda.

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 in the virtual workshop format on April 27th. Ms. Baldwin stated that the QATF reviewed and came to a consensus recommendation of approval of the draft TDSP Minor Updates and the Rate Calculation Worksheet. The members of the QATF also received an ACCESS LYNX update from Mr. Norm Hickling. The QATF will meet again on July 27th.

VII. ACTION ITEMS

A. Approval of minutes of previous meeting

The minutes of the February 11, 2021, Transportation Disadvantaged Local Coordinating Board meeting were provided.

Consensus of the TDLCB was to accept the February 11th minutes as written.

B. Approval of Draft TDSP Minor Update - Ms. Trish Whitton, LYNX

Ms. Trish Whitton, ACCESS LYNX, reviewed the proposed minor updates to the 2020-2025 Transit Development Services Plan (TDSP). She explained that the TDSP is a tactical plan that is developed by LYNX as the Planning Agency and the Community Transportation Coordinator in coordination with MetroPlan Orlando. She stated that the document contains development, service, and quality assurance components. She explained that the TDLCB reviews and approves the TDSP, and it is submitted to the Commission for the Transportation Disadvantaged for final action. Ms. Whitton noted that the Quality Assurance Task Force reviewed the draft TDSP at their April 27th meeting.

Consensus of the TDLCB was to accept the minor updates as reviewed by Ms. Whitton.

C. Approval of Rate Calculation Worksheet - Mr. Norm Hickling, LYNX

Mr. Norm Hickling, ACCESS LYNX, reviewed the proposed Rate Calculation worksheet and requested approval. He explained that each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model spreadsheet. The information put into the spreadsheet considers past, current, and projected costs and revenues associated with the area's transportation services. Mr. Hickling noted that the rate model spreadsheet is updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses.

ACCESS LYNX TD RATES			
Type of Trip	FY 2020-21 Rates	FY 2021 - 22 Rates	Percentage Change
Ambulatory	\$39.53	\$41.94	.06%
Wheelchair	\$67.77	\$71.90	.06%

Consensus of the TDLCB was to accept the FY 2021/22 rates as presented by Mr. Hickling.

Discussion ensued concerning Medicaid trips that are being funneled over into the TD program and whether riders have other sponsored trips. Bob Melia followed up Mr. Hickling's comments about Medicaid and Medicare eligibility. He discussed concerns that were relayed to him by members of his staff that patients express frustration that their transportation is either late or never show and they miss appointments altogether. He said that there seems to be no accountability in Medicaid and Medicare transport, so patients give up and rely on ACCESS LYNX and TD to get them to their medical appointments because they have no other options. Mr. Melia said that Tallahassee is aware of this issue but does not seem to care. He added that he is unsure if there is anything that the MPO Board can do. Commissioner Uribe chimed in on whether this would be a good topic to have a workshop discussion to get up-to-date information because she felt that both Bob Melia's and Norm Hickling's comments were very relevant and that the high rate cannot be disregarded. Ms. Whittington stated that she feels the issue could be brought to the MPO Board as the discussions begin of legislative priorities for the next session. She noted that this topic has been on the radar, but it may be time to raise awareness of this issue. Commissioner Uribe then polled TDLCB members both in the room and on Zoom if this was a topic worth discussing at length and there was unanimous consensus to discuss and take to the MPO Board as a legislative priority.

Consensus of the TDLCB members was to bring the topic of Medicaid and other sponsored trips back for an at length discussion.

VIII. PRESENTATIONS AND STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling provided an Access Lynx Mobility Services Update. That detailed trip performance and analysis, provider performance, call center performance, eligibility status, program status and initiatives.

IX. GENERAL INFORMATION

A. Planning Grant Update Report

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

B. Report of Operator Payments

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

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Quality Assurance Task Force – July 27, 2021 at 10:00 a.m. (Tentative)

B. TDLCB Meeting Dates for 2021:

- August 12, 2021
- November 18, 2021 (Annual Public Meeting followed by the regular quarterly meeting)

XI. MEMBER COMMENTS

None.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

There being no further business the meeting adjourned at 11:45 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 12th day of August 2021.

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.



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

DATE: Thursday, May 25, 2021

TIME: 10:00 a.m.

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

Commissioner Mayra Uribe, Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Commissioner Jim Fisher, Osceola County
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Marilyn Baldwin, Disabled
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans

Members attending the meeting via the Zoom platform:

Mayor Pat Bates, Seminole County
Mr. Norm Hickling ACCESS LYNX
Dr. Linda Levine-Silverman, Elderly
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. James Grzesik, SunRail CAC
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Jo Santiago, FDOT
Mr. Adam Zubritsky, OCPS

Staff in Attendance

Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando

Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Patricia Whitton, ACCESS LYNX

Members not in attendance:

Ms. Karla Radka, Senior Resource Alliance

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

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

Commissioner Uribe led attendees in the Pledge of Allegiance.

III. ROLL CALL AND CONFIRMATION OF A QUORUM

Ms. Lisa Smith conducted the attendance roll call; and confirmed that a quorum was present.

IV. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington provided an overview of the virtual meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. She stated that today's hybrid meeting is accessible to all. She noted that there are no changes to today's agenda.

V. PUBLIC COMMENTS ON ACTION ITEMS

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

VI. ACTION ITEMS

A. Approval of minutes of previous meeting

The minutes of the February 11, 2021, Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

MOTION: Marilyn Baldwin moved to approve the February 11th meeting minutes. Dr. Linda Levine-Silverman seconded the motion, which passed unanimously.

B. Approval of Draft TDSP Minor Updates

Updates to the 2020-2025 Transit Development Services Plan (TDSP) were previewed by the Quality Assurance Task Force at their April 27, 2021, meeting and presented to the TDLCB on May 13, 2021. Having previously received the presentation, this item is presented for action only.

MOTION: Wayne Olson moved to approve the 2020-2025 minor updates to the Transportation Disadvantaged Service Plan. Marilyn Baldwin seconded the motion which passed unanimously.

C. Approval of Rate Calculation Worksheet

The proposed 2021-22 Rate Calculations were previewed by the Quality Assurance Task Force on April 27, 2021 meeting and presented to the on TDLCB May 13, 2021. Having previously received the presentation, this item is presented for action only.

Action requested: Approval of the FY 2021-2022 TD Rates.

ACCESS LYNX TD RATES			
Type of Trip	FY 2020-21 Rates	FY 2021 - 22 Rates	Percentage Change
Ambulatory	\$39.53	\$41.94	.06%
Wheelchair	\$67.77	\$71.90	.06%

MOTION: Alnita Whitt moved to approve the FY 2021-2022 ACCESS LYNX TD Rates. Dr. Linda Levine-Silverman seconded the motion which passed unanimously.

VII. MEMBER COMMENTS

None.

VIII. PUBLIC COMMENTS (GENERAL)

None.

IX. ADJOURNMENT

There being no further business the meeting adjourned at 10:22 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 12th day of August 2021.

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.

TAB 3



Planning Grant Agreement Tasks Quarterly Progress Report



Planning Agency	MetroPlan Orlando	County	Orange, Osceola, Seminole
		Invoice #	
Reporting Period	April 1, 2021 - June 30, 2021	Grant #	G1N75

I	PROGRAM MANAGEMENT	PROGRESS
A.	When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No Activity this reporting period
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	No Activity this reporting period
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	25% Copies of April QATF and May LCB agendas attached
D.	Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	25% January QATF meeting highlights and draft minutes of February 11 TDLCB meeting are attached
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No Activity this reporting period.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	25%
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No Activity this reporting period.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No Activity this reporting period.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	25%

J.	Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	25% Legal notices published in the Orlando Sentinel are attached.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No Activity this reporting period
L.	Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No Activity this reporting period.

II.	SERVICE DEVELOPMENT	PROGRESS
A.	Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	100% TDSP attached as deliverable.
B.	Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	100%
C.	Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	100%

III.	TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A.	Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	25% Quarterly report attached
B.	Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No Activity this reporting period
C.	Attend at least one CTD meeting each year within budget/staff/schedule availability.	No Activity this reporting period
D.	Notify CTD staff of local TD concerns that may require special investigations.	No Activity this reporting period
E.	Provide training for newly-appointed LCB members. (Task 3)	No Activity this reporting period.
F.	Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No Activity this reporting period
G.	To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No Activity this reporting period
H.	Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules	100% CTC Evaluation attached as deliverable

	concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	
I.	Assist the CTD in joint reviews of the CTC.	No Activity this reporting period
J.	Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	100%
K.	Implement recommendations identified in the CTD's QAPE reviews.	No Activity this reporting period

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

07/01/2021

Date

TAB 4



RESOLUTION NO. 21-XX

SUBJECT:

**Declaring October 15, 2021 as “Blind Americans Equality Day”
in the Orlando Metropolitan Area**

Whereas, by joint resolution approved on October 6, 1964 (Public Law 88-628, as amended), Congress designated October 15 of each year as “White Cane Safety Day” to recognize the contributions of Americans who are blind or have impaired vision; and

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

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

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

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

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

Whereas, this proclamation called upon public officials, business and community leaders, educators, librarians, and Americans across the country to observe this day with appropriate ceremonies, activities, and programs to celebrate and recognize the accomplishments and contributions of blind and visually impaired Americans; and

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

NOW, THEREFORE, BE IT RESOLVED by the MetroPlan Orlando Board that October 15, 2021 is designated as

“Blind Americans Equality Day”

Passed and duly adopted at a regular meeting of the MetroPlan Orlando Board on the 8th day of September, 2021.

CERTIFICATE

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

Honorable Viviana Janer, Chairwoman

Attest:

Lisa Smith, Board Services Coordinator
and Recording Secretary

TAB 5





August 12, 2021

Commissioner Mayra Uribe, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Commissioner Uribe,

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

407-841-2279

www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

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 April 1, 2021 to June 30, 2021.

Sincerely,

A handwritten signature in blue ink, appearing to read "Norman Hickling", with a stylized flourish at the end.

Norman Hickling
Director of Operations

cc: Selita Stubbs, Senior Manager – LYNX Mobility Services
The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)