



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

November 18, 2021 @ 10:00 a.m.



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

DATE: Thursday, November 18, 2021
TIME: 10:30 a.m. *(or immediately after the annual public meeting)*
LOCATION: MetroPlan Orlando
David L. Grovdahl Board Room
250 S. Orange Avenue
Orlando, FL 32801

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

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link:
<https://us02web.zoom.us/j/83365670794?pwd=OWFIYzBrTlBpZnZlYzZlUkUzZz09>
Passcode: 692129

To dial in, please see the calendar item for this meeting:
<https://metroplanorlando.org/meetings/transportation-disadvantaged-local-coordinating-board-11-11-21/>

Ways to Participate

Attend In-Person

Limited in-person attendance with RSVP. In order to safely accommodate all attendees and observe social distancing guidelines, **all in-person attendees are asked to RSVP** at least two business days prior to the meeting to ensure we are able to safely accommodate you. You should also submit an [electronic speaker introduction card](#) by 5:00 p.m. November 16. While attending in-person, **masks are required at all times** and **social distancing will be strictly adhered**. Once room capacity is reached, members of the public will be asked to wait in a safe, socially distanced location until your name is called to address the board. After comment is made, you will be asked to return to the waiting area.

Attend on Zoom

Opportunities for public comment are also available for anyone wishing to speak from a remote location. Members of the public may access this meeting from the safety of your home using your computer, tablet or smartphone. The Zoom link or dial- in option above may be used. However, an [electronic speaker introduction card](#) should also be submitted by 5:00 p.m. November 16.

Send Us an E-Mail or Leave Us a Phone Message

Public comments relating to items on this agenda may also be submitted in advance, by email to **Comment@MetroPlanOrlando.org**. Emailed comments will be provided to all members of the LCB and summarized by a meeting moderator. Public comments may be submitted prior to the meeting by dialing 407-536-9498 to leave a voice message. Voice messages will be summarized and read into the record by the meeting moderator.

The agenda packet and [electronic speaker card](#) are available at MetroPlanOrlando.org in the Calendar section.



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

November 18, 2021

AGENDA

Commissioner Mayra Uribe, Chairperson, Presiding

- I. **CALL TO ORDER** – Chairperson Uribe
- II. **AGENDA REVIEW & ANNOUNCEMENTS** – Ms. Virginia Whittington
- III. **CONFIRMATION OF QUORUM** – Ms. Lisa Smith
- IV. **CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS** –Chairperson Uribe
- V. **PUBLIC COMMENTS ON ACTION ITEMS**

Anyone wishing to speak during the meeting should complete an [electronic speaker card](#). The Chairperson will first recognize online attendees. When called upon, speakers should use the Raise Hand feature on the Zoom platform, and you will then be invited to unmute your microphone to speak. Each speaker should state his/her name and address for the record and is limited to two minutes. In-person speakers will be called next. Again, each speaker is limited to two minutes. People wishing to speak on other items will be acknowledged in the same way, under Agenda Item XII.

VI. **ACTION ITEMS**

A. Approval of minutes of previous meeting **TAB 1**

The minutes of the August 12, 2021, TDLCB meeting are provided for approval.

B. Proposed 2022 TDLCB and QATF Meeting Schedules **TAB 2**

Approval of the 2022 TDLCB and QATF meeting schedules. The proposed 2022 Board/Committee meeting schedule and QATF meeting dates are provided at **Tab 2**.

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

Staff requests acknowledgement of ACCESS LYNX's Annual Operating Report, which includes the financial information for Fiscal Year 2020-21 paratransit operations. A copy of

the AOR, which was transmitted to the CTD and is currently under review, is provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets, copies provided at **Tab 3**.

D. Acknowledgement of the Annual Expenditure Report (AER)

TAB 4

Staff requests acknowledgement of the Annual Expenditure Report (AER) for FY 2021-22. The AER was transmitted to the CTD. A copy is provided at **Tab 4**.

VII. PRESENTATIONS & STATUS REPORTS

A. Community Transportation Coordinator (CTC) Update

TAB 5

Presenter: Mr. Norm Hickling, Director of Operations, LYNX

B. Overview of Community Transportation Coordinator Selection Process

Presenter: Mr. Norm Hickling, Director of Operations, LYNX

VIII. GENERAL INFORMATION

TAB 6

A. Planning Grant Update Report

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

B. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is included at **Tab 6**.

IX. MEMBER COMMENTS

X. PUBLIC COMMENTS (GENERAL)

Comments from the public, of a general nature, will be heard during this comment period. Public comments submitted in advance of the meeting, by email to Comment@MetroPlanOrlando.org or phone to 407-906-2347, will be provided to all LCB members and summarized by a meeting moderator. People wishing to speak during the virtual meeting should complete an [electronic speaker card](#). The Chairperson will first recognize online attendees. When called upon, speakers should use the Raise Hand feature on the Zoom platform, and you will then be invited to unmute your microphone to speak. Each speaker should state his/her name and address for the record and is limited to two minutes. In-person speakers will be called next. Again, each speaker will have two minutes to speak.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- A. MetroPlan Orlando Board Meeting – December 8, 2021 at 9:00 a.m.
- B. TDLCB meeting - February 10, 2022

XII. ADJOURNMENT

*In accordance with the **Americans with Disabilities Act (ADA)**, if any person with a disability as defined by the ADA needs special accommodations to participate in this proceeding, he or she should contact **Ms. Lisa Smith, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, Florida, 32801** or by telephone at **(407) 481-5672 x307** at least three business days prior to the event. Persons who require translation services, which are provided at no cost, should contact **MetroPlan Orlando at (407) 481-5672 x315** or by email at lsmith@metroplanorlando.org at least three business days prior to the event.*

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

TAB 1





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

DATE: Thursday, August 12, 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
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Mr. Calvin Smith, AHCA
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. Norm Hickling ACCESS LYNX
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood

Staff in Attendance

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. Jasmine Blais, MetroPlan Orlando
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Dana Baker, ACCESS LYNX

Members not in attendance:

Mayor Pat Bates, Seminole County
Mr. James Grzesik, SunRail CAC
Vacant, Elderly

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

I. CALL TO ORDER

Chairwoman Mayra Uribe called the meeting to order at 10:02 a.m. She explained the reason for the change to a hybrid meeting along with procedures for in-person and online, along with public comments.

II. PLEDGE OF ALLEGIANCE

Commissioner Jim Fisher 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 hybrid meeting guidelines, the raise hand feature to be recognized, and the public comment procedures. She stated that the hybrid meeting was accessible to all. She noted that the first of two public comment periods had been inadvertently omitted from the agenda and would be added after the QATF report. Ms. Whittington told TDLCB members that MetroPlan Orlando created a Vulnerable Users Safety Working Group and was looking for representation from the TDLCB to participate. She explained the meetings will be monthly beginning in September. Interested TDLCB members should contact Ms. Whittington. Lastly, Ms. Whittington announced resignations of Dr. Linda Levine Silverman and Ms. Cheryl Stone. Dr. Silverman relocated to the DC area, and Ms. Stone was appointed to serve on MetroPlan Orlando's Community Advisory Committee. She noted recruitment for vacant seats on CAC and TDLCB would begin in the fall.

V. QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, provided a report from the July 27, 2021 QATF meeting which was held in a virtual workshop format, Ms. Baldwin reported that QATF members said goodbye to Dr. Linda Levine Silverman, who relocated out of state. She reported that Dr. Silverman received an award in recognition of her service. Committee members, she added, received a CTC update from Mr. Norm Hickling which included the challenges ACCESS LYNX is currently facing. Ms. Baldwin noted that the next QATF meeting is tentatively scheduled on October 26th.

VI. PUBLIC COMMENTS ON ACTION ITEMS

None.

VII. INFORMATION ITEMS FOR ACKNOWLEDGEMENT

A. Final CTC Evaluation Submitted to CTD

Provided for acknowledgement, 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. Ms. Virginia Whittington provided a brief overview of the evaluation. She noted that the evaluation is required annually, was open for electronic submissions by the members February to March 2021, and it covers the evaluation period from July 1, 2019 to June 30, 2020. Ms. Whittington reviewed the evaluation categories and highlighted comments submitted by the evaluators. She noted that local performance measures were affected by the pandemic and corrective actions had been taken. Respondents, she added, commented that additional outreach could have been conducted virtually or with PSAs. Ms. Whittington reported that the evaluation was submitted to the CTD as required.

MOTION: Commissioner Jim Fisher motioned to acknowledge the final CTC Evaluation. Ms. Jo Santiago seconded the motion, which passed unanimously.

VIII. ACTION ITEMS

A. Approval of minutes of previous meetings

The minutes of the May 13 and May 25, 2021 Transportation Disadvantaged Local Coordinating Board meetings were provided for approval.

MOTION: Commissioner Jim Fisher motioned to approve the May 13 and May 25, 2021 meeting minutes. Mr. Wayne Olson seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Mobility Management Services Update

Mr. Norm Hickling, Director of Operations, provided a CTC update. This report also included a presentation on sponsored vs. non-sponsored trips. Mr. David Darm, Executive Director, Commission for Transportation Disadvantaged had been invited to join the discussion remotely. Mr. Hickling reviewed trip performance, Call Center performance, eligibility status, service challenges and program status and initiatives. Discussion ensued regarding COVID-related issues, dates listed, the new application, and the cost of premium service. Ms. Baldwin requested that the report be provided in writing prior to the meeting. Additional discussion ensued regarding pay rate for paratransit drivers, improving on-time performance, long rides to and from work, staggering call center breaks to improve efficiency and other ways to improve system efficiency.

X. GENERAL INFORMATION

A. Planning Grant Update

A copy of the 4th Quarter planning grant update was provided

B. Blind Americans Equality Day

In 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be “White Cane Safety Day”. Besides serving as a national observance in the United States, it enables us to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and a tool of independence, the white cane. In 2011, “White Cane Safety Day” was named “Blind Americans Equality Day” by President Barack Obama. A resolution declaring October 15, 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 was provided.

C. Report of Operator Payments

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

XI. 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.)

XII. MEMBER COMMENTS

Ms. Virginia Whittington thanked Mr. David Darm, who attended virtually. She reported that Ms. Neika Berry volunteered to serve on the Vulnerable Road User Safety Working Group. (Note: After the meeting Ms. Jo Santiago also volunteered to represent TDLCB.)

Ms. Marilyn Baldwin reported that the Blind Americans Equality Day event, planned for October 15th, will be virtual. She noted that a request had been made last year for LYNX to wrap a bus in order to raise awareness of the White Cane Law. Ms. Baldwin added that they will be partnering with FDOT, during Mobility Week when the Blind Experience will be held on November 3rd. She stated that a request had been made for the wrapped bus to be available from October 15th to November 3rd. Commissioner Uribe shared that she participated in the last in-person Blind Americans Equality Day/White Cane Awareness and what an impact it made on her.

XIII. PUBLIC COMMENTS (GENERAL)

Ms. Marsha Bukala, Orlando, FL commented that she is a new ACCESS LYNX user. She also shared some of the problems she has experienced using the online reservation option as well as challenges with pick-ups. She noted that she uses a guide dog that is not allowed to stay inside of her doctor's offices when she is waiting to be picked up.

XIV. 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.)

XV. ADJOURNMENT

There being no further business the meeting adjourned at 11:17 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 18th day of November 2021.

Chairperson

Cathy Goldfarb
Senior Board Services Coordinator

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

TAB 2





DRAFT MetroPlan Orlando
2022 Board & Committee Meeting Schedule
 250 S. Orange Avenue, Suite 200
 Orlando, FL 32801

	MetroPlan Orlando Board	Community Advisory Committee (CAC)	Technical Advisory Committee (TAC)	TSMO***	TDLCB***	Municipal Advisory Committee (MAC)
	2 nd Wednesday @ 9:00 a.m.	4 th Wednesday @ 9:30 am.	4 th Friday @ 10:00 a.m.	4 th Friday @ 8:30 a.m.	2 nd Thursday Quarterly @ 10:00 a.m.	Thursday prior to the Board meeting @ 9:30 a.m.
January		January 26	January 28	January 28		
February	February 9	February 23	February 25	February 25	February 10	February 3
March	March 9					March 3
April		April 27	April 22	April 22		
May	May 11	May 25	May 27	May 27	May 12	May 5
June	June 8	June 22	June 24	June 24		June 2
July	July 13					July 7
August		August 24	August 26	August 26	August 11	
September	September 14					September 8
October		October 26	October 28	October 28		
November	November 9				November 10	November 3
December	December 14	December 7*	December 2*	December 2*		December 8

No meeting
 * Holiday Adjustment
 ** Adjustment Due to Conflict

*** TSMO – Transportation Systems Management & Operations
 TDLCB – Transportation Disadvantaged Local Coordinating Board

Quality Assurance Task Force 2022 Quarterly Meeting Schedule

(All meetings are scheduled to begin at 10:00 a.m.)

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

Date

January 25, 2022

April 26, 2022

July 26, 2022

October 25, 2022

(NOTE: This schedule and the announced location are subject to change with adequate notice to the members and the public.)

TAB 3





Data Submission Summary

County Name	Fiscal Year	Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date
Orange	07/01/2020 - 06/30/2021	Organization	Submitted	09/09/2021	Under Review	09/09/2021
Orange	07/01/2020 - 06/30/2021	Coordinated System	Submitted	09/09/2021	Under Review	09/09/2021
Orange	07/01/2020 - 06/30/2021	Trips	Submitted	09/09/2021	Under Review	09/09/2021
Orange	07/01/2020 - 06/30/2021	Vehicles & Drivers	Submitted	09/09/2021	Under Review	09/09/2021
Orange	07/01/2020 - 06/30/2021	Revenue Sources	Submitted	09/09/2021	Under Review	09/09/2021
Orange	07/01/2020 - 06/30/2021	Expense Sources	Submitted	09/09/2021	Under Review	09/09/2021
Osceola	07/01/2020 - 06/30/2021	Organization	Submitted	09/09/2021	Under Review	09/09/2021
Osceola	07/01/2020 - 06/30/2021	Coordinated System	Submitted	09/09/2021	Under Review	09/09/2021
Osceola	07/01/2020 - 06/30/2021	Trips	Submitted	09/09/2021	Under Review	09/09/2021
Osceola	07/01/2020 - 06/30/2021	Vehicles & Drivers	Submitted	09/09/2021	Under Review	09/09/2021
Osceola	07/01/2020 - 06/30/2021	Revenue Sources	Submitted	09/09/2021	Under Review	09/09/2021
Osceola	07/01/2020 - 06/30/2021	Expense Sources	Submitted	09/09/2021	Under Review	09/09/2021
Seminole	07/01/2020 - 06/30/2021	Organization	Submitted	09/09/2021	Under Review	09/09/2021
Seminole	07/01/2020 - 06/30/2021	Coordinated System	Submitted	09/09/2021	Under Review	09/09/2021
Seminole	07/01/2020 - 06/30/2021	Trips	Submitted	09/09/2021	Under Review	09/09/2021
Seminole	07/01/2020 - 06/30/2021	Revenue Sources	Submitted	09/09/2021	Under Review	09/09/2021
Seminole	07/01/2020 - 06/30/2021	Expense Sources	Submitted	09/09/2021	Under Review	09/09/2021
Seminole	07/01/2020 - 06/30/2021	Vehicles & Drivers	Submitted	09/09/2021	Under Review	09/09/2021



CTC Organization

County: Orange

Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/19/2021

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: 3

Coordination Contractors: Yes

Number of Coordination Contractors: 9

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Commissioner Mayra Uribe

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Operations, Transportation

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, Commissioner Mayra Uribe, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Osceola

Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/23/2021

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: 3

Coordination Contractors: Yes

Number of Coordination Contractors: 4

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Commissioner Mayra Uribe

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Operations, Transportation

CTC Contact Email: NHickling@golynx.com

Phone: (407) 254-6169

CTC Certification

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CTC Representative (signature): 

LCB Certification

I, Commissioner Mayra Uribe, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. 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: 7/1/2020 - 6/30/2021

CTC Status: Approved
CTD Status: Approved

Date Initiated: 8/23/2021

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: 3
Coordination Contractors: Yes
Number of Coordination Contractors: 6
Provide Out of County Trips: Yes
Local Coordinating Board (LCB) Chairperson: Commissioner Mayra Uribe
CTC Contact: Norman L. Hickling
CTC Contact Title: Director of Operations, Transportation
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, Commissioner Mayra Uribe, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



CTC Organization

County: Osceola

Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/23/2021

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: 3

Coordination Contractors: Yes

Number of Coordination Contractors: 4

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Commissioner Mayra Uribe

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Operations, Transportation

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, Commissioner Mayra Uribe, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



Organization – Coordination Contractor

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/23/2021

Coordination Contractor Name: Good Samaritan Society - Kissimmee Village
Address: 1550 Aldersgate Drive
City: Kissimmee
State: FL
Zip Code: 34746
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Residents
Contact Person: Mark Barglof
Contact Title: Executive Director
Contact Email: mbarglof@good-sam.com
Phone: (407) 933-3213

Coordination Contractor Certification

By submission of this form, I, Mark Barglof, as the authorized representative of Good Samaritan Society - Kissimmee Village, 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): _____



Organization – Coordination Contractor

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

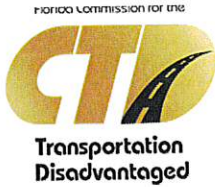
Upload Date: 8/23/2021

Coordination Contractor Name: OSCEOLA COUNCIL ON AGING
Address: 700 GENERATION POINT
City: KISSIMMEE
State: FL
Zip Code: 34744
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Osceola County
Contact Person: CHUCK BERKAU
Contact Title: SR.VP OPERATIONS
Contact Email: berkauc@osceola-coa.com
Phone: (407) 933-9549

Coordination Contractor Certification

By submission of this form, I, CHUCK BERKAU, as the authorized representative of OSCEOLA COUNCIL ON AGING , 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): _____



Organization – Coordination Contractor

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/31/2021

Coordination Contractor Name: Renewed Hope Group Home
Address: 429 Bloomfield Dr.
City: Kissimmee
State: FL
Zip Code: 34758
Organization Type: Private For Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Osceola
Contact Person: Juliann Howell
Contact Title: Administrator
Contact Email: Renewedhopegh@yahoo.com
Phone: (407) 319-3429

Coordination Contractor Certification

By submission of this form, I, Juliann Howell, as the authorized representative of Renewed Hope Group Home, 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): _____



Organization – Coordination Contractor

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/23/2021

Coordination Contractor Name: The Opportunity Center, Inc.
Address: 310 N. Clyde Avenue
City: Kissimmee
State: FL
Zip Code: 34741
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Adults with Disabilities
Contact Person: Kristen Lafferty
Contact Title: Executive Director
Contact Email: klaffertyoarc@aol.com
Phone: (407) 847-6016

Coordination Contractor Certification

By submission of this form, I, Kristen Lafferty, as the authorized representative of The Opportunity Center, Inc. , 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): _____



CTC Trips

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	15,668	N/A	15,668	36,447	N/A	36,447
Weekly Pass Trips	2,407	N/A	2,407	7,501	N/A	7,501
Monthly Pass Trips	17,122	N/A	17,122	31,257	N/A	31,257
Deviated Fixed Route Service	17,328	N/A	17,328	29,371	N/A	29,371
Complementary ADA Service	53,618	N/A	53,618	71,160	N/A	71,160
Paratransit						
Ambulatory	12,700	17,276	29,976	15,249	46,856	62,105
Non-Ambulatory	4,795	2,073	6,868	6,132	2,688	8,820
Stretcher	0	0	0	0	0	0
Transportation Network Companies	30	N/A	30	1,225	N/A	1,225
Taxi	34	N/A	34	7,479	N/A	7,479
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	123,702	19,349	143,051	205,821	49,544	255,365
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	88,505	N/A	88,505	130,616	N/A	130,616
Total - Contracted Transportation Operator Trips	88,505	0	88,505	130,616	0	130,616
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	17,593	17,593	0	27,057	27,057
Comm for the Transportation Disadvantaged (CTD)	29,584	N/A	29,584	35,952	N/A	35,952
Dept of Economic Opportunity (DEO)	0	292	292	0	1,303	1,303
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	264	264	0	12,623	12,623
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	305	305	0	371	371
Local Government	15,363	1	15,364	26,800	5,585	32,385
Local Non-Government	35,462	893	36,355	75,872	2,604	78,476
Other Federal & State Programs	43,293	1	43,294	67,197	1	67,198
Total - Revenue Source	123,702	19,349	143,051	205,821	49,544	255,365



CTC Trips (cont'd)

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	39,820	597	40,417	48,354	371	48,725
Children At Risk	1,243	0	1,243	8,935	0	8,935
Persons With Disabilities	24,300	18,234	42,534	39,729	27,574	67,303
Low Income	0	0	0	0	19,436	19,436
Other	58,339	518	58,857	108,803	2,163	110,966
Total - Passenger Type	123,702	19,349	143,051	205,821	49,544	255,365
Trip Purpose - One Way						
Medical	38,417	305	38,722	44,459	371	44,830
Employment	17,856	0	17,856	32,583	0	32,583
Education/Training/Daycare	2,715	18,526	21,241	6,421	29,659	36,080
Nutritional	11	390	401	62	15,504	15,566
Life-Sustaining/Other	64,703	128	64,831	122,296	4,010	126,306
Total - Trip Purpose	123,702	19,349	143,051	205,821	49,544	255,365
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	3,105	199	3,304	4,929	582	5,511
Total - UDPHC	3,105	199	3,304	4,929	582	5,511
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	3,826	N/A	3,826	5,315	N/A	5,315
Customer Feedback						
Complaints	231	N/A	231	255	N/A	255
Commendations	19	N/A	19	25	N/A	25



Coordination Contractor Trips

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Good Samaritan Society
- Kissimmee Village

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	0	3
Non-Ambulatory	305	368
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	305	371
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	304	370
Local Government	0	0
Local Non-Government	1	1
Other Federal & State Programs	0	0
Total - Revenue Source	305	371



Coordination Contractor Trips (cont'd)

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Good Samaritan Society
- Kissimmee Village

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	305	371
Children At Risk	0	0
Persons With Disabilities	0	0
Low Income	0	0
Other	0	0
Total - Passenger Type	305	371
Trip Purpose - One Way		
Medical	305	371
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	305	371
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	85	66
Total - UDPHC	85	66
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: OSCEOLA COUNCIL ON AGING

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	810	21,034
Non-Ambulatory	0	673
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	810	21,707
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	292	1,303
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	264	12,623
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	5,584
Local Non-Government	254	2,196
Other Federal & State Programs	0	1
Total - Revenue Source	810	21,707



Coordination Contractor Trips (cont'd)

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: OSCEOLA COUNCIL ON
AGING

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	292	0
Children At Risk	0	0
Persons With Disabilities	0	108
Low Income	0	19,436
Other	518	2,163
Total - Passenger Type	810	21,707
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	292	2,193
Nutritional	390	15,504
Life-Sustaining/Other	128	4,010
Total - Trip Purpose	810	21,707
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	51	412
Total - UDPHC	51	412
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/31/2021

Coordination Contractor: Renewed Hope Group
Home

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	440	394
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	440	394
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	440	394
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	440	394



Coordination Contractor Trips (cont'd)

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority
Coordination Contractor: Renewed Hope Group
Home

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/31/2021

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	440	394
Low Income	0	0
Other	0	0
Total - Passenger Type	440	394
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	440	394
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	440	394
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	10	10
Total - UDPHC	10	10
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Osceola CTC Status: Approved CTC Organization: Central Florida Regional Transportation Authority
 Fiscal Year: 07/01/2020 - 06/30/2021 Upload Date: 8/23/2021 Coordination Contractor: The Opportunity Center, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	16,026	25,425
Non-Ambulatory	1,768	1,647
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	17,794	27,072
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	17,153	26,663
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	1	1
Local Government	1	1
Local Non-Government	638	407
Other Federal & State Programs	1	0
Total - Revenue Source	17,794	27,072



Coordination Contractor Trips (cont'd)

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: The Opportunity
Center, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	17,794	27,072
Low Income	0	0
Other	0	0
Total - Passenger Type	17,794	27,072
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	17,794	27,072
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	17,794	27,072
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	53	94
Total - UDPHC	53	94
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	122,634	N/A	122,634	169,997	N/A	169,997
Complementary ADA Service Miles	469,033	N/A	469,033	754,701	N/A	754,701
Paratransit Miles	209,455	101,253	310,708	270,898	171,466	442,364
Transportation Network Companies (TNC) Miles	525	N/A	525	23,541	N/A	23,541
Taxi Miles	328	N/A	328	77,426	N/A	77,426
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	801,975	101,253	903,228	1,296,563	171,466	1,468,029
Roadcalls & Accidents						
Roadcalls	9	2	11	31	5	36
Chargeable Accidents	10	1	11	5	0	5
Vehicle Inventory						
Total Number of Vehicles	29	18	47	33	26	59
Number of Wheelchair Accessible Vehicles	29	12	41	33	18	51
Drivers						
Number of Full Time & Part Time Drivers	41	22	63	63	28	91
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Good Samaritan Society
- Kissimmee Village

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	5,918	5,905
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	5,918	5,905
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	2
Number of Wheelchair Accessible Vehicles	2	2
Drivers		
Number of Full Time & Part Time Drivers	5	2
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: OSCEOLA COUNCIL ON
AGING

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	2,065	52,729
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	2,065	52,729
Roadcalls & Accidents		
Roadcalls	0	2
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	5	10
Number of Wheelchair Accessible Vehicles	5	10
Drivers		
Number of Full Time & Part Time Drivers	5	8
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/31/2021

Coordination Contractor: Renewed Hope Group
Home

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	11,975	10,467
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	11,975	10,467
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	1	1
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	2	2
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: The Opportunity
Center, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	81,295	102,365
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	81,295	102,365
Roadcalls & Accidents		
Roadcalls	2	3
Chargeable Accidents	1	0
Vehicle Inventory		
Total Number of Vehicles	10	13
Number of Wheelchair Accessible Vehicles	5	6
Drivers		
Number of Full Time & Part Time Drivers	10	16
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 152,789	\$ 152,789	\$ 0	\$ 216,167	\$ 216,167
Dept of Economic Opportunity (DEO)	\$ 0	\$ 1,894	\$ 1,894	\$ 0	\$ 15,690	\$ 15,690
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 4,259	\$ 4,259	\$ 0	\$ 184,711	\$ 184,711
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 930,163	N/A	\$ 930,163	\$ 943,046	N/A	\$ 943,046
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 129	N/A	\$ 129	\$ 9,855	N/A	\$ 9,855
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 931	\$ 931	\$ 0	\$ 49,593	\$ 49,593
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 3,391,182	\$ 40,445	\$ 3,431,627	\$ 3,415,576	\$ 54,883	\$ 3,470,459
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 736	\$ 736
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,050	\$ 4,050
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 390,135	\$ 4,410	\$ 394,545	\$ 623,183	\$ 3,269	\$ 626,452
Donations/Contributions	\$ 0	\$ 11,244	\$ 11,244	\$ 0	\$ 17,032	\$ 17,032
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 12,996	\$ 12,996	\$ 0	\$ 23,270	\$ 23,270
Other Federal & State Programs						
Other Federal Programs	\$ 2,002,651	\$ 25,930	\$ 2,028,581	\$ 1,784,520	\$ 6,900	\$ 1,791,420
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 1,294	\$ 1,294
Total - Revenue Sources	\$ 6,714,260	\$ 254,898	\$ 6,969,158	\$ 6,776,180	\$ 577,595	\$ 7,353,775



Coordination Contractor Revenue Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Good Samaritan Society
- Kissimmee Village

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 12,996	\$ 15,270
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 12,996	\$ 15,270



Coordination Contractor Revenue Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: OSCEOLA COUNCIL ON
AGING

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 1,894	\$ 15,690
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 4,259	\$ 184,711
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 4,890
County In-Kind	\$ 0	\$ 736
City Cash	\$ 0	\$ 4,050
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 7,332	\$ 17,032
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 8,000
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 6,900
Other State Programs	\$ 0	\$ 1,294
Total - Revenue Sources	\$ 13,485	\$ 243,303



Coordination Contractor Revenue Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/31/2021

Coordination Contractor: Renewed Hope Group
Home

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 30,347	\$ 27,544
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 30,347	\$ 27,544



Coordination Contractor Revenue Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority
Coordination Contractor: The Opportunity
Center, Inc.

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

	Selected Reporting Period Coordination Contractors	Previous Reporting Period Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 122,442	\$ 188,623
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 931	\$ 49,593
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 40,445	\$ 49,993
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 4,410	\$ 3,269
Donations/Contributions	\$ 3,912	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 25,930	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 198,070	\$ 291,478



CTC Expense Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 210,589	\$ 343,913	\$ 554,502	\$ 192,818	\$ 405,361	\$ 598,179
Fringe Benefits	\$ 107,070	\$ 48,444	\$ 155,514	\$ 102,802	\$ 60,319	\$ 163,121
Services	\$ 78,226	\$ 34,281	\$ 112,507	\$ 111,353	\$ 58,494	\$ 169,847
Materials & Supplies Consumed	\$ 297,487	\$ 44,645	\$ 342,132	\$ 315,275	\$ 92,958	\$ 408,233
Utilities	\$ 7,165	\$ 9,984	\$ 17,149	\$ 5,823	\$ 12,846	\$ 18,669
Casualty & Liability	\$ 0	\$ 41,463	\$ 41,463	\$ 0	\$ 63,108	\$ 63,108
Taxes	\$ 20,544	\$ 0	\$ 20,544	\$ 17,248	\$ 0	\$ 17,248
Miscellaneous	\$ 194	\$ 252	\$ 446	\$ 778	\$ 26	\$ 804
Interest	\$ 0	\$ 0	\$ 0	\$ 44,982	\$ 0	\$ 44,982
Leases & Rentals	\$ 47,124	\$ 19,099	\$ 66,223	\$ 0	\$ 49,700	\$ 49,700
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 25,444	\$ 25,444	\$ 0	\$ 13,217	\$ 13,217
Purchased Transportation Services						
Bus Pass	\$ 13,133	N/A	\$ 13,133	\$ 10,050	N/A	\$ 10,050
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 900	N/A	\$ 900	\$ 36,750	N/A	\$ 36,750
Taxi	\$ 909	N/A	\$ 909	\$ 198,124	N/A	\$ 198,124
Contracted Operator	\$ 3,989,607	N/A	\$ 3,989,607	\$ 4,086,998	N/A	\$ 4,086,998
Total - Expense Sources	\$ 4,772,948	\$ 567,525	\$ 5,340,473	\$ 5,123,001	\$ 756,029	\$ 5,879,030



Coordination Contractor Expense Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Good Samaritan Society
- Kissimmee Village

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 29,025	\$ 34,482
Fringe Benefits	\$ 0	\$ 0
Services	\$ 6,430	\$ 20,934
Materials & Supplies Consumed	\$ 2,697	\$ 2,876
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 5,106	\$ 3,360
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 252	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 43,510	\$ 61,652



Coordination Contractor Expense Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: OSCEOLA COUNCIL ON
AGING

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 217,597	\$ 249,557
Fringe Benefits	\$ 24,163	\$ 24,074
Services	\$ 1,876	\$ 2,432
Materials & Supplies Consumed	\$ 6,362	\$ 48,984
Utilities	\$ 5,307	\$ 7,896
Casualty & Liability	\$ 3,610	\$ 14,608
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 26
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 27,600
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 258,915	\$ 375,177



Coordination Contractor Expense Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/31/2021

Coordination Contractor: Renewed Hope Group
Home

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 17,542	\$ 15,355
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 3,075	\$ 3,930
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 4,585	\$ 4,600
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 6,215	\$ 7,300
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 31,417	\$ 31,185



Coordination Contractor Expense Sources

County: Osceola

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: The Opportunity
Center, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 79,749	\$ 105,967
Fringe Benefits	\$ 24,281	\$ 36,245
Services	\$ 25,975	\$ 35,128
Materials & Supplies Consumed	\$ 32,511	\$ 37,168
Utilities	\$ 4,677	\$ 4,950
Casualty & Liability	\$ 28,162	\$ 40,540
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 12,884	\$ 14,800
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 25,444	\$ 13,217
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 233,683	\$ 288,015

County: Osceola

CTC: Central Florida Regional Transportation Authority

Contact: Norman L. Hickling

455 N Garland Avenue

Orlando, FL 32801

407-254-6169

Email: NHickling@golynx.com

Demographics

Number

Total County Population 0

Unduplicated Head Count 3,304

Florida Commission for the



Transportation
Disadvantaged

Trips By Type of Service	2019	2020	2021	Vehicle Data	2019	2020	2021
Fixed Route (FR)	98,325	75,205	35,197	Vehicle Miles	1,371,033	1,468,029	903,228
Deviated FR	45,453	29,371	17,328	Roadcalls	52	36	11
Complementary ADA	48,919	71,160	53,618	Accidents	7	5	11
Paratransit	116,815	70,925	36,844	Vehicles	67	59	47
TNC	1,019	1,225	30	Drivers	93	91	63
Taxi	5,978	7,479	34				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	316,509	255,365	143,051				

Financial and General Data

Medical	50,983	44,830	38,722	Expenses	\$6,196,707	\$5,879,030	\$5,340,473
Employment	26,917	32,583	17,856	Revenues	\$6,065,409	\$7,353,775	\$6,969,158
Ed/Train/DayCare	46,696	36,080	21,241	Commendations	31	25	19
Nutritional	25,868	15,566	401	Complaints	266	255	231
Life-Sustaining/Other	166,045	126,306	64,831	Passenger No-Shows	6,523	5,315	3,826
TOTAL TRIPS	316,509	255,365	143,051	Unmet Trip Requests	7	0	0

Passenger Trips By Revenue Source

CTD	37,543	35,952	29,584	Accidents per 100,000 Miles	0.51	0.34	1.22
AHCA	2,929	0	0	Miles between Roadcalls	26,366	40,779	82,112
APD	32,204	27,057	17,593	Avg. Trips per Passenger	44.57	46.34	43.30
DOEA	19,304	12,623	264	Cost per Trip	\$19.58	\$23.02	\$37.33
DOE	0	0	0	Cost per Paratransit Trip	\$28.43	\$32.86	\$49.41
Other	224,529	179,733	95,610	Cost per Total Mile	\$4.52	\$4.00	\$5.91
TOTAL TRIPS	316,509	255,365	143,051	Cost per Paratransit Mile	\$4.58	\$4.12	\$5.90

Trips by Provider Type

CTC	98,325	75,205	35,197
Transportation Operator	144,712	130,616	88,505
Coordination Contractor	73,472	49,544	19,349
TOTAL TRIPS	316,509	255,365	143,051



CTC Organization

County: Seminole

Fiscal Year: 7/1/2020 - 6/30/2021

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/23/2021

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: 3

Coordination Contractors: Yes

Number of Coordination Contractors: 6

Provide Out of County Trips: Yes

Local Coordinating Board (LCB) Chairperson: Commissioner Mayra Uribe

CTC Contact: Norman L. Hickling

CTC Contact Title: Director of Operations, Transportation

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, Commissioner Mayra Uribe, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature):



Organization – Coordination Contractor

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/23/2021

Coordination Contractor Name: CENTRAL FLORIDA GROUP HOMES, LLC
Address: 1890 S.R. 436, SUITE 300
City: WINTER PARK
State: FL
Zip Code: 32792
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: PERSONS WITH DISABILITIES
Contact Person: MARILLOU G. ARLANDSON
Contact Title: FINANCIAL & SYSTEMS ANALYST
Contact Email: marlandson@d-s-i.com
Phone: (407) 645-3211

Coordination Contractor Certification

By submission of this form, I, MARILLOU G. ARLANDSON, as the authorized representative of CENTRAL FLORIDA GROUP HOMES, LLC, 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): _____



Organization – Coordination Contractor

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/23/2021

Coordination Contractor Name: Meals on Wheels, ETC., Inc
Address: 2801 S. Financial Ct.
City: Sanford
State: FL
Zip Code: 32773
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Seniors
Contact Person: Sherry Fincher
Contact Title: Executive Director
Contact Email: sfincher@mealsetc.org
Phone: (407) 333-8877

Coordination Contractor Certification

By submission of this form, I, Sherry Fincher, as the authorized representative of Meals on Wheels, ETC., Inc, 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): _____



Organization – Coordination Contractor

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/23/2021

Coordination Contractor Name: Quest, Inc.
Address: 1509 east Colonial
City: Orlando
State: FL
Zip Code: 32803
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: People with Disabilities
Contact Person: Isabelle Harris
Contact Title: Sr. Director of Facilities, Fleet and Compliance
Contact Email: iharris@questinc.org
Phone: (813) 267-0460

Coordination Contractor Certification

By submission of this form, I, Isabelle Harris, as the authorized representative of Quest, Inc. , 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): _____



Organization – Coordination Contractor

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/23/2021

Coordination Contractor Name: Aspire Health Partners, Inc.
Address: 5151 Adanson St.
City: Orlando
State: FL
Zip Code: 32804
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: Yes
Who Do You Serve: Disabled persons of Orange and Seminole
Counties
Contact Person: Robert LaPerla
Contact Title: Senior Manager of Transportation Services
Contact Email: Robert.LaPerla@aspirehp.org
Phone: (407) 923-2749

Coordination Contractor Certification

By submission of this form, I, Robert LaPerla, as the authorized representative of Aspire Health Partners, Inc. , 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): _____



Organization – Coordination Contractor

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 8/27/2021

Coordination Contractor Name: Elquanah Group Homes Inc
Address: 10410 Westley Way
City: Orlando
State: FL
Zip Code: 32825
Organization Type: Private For Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Agency for Persons with Disabilities
Contact Person: Keshia T. Greene
Contact Title: Manager
Contact Email: westleyhouse1@gmail.com
Phone: (407) 979-0836

Coordination Contractor Certification

By submission of this form, I, Keshia T. Greene, as the authorized representative of Elquanah Group Homes Inc , 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): _____



Organization – Coordination Contractor

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation Authority

Fiscal Year: 7/1/2020 - 6/30/2021

Upload Date: 9/2/2021

Coordination Contractor Name: Crystal Lake Supportive Environment Inc.
Address: 2710 Staten Ave.
City: Orlando
State: FL
Zip Code: 32804
Organization Type: Private Non Profit
Operating Environment: Urban
Provide Out of County Trips: No
Who Do You Serve: Persons with Disabilities
Contact Person: Joe DeFalco
Contact Title: Transportation Manager
Contact Email: jdefalco@myattain.org
Phone: (845) 729-8024

Coordination Contractor Certification

By submission of this form, I, Joe DeFalco, as the authorized representative of Crystal Lake Supportive Environment Inc. , 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): _____



CTC Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	19,355	N/A	19,355	45,023	N/A	45,023
Weekly Pass Trips	2,974	N/A	2,974	9,266	N/A	9,266
Monthly Pass Trips	21,150	N/A	21,150	38,611	N/A	38,611
Deviated Fixed Route Service	15,982	N/A	15,982	19,588	N/A	19,588
Complementary ADA Service	66,382	N/A	66,382	76,457	N/A	76,457
Paratransit						
Ambulatory	12,213	34,312	46,525	14,273	36,145	50,418
Non-Ambulatory	3,980	348	4,328	7,030	630	7,660
Stretcher	0	0	0	0	0	0
Transportation Network Companies	62	N/A	62	3,619	N/A	3,619
Taxi	1,009	N/A	1,009	14,733	N/A	14,733
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	143,107	34,660	177,767	228,600	36,775	265,375
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	99,628	N/A	99,628	135,700	N/A	135,700
Total - Contracted Transportation Operator Trips	99,628	0	99,628	135,700	0	135,700
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	66	66	0	1,588	1,588
Agency for Persons with Disabilities (APD)	0	3,640	3,640	0	8,267	8,267
Comm for the Transportation Disadvantaged (CTD)	30,430	N/A	30,430	35,178	N/A	35,178
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	19,447	19,447	0	14,823	14,823
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	5,166	5,166	0	6,960	6,960
Local Government	12,256	174	12,430	16,084	708	16,792
Local Non-Government	43,934	4,161	48,095	93,763	2,341	96,104
Other Federal & State Programs	56,487	2,006	58,493	83,575	2,088	85,663
Total - Revenue Source	143,107	34,660	177,767	228,600	36,775	265,375



CTC Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	45,519	25,440	70,959	57,747	21,823	79,570
Children At Risk	1,749	0	1,749	10,702	0	10,702
Persons With Disabilities	31,648	9,220	40,868	47,503	13,956	61,459
Low Income	0	0	0	0	996	996
Other	64,191	0	64,191	112,648	0	112,648
Total - Passenger Type	143,107	34,660	177,767	228,600	36,775	265,375
Trip Purpose - One Way						
Medical	39,599	6,103	45,702	46,575	10,650	57,225
Employment	21,541	0	21,541	35,654	0	35,654
Education/Training/Daycare	4,904	3,641	8,545	10,251	6,460	16,711
Nutritional	23	22,690	22,713	42	11,262	11,304
Life-Sustaining/Other	77,040	2,226	79,266	136,078	8,403	144,481
Total - Trip Purpose	143,107	34,660	177,767	228,600	36,775	265,375
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	4,013	367	4,380	5,719	1,149	6,868
Total - UDPHC	4,013	367	4,380	5,719	1,149	6,868
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	4,079	N/A	4,079	6,789	N/A	6,789
Customer Feedback						
Complaints	205	N/A	205	148	N/A	148
Commendations	22	N/A	22	23	N/A	23



Coordination Contractor Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: CENTRAL FLORIDA
GROUP HOMES, LLC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	3,418	4,329
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	3,418	4,329
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	3,418	4,329
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	3,418	4,329



Coordination Contractor Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: CENTRAL FLORIDA
GROUP HOMES, LLC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	3,418	4,329
Low Income	0	0
Other	0	0
Total - Passenger Type	3,418	4,329
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	3,418	4,329
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	3,418	4,329
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	11	11
Total - UDPHC	11	11
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Meals on Wheels, ETC.,
Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	25,440	19,330
Non-Ambulatory	348	630
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	25,788	19,960
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	19,447	14,823
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	174	708
Local Non-Government	4,161	2,341
Other Federal & State Programs	2,006	2,088
Total - Revenue Source	25,788	19,960



Coordination Contractor Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Meals on Wheels, ETC.,
Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	25,440	19,330
Children At Risk	0	0
Persons With Disabilities	348	630
Low Income	0	0
Other	0	0
Total - Passenger Type	25,788	19,960
Trip Purpose - One Way		
Medical	2,884	4,079
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	22,690	11,230
Life-Sustaining/Other	214	4,651
Total - Trip Purpose	25,788	19,960
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	145	200
Total - UDPHC	145	200
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Quest, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	4	2,521
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	4	2,521
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	4	11
Agency for Persons with Disabilities (APD)	0	2,510
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	4	2,521



Coordination Contractor Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Quest, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	4	2,521
Low Income	0	0
Other	0	0
Total - Passenger Type	4	2,521
Trip Purpose - One Way		
Medical	1	96
Employment	0	0
Education/Training/Daycare	1	703
Nutritional	0	32
Life-Sustaining/Other	2	1,690
Total - Trip Purpose	4	2,521
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	9	10
Total - UDPHC	9	10
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Aspire Health Partners, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	2,824	6,360
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	2,824	6,360
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	62	1,577
Agency for Persons with Disabilities (APD)	0	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	2,762	4,783
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	2,824	6,360



Coordination Contractor Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Aspire Health Partners,
Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	2,493
Children At Risk	0	0
Persons With Disabilities	2,824	2,871
Low Income	0	996
Other	0	0
Total - Passenger Type	2,824	6,360
Trip Purpose - One Way		
Medical	2,824	6,360
Employment	0	0
Education/Training/Daycare	0	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	2,824	6,360
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	182	907
Total - UDPHC	182	907
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/27/2021

Coordination Contractor: Elquanah Group Homes Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	54	0
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	54	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	54	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	0	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	54	0



Coordination Contractor Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/27/2021

Coordination Contractor: Elquanah Group Homes
Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	54	0
Low Income	0	0
Other	0	0
Total - Passenger Type	54	0
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	54	0
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	54	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	2	0
Total - UDPHC	2	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/2/2021

Coordination Contractor: Crystal Lake Supportive Environment Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	2,572	0
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	2,572	0
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	168	0
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	2,404	0
Local Government	0	0
Local Non-Government	0	0
Other Federal & State Programs	0	0
Total - Revenue Source	2,572	0



Coordination Contractor Trips (cont'd)

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/2/2021

Coordination Contractor: Crystal Lake Supportive
Environment Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	2,572	0
Low Income	0	0
Other	0	0
Total - Passenger Type	2,572	0
Trip Purpose - One Way		
Medical	394	0
Employment	0	0
Education/Training/Daycare	168	0
Nutritional	0	0
Life-Sustaining/Other	2,010	0
Total - Trip Purpose	2,572	0
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	18	0
Total - UDPHC	18	0
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	93,789	N/A	93,789	114,535	N/A	114,535
Complementary ADA Service Miles	491,041	N/A	491,041	603,542	N/A	603,542
Paratransit Miles	171,913	140,467	312,380	233,592	223,692	457,284
Transportation Network Companies (TNC) Miles	812	N/A	812	62,006	N/A	62,006
Taxi Miles	3,232	N/A	3,232	112,675	N/A	112,675
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	760,787	140,467	901,254	1,126,350	223,692	1,350,042
Roadcalls & Accidents						
Roadcalls	7	15	22	29	12	41
Chargeable Accidents	1	0	1	9	0	9
Vehicle Inventory						
Total Number of Vehicles	36	27	63	41	26	67
Number of Wheelchair Accessible Vehicles	36	10	46	41	11	52
Drivers						
Number of Full Time & Part Time Drivers	51	36	87	77	43	120
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: CENTRAL FLORIDA
GROUP HOMES, LLC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	12,893	14,913
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	12,893	14,913
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	2
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	4	4
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Meals on Wheels, ETC.,
Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	41,984	78,175
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	41,984	78,175
Roadcalls & Accidents		
Roadcalls	8	6
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	9	10
Number of Wheelchair Accessible Vehicles	8	10
Drivers		
Number of Full Time & Part Time Drivers	8	8
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Quest, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	58	10,712
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	58	10,712
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	2
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	12	12
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Aspire Health Partners,
Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	52,754	84,934
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	52,754	84,934
Roadcalls & Accidents		
Roadcalls	0	5
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	9	8
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	5	7
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/27/2021

Coordination Contractor: Elquanah Group Homes
Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	1,044	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	1,044	0
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	2	0
Number of Wheelchair Accessible Vehicles	1	0
Drivers		
Number of Full Time & Part Time Drivers	1	0
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/2/2021

Coordination Contractor: Crystal Lake Supportive
Environment Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	31,734	0
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	31,734	0
Roadcalls & Accidents		
Roadcalls	7	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	3	0
Number of Wheelchair Accessible Vehicles	0	0
Drivers		
Number of Full Time & Part Time Drivers	6	0
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 13,449	\$ 13,449	\$ 0	\$ 133,531	\$ 133,531
Agency for Persons with Disabilities (APD)	\$ 0	\$ 29,036	\$ 29,036	\$ 0	\$ 69,452	\$ 69,452
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 408,761	\$ 408,761	\$ 0	\$ 311,519	\$ 311,519
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 949,188	N/A	\$ 949,188	\$ 919,678	N/A	\$ 919,678
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 6,352	N/A	\$ 6,352	\$ 12,240	N/A	\$ 12,240
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 35,622	\$ 35,622
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 3,795,063	\$ 959	\$ 3,796,022	\$ 3,547,576	\$ 14,913	\$ 3,562,489
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 481,932	\$ 0	\$ 481,932	\$ 769,814	\$ 0	\$ 769,814
Donations/Contributions	\$ 0	\$ 87,157	\$ 87,157	\$ 0	\$ 49,224	\$ 49,224
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 2,473,863	\$ 40,732	\$ 2,514,595	\$ 2,204,406	\$ 43,901	\$ 2,248,307
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 7,706,398	\$ 580,094	\$ 8,286,492	\$ 7,453,714	\$ 658,162	\$ 8,111,876



Coordination Contractor Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: CENTRAL FLORIDA
GROUP HOMES, LLC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 24,508	\$ 31,039
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 24,508	\$ 31,039



Coordination Contractor Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Meals on Wheels, ETC.,
Inc

	Selected Reporting Period Coordination Contractors	Previous Reporting Period Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 408,761	\$ 311,519
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 959	\$ 14,913
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 87,157	\$ 49,224
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 40,732	\$ 43,901
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 537,609	\$ 419,557



Coordination Contractor Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Quest, Inc.

	Selected Reporting Period Coordination Contractors	Previous Reporting Period Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 12,705	\$ 114,607
Agency for Persons with Disabilities (APD)	\$ 0	\$ 26,008
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 12,705	\$ 140,615



Coordination Contractor Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Aspire Health Partners, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 744	\$ 18,924
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 35,622
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 744	\$ 54,546



Coordination Contractor Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/27/2021

Coordination Contractor: Elquanah Group Homes
Inc

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 514	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 514	\$ 0



Coordination Contractor Revenue Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/2/2021

Coordination Contractor: Crystal Lake Supportive Environment Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 4,014	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)	\$ 0	\$ 0
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 4,014	\$ 0



CTC Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

CTD Status: Approved

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 260,139	\$ 440,842	\$ 700,981	\$ 238,187	\$ 530,802	\$ 768,989
Fringe Benefits	\$ 132,264	\$ 108,887	\$ 241,151	\$ 126,990	\$ 87,303	\$ 214,293
Services	\$ 96,633	\$ 88,098	\$ 184,731	\$ 137,554	\$ 39,438	\$ 176,992
Materials & Supplies Consumed	\$ 367,484	\$ 72,777	\$ 440,261	\$ 389,458	\$ 223,685	\$ 613,143
Utilities	\$ 8,851	\$ 20,275	\$ 29,126	\$ 7,193	\$ 18,241	\$ 25,434
Casualty & Liability	\$ 0	\$ 61,937	\$ 61,937	\$ 0	\$ 56,981	\$ 56,981
Taxes	\$ 25,378	\$ 94	\$ 25,472	\$ 21,306	\$ 84	\$ 21,390
Miscellaneous	\$ 239	\$ 3,865	\$ 4,104	\$ 962	\$ 6,562	\$ 7,524
Interest	\$ 58,212	\$ 0	\$ 58,212	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 43,024	\$ 43,024	\$ 55,566	\$ 13,441	\$ 69,007
Capital Purchases	\$ 0	\$ 1,254	\$ 1,254	\$ 0	\$ 68,969	\$ 68,969
Contributed Services	\$ 0	\$ 66,137	\$ 66,137	\$ 0	\$ 5,016	\$ 5,016
Allocated Indirect Expenses	\$ 0	\$ 15,412	\$ 15,412	\$ 0	\$ 11,420	\$ 11,420
Purchased Transportation Services						
Bus Pass	\$ 16,223	N/A	\$ 16,223	\$ 12,415	N/A	\$ 12,415
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 1,860	N/A	\$ 1,860	\$ 108,570	N/A	\$ 108,570
Taxi	\$ 26,965	N/A	\$ 26,965	\$ 390,287	N/A	\$ 390,287
Contracted Operator	\$ 4,928,337	N/A	\$ 4,928,337	\$ 5,048,644	N/A	\$ 5,048,644
Total - Expense Sources	\$ 5,922,585	\$ 922,602	\$ 6,845,187	\$ 6,537,132	\$ 1,061,942	\$ 7,599,074



Coordination Contractor Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: CENTRAL FLORIDA
GROUP HOMES, LLC

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 4,729	\$ 6,913
Fringe Benefits	\$ 804	\$ 1,175
Services	\$ 5,921	\$ 5,030
Materials & Supplies Consumed	\$ 3,655	\$ 3,050
Utilities	\$ 645	\$ 952
Casualty & Liability	\$ 5,322	\$ 4,611
Taxes	\$ 10	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 6,300	\$ 6,300
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 4,608	\$ 3,564
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 31,994	\$ 31,595



Coordination Contractor Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Meals on Wheels, ETC.,
Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 223,319	\$ 186,407
Fringe Benefits	\$ 59,728	\$ 53,083
Services	\$ 46,368	\$ 2,776
Materials & Supplies Consumed	\$ 59,495	\$ 63,233
Utilities	\$ 19,026	\$ 12,496
Casualty & Liability	\$ 26,812	\$ 29,351
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 36,724	\$ 3,242
Capital Purchases	\$ 0	\$ 68,969
Contributed Services	\$ 66,137	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 537,609	\$ 419,557



Coordination Contractor Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Quest, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 9,652	\$ 121,673
Fringe Benefits	\$ 0	\$ 0
Services	\$ 433	\$ 0
Materials & Supplies Consumed	\$ 465	\$ 10,792
Utilities	\$ 178	\$ 509
Casualty & Liability	\$ 723	\$ 2,625
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 1,254	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 5,016
Purchased Transportation Services	\$ 0	\$ 0
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 12,705	\$ 140,615



Coordination Contractor Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/23/2021

Coordination Contractor: Aspire Health Partners,
Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 183,527	\$ 176,061
Fringe Benefits	\$ 43,483	\$ 28,176
Services	\$ 35,376	\$ 25,964
Materials & Supplies Consumed	\$ 1,764	\$ 131,185
Utilities	\$ 426	\$ 444
Casualty & Liability	\$ 27,700	\$ 19,704
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 3,865	\$ 2,009
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 10,804	\$ 7,856
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 306,945	\$ 391,399



Coordination Contractor Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional
Transportation
Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 8/27/2021

Coordination Contractor: Elquanah Group Homes
Inc

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 691	\$ 0
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 319	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 0	\$ 0
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 1,010	\$ 0



Coordination Contractor Expense Sources

County: Seminole

CTC Status: Approved

CTC Organization: Central Florida Regional Transportation Authority

Fiscal Year: 07/01/2020 - 06/30/2021

Upload Date: 9/2/2021

Coordination Contractor: Crystal Lake Supportive Environment Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Expense Sources		
Labor	\$ 18,924	\$ 0
Fringe Benefits	\$ 4,872	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 7,079	\$ 0
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 1,380	\$ 0
Taxes	\$ 84	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 32,339	\$ 0

County: Seminole

CTC: Central Florida Regional Transportation Authority

Contact: Norman L. Hickling

445 N Garland Avenue

Orlando, FL 32801

407-254-6169

Email: NHickling@golynx.com

Florida Commission for the



Transportation
Disadvantaged

Demographics

Number

Total County Population 0

Unduplicated Head Count 4,380

Trips By Type of Service	2019	2020	2021	Vehicle Data	2019	2020	2021
Fixed Route (FR)	121,461	92,900	43,479	Vehicle Miles	1,458,606	1,350,042	901,254
Deviated FR	23,469	19,588	15,982	Roadcalls	56	41	22
Complementary ADA	54,598	76,457	66,382	Accidents	8	9	1
Paratransit	88,014	58,078	50,853	Vehicles	73	67	63
TNC	2,339	3,619	62	Drivers	205	120	87
Taxi	25,135	14,733	1,009				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	315,016	265,375	177,767				

Financial and General Data

Expenses	\$7,854,833	\$7,599,074	\$6,845,187
Revenues	\$6,348,391	\$8,111,876	\$8,286,492
Commendations	38	23	22
Complaints	329	148	205
Passenger No-Shows	7,227	6,789	4,079
Unmet Trip Requests	9	0	0

Performance Measures

Accidents per 100,000 Miles	0.55	0.67	0.11
Miles between Roadcalls	26,047	32,928	40,966
Avg. Trips per Passenger	29.85	38.64	40.59
Cost per Trip	\$24.93	\$28.64	\$38.51
Cost per Paratransit Trip	\$43.27	\$45.99	\$51.05
Cost per Total Mile	\$5.39	\$5.63	\$7.60
Cost per Paratransit Mile	\$5.70	\$6.03	\$7.58

Passenger Trips By Revenue Source

CTD	34,117	35,178	30,430
AHCA	6,581	1,588	66
APD	10,683	8,267	3,640
DOEA	13,342	14,823	19,447
DOE	0	0	0
Other	250,293	205,519	124,184
TOTAL TRIPS	315,016	265,375	177,767

Trips by Provider Type

CTC	121,461	92,900	43,479
Transportation Operator	146,360	135,700	99,628
Coordination Contractor	47,195	36,775	34,660
TOTAL TRIPS	315,016	265,375	177,767

TAB 4





250 SOUTH ORANGE AVENUE
SUITE 200
ORLANDO, FLORIDA 32801

PH: 407.481.5672
FX: 407.481.5680
WWW.METROPLANORLANDO.ORG

September 8, 2021

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

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the 2020-2021 Actual Expenditure Report (AER) for Orange, Osceola and Seminole (OOS) Counties.

The report reflects actual trips and expenses for the FY 2020-21 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined). Subsequent pages are county by county.

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

Sincerely,

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

Enclosures



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

COUNTY: ORANGE, OSCEOLA, AND SEMINOLE COUNTIES

DUE: September 15, 2021

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
20,084,943	345,255	5,651,274	97,144

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

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



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

COUNTY: Orange County
DUE: September 15, 2021

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
13,612,898	234,002	3,673,541	53,574

Transportation Alternatives

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

Other

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



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

COUNTY: Osceola County
DUE: September 15, 2021

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
2,938,275	50,508	909,226	20,669

Transportation Alternatives

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

Other

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



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

COUNTY: Seminole County
DUE: September 15, 2021

Coordinated Transportation

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
3,533,770	60,745	1,068,507	22,901

Transportation Alternatives

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

Other

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

TAB 5





Mobility Services Challenges and Action Request

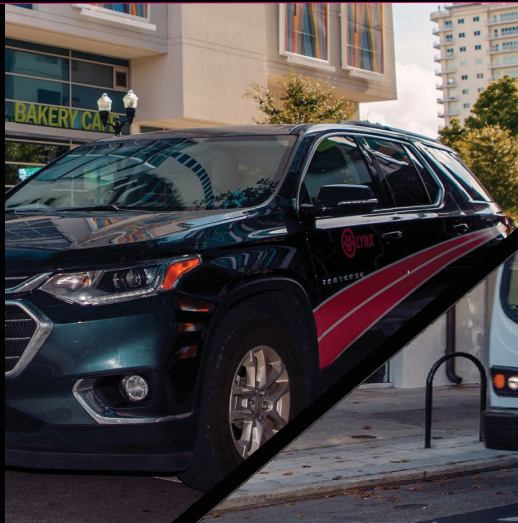


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Service Challenges



Impacts



**Improvement
Actions**



Board Action



Questions

Service Challenges

National Labor Situation

- **Operators**
 - **Recruitment and retention**
 - 70 to 75 operators under staffed
 - Current = 257 Operators
 - Required = 330 Operators
- **Customer Service**
 - Schedule adherence
 - Call Center efficiencies



Service Challenges

- **TNC and Taxi Service providers**
 - **TNC** working to build up service capacity.
 - Recruitment and retention of “Independent Contractors”
 - **Taxi** program has not been available
 - Compliance with contractually required FDOT regulations.
 - DOT Physicals and Drug & Alcohol testing
 - Eliminated 500 trips/day from ACCESS LYNX capacity

Service Impacts

Jul-21 Total Trips Performed = 41,164	Aug-21 Total Trips Performed= 39,990	Sep-21 Total Trips Performed = <u>39,427</u>
ADA = 27,645	ADA = 27,276	ADA = 27,121
TD = 13,377	TD = 12,583	TD = 12,171
Other Categories = 143	Other Categories = 131	Other Categories = 135

On Time Performance	Goal = 91%
July 2021	Actual = 66.1%
August 2021	Actual = 57.2%
September 2021	Actual = 64.9%

Service Impacts



July 2021:

Total Calls Received = 61,726

Average Speed of Answer: 4:24 minutes

ETA: 49%

August 2021:

Total Calls Received = 63,443

Average Speed of Answer: 5:36 minutes

ETA: 46%

September 2021

Total Calls Received = 58,467

Average Speed of Answer: 5:37 minutes

ETA: 43%

Mobility Services - Improvement Actions

- **Increased TNC “UZURV” capacity and trip allotment.**
 - Taking all forms of payments. Formally only Paw Pass
 - Increased number of trips to over 100/day
 - Working to expand trip capacity to 250/day
 - Proactively reached out to eligible clients to ride UZRUV
- **Implemented emergency procurement for additional service providers.**
 - Solicited proposal to perform up to 500/day trips
 - Working through emergency procurement process

Improvement Actions

- **Negotiation with MV Transportation**
 - Added sub-contractors to MV Transportation capacity - SilverRide
 - Renegotiated wage rate for FY22/23
 - Required in 2nd amendment to contract for period from April '22 thru end of contract
- **BOARD of DIRECTOR's APPROVAL:** (October 28, 2021)
 - Authorization provides:
 - \$3.00/hour increase across the scale
 - Labor market alignment for operators
 - Enhance recruitment and retention of operators

Questions



Feedback & Questions



Mobility Services Proposal for Paratransit Services



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Current Status



Lessons Learned



**Request for Proposals (RFP)
requirements**



RFP Timeline



Questions

Status

- The Mobility Management Model went into effect in December 2017 and continues to date.
- Current Contract expires end of November 2022
- The lessons learned in the nearly three years of operations under the Mobility Management Model have provided the guiding principles for the development of the requested RFP.

Lessons Learned

- Limit the number of contracted service providers
 - Reduce scope of LYNX oversight and Administrative burden
- Prime contractors can sub-contract to meet peak demand periods
- Operators must be employees of contracted service providers
- Contract cannot specify min./max. number of trips
 - Must provide flexibility to LYNX and community needs

Lessons Learned

- Right size vehicle fleet
 - Smaller vehicles provide less capacity and flexibility to system
- Ensure technology connectivity
 - Reservations
 - Scheduling
 - Dispatching
 - Tracking
- Technology must be controlled by LYNX



Proposal

Proposals must demonstrate:

- Forecasted demand growth.
- Consolidation of service providers and sub-contractors for enhanced oversight and tracking.
- Technology integration
- Ensuring consistency of customer satisfaction and service quality:
 - Ability to adjust to demand
- Improved efficiency and effectiveness in providing service
- Strong management commitment and partnership

Timeline

TIMELINE DRAFT - 22-R02 Mobility Management and Broker Services - 10/21/2021

RFP Release Date	Thursday, December 16, 2021
Pre-Proposal Meeting	Tuesday, January 11, 2022
Questions Due from Suppliers	Friday, January 27, 2022
Addendum Issued	Thursday, February 17, 2022
Proposals Due	Monday, March 7, 2022
Proposal Opening/Procurement Check	Tuesday, March 8, 2022
Proposal Distribution to Selection Evaluation Committee (SEC)	Monday, March 14, 2022
SEC Advisory Training Session	Monday, March 14, 2022
Public Notice Posting of SEC Meeting	Monday, March 14, 2022
SEC Meeting	Tuesday, March 22, 2022
Post Notice of SEC Meeting Results	TBD
Post Final Ranking Meeting Notice	TBD
Supplier Presentations/Demonstrations (If Necessary)	TBD
Final SEC Ranking Evaluation Meeting (If Necessary)	TBD
Post Notice of Intended Decision (If Necessary)	TBD
Develop Board Agenda Item	TBD
LYNX Governing Board Approval	Tentatively (April or May 2022)
Negotiate and Execution of Contract(s)	Tentatively (April through June 2022)
Procurement Close-Out and Transition to End User Department	Thursday, September 1, 2022

Action

- October 2021 Workshop review and presentation:
 - Obtain feedback
 - Incorporate feedback and recommendations into SOW
- Authorization to release RFP at December 2021 Board meeting

Feedback & Questions



TAB 6





SERVICE AREA/COUNTIES:
Orange, Osceola, and Seminole

INVOICE NUMBER: G1Y61 Q1

INVOICE DATE: October 8, 2021

QUARTER SERVICE DATES: July 1 - September 30, 2021

AGENCY
MetroPlan Orlando
250 South Orange Ave Ste 200
Orlando, FL 32801
407-481-5672

SUMMARY REPORT - Invoice Support (A review of the Planning Grant Program Manual is recommended when submitting each task.)

TASK	SUBMITTED	Deliverable & support documentation provided with invoice includes:	AMOUNT	FLCTD Reviewer's Initials
			\$0.00	
			\$0.00	
3: LCB Mtgs	YES	Local Coordinating Board (LCB) has met for the quarter. Documentation for this meeting has been provided including but not limited to: meeting agenda; minutes; membership roster; notice of meetings.	\$10,610.20	
			\$0.00	
			\$0.00	
			\$0.00	
7: AOR Review	YES	The Annual Operation Report has been reviewed by LCB. The cover page of the AOR, signed by CTC representative and LCB Chair has been provided.	\$4,244.08	
8: AER	YES	A completed AER in accordance with the most recent Commission's AER instructions.	\$4,244.08	
9: Quarterly Progress Rpt.	YES	A complete Quarterly Progress Report has been submitted with invoices. Quarterly report has been signed by planning agency representative. Electronic signatures are acceptable.	\$1,061.02	
			\$0.00	
TOTAL			\$20,159.38	

Certification from Planner

By submission of this form, Grantee certifies that the above listed tasks have been completed and the required deliverables have been submitted in their entirety.



November 18, 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 July 1, 2021 to September 30, 2021.

Sincerely,



Norman Hickling
Director of Operations

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