



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

February 10, 2022 @ 10:00 a.m.



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

DATE: Thursday, February 10, 2022

TIME: 10:00 a.m.



Wireless access available
Network = MpoGuest
Password = metroaccess

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

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use
this link:
<https://us02web.zoom.us/j/88619713301?pwd=V0RSdFZlQk4rL09tek4xdS9NVmk2Zz09>
Passcode: 715887

To dial in, please see the calendar item for this meeting:
[Transportation Disadvantaged Local Coordinating Board \(metroplanorlando.org\)](https://www.metroplanorlando.org/transportation-disadvantaged-local-coordinating-board)

Commissioner Mayra Uribe, Presiding

AGENDA

- I. CALL TO ORDER** – Commissioner Mayra Uribe
- II. PLEDGE OF ALLEGIANCE**
- III. ROLL CALL AND CONFIRMATION OF QUORUM** – Ms. Lisa Smith
- IV. AGENDA REVIEW & ANNOUNCEMENTS**– Ms. Virginia Whittington

V. PUBLIC COMMENTS ON ACTION ITEMS

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a "Speakers Introduction Card" at the reception desk. Each speaker is limited to two minutes.

VI. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, will provide a brief report from their January 25, 2022 meeting.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

TAB 1

The minutes of the November 18, 2021 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Acknowledgement of public meeting comments

TAB 2

Staff requests acknowledgement of a summary of the public comments received during the annual public meeting November 18, 2021. The summary is attached at Tab 2.

VIII. ACTION ITEMS

A. Election of TDLCB Vice-Chair

B. Approval of New TDLCB Members

The Quality Assurance Task Force met January 25, 2022 to review applications received from parties interested in filling two vacancies on the TDLCB. Based on the consensus of the QATF, staff recommends approval of the following new TDLCB members:

Applicant	Position	Term
Ms. Cheryl Stone	Representing the Elderly (over 60)	Three Years
Ms. Marycell Rodriguez-Mabry	For-Profit Operator	-
Ms. Charlotte Campbell	At-Large Alternate	Three Years

C. Approval of 2022 TDLCB Membership Certification

TAB 3

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 9, 2022 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines. Staff will update the certification document to include new members contingent upon Action Item VIII. B prior to submission to the MetroPlan Board.

D. 2022 Quality Assurance Task Force Membership

Staff requests confirmation of the recommended 2022 QATF membership as follows:

Ms. Marilyn Baldwin, representing the Disabled
Mr. Chad Ballard, representing the Medical Community
Ms. Crystal Ford, Orange County EMS
Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Neika Berry, Citizen Advocate (Non-System User)
Mr. Adam Zubritsky, Public Education/Orange County Public Schools
Ms. Sharon Jennings, Agency for Persons with Disabilities, Alternate

E. Approval of 2022 TDLCB Bylaws

TAB 4

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws each year and recommend any necessary changes for approval. A preliminary review was conducted by the QATF at their meeting on January 25th. No changes were recommended by staff or members of the QATF. The bylaws are found in Tab 4. Staff requests approval of the bylaws as presented.

F. Approval of 2022 Grievance Procedures

TAB 5

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures were reviewed by the QATF at their January 25, 2022 meeting. No changes were recommended. Staff requests approval of the Grievance Procedures found at Tab 5.

G. Appointment of 2022 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Staff recommend previously appointed members continue as the 2022 Grievance Committee:

Ms. Diane Arnold, representing the Economically Disadvantaged
Mr. Wilfredo Raices, representing Early Childhood Development
Ms. Janeé Olds, representing Regional Workforce Development
Ms. Alnita Whitt, representing Veterans
Mr. Adam Zubritsky, representing Public Education
Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

The Grievance Committee will only convene in the event an irreconcilable complaint is filed.

H. Community Transportation Coordinator Evaluation

TAB 6

Pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated annually by the local coordinating board based on the CTD approved evaluation criteria. A copy of the completed evaluation shall be submitted to the metropolitan planning agency and the Commission. The recommendation or termination of any CTC shall be subject to approval by the Commission.

Ms. Whittington will provide an overview of the process being recommended to conduct the 2022 evaluation electronically. Staff requests approval of the proposed process and feedback on potential evaluation subcategories.

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

TAB 7

Mr. Norm Hickling will provide an Access Lynx Mobility Services Update.

X. GENERAL INFORMATION

TAB 8

A. Planning Grant Update Report

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

B. Report of Operator Payments

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

C. 2021 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2021 is enclosed for information purposes.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Annual CTD/FPTA Transportation Disadvantaged (TD) Day in Tallahassee - February 16, 2022

B. MetroPlan Orlando Board meeting – March 9, 2022 at 9:00 a.m.

C. Quality Assurance Task Force – April 26, 2022 at 10:00 a.m.

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

XIV. ADJOURNMENT – Next meeting: May 12, 2022

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

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

TAB 1



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

DATE: Thursday, November 18, 2021

TIME: 10:00 a.m.

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

Mayor Pat Bates, Vice Chairperson , Presiding

Members in attendance were:

Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Ms. Marilyn Baldwin, Disabled
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Janee Olds, Career Source CF
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Dianne Arnold, Economically Disadvantaged
Mr. James Grzesik, SunRail CAC
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Commissioner Mayra Uribe, Orange County
Vacant, Elderly

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

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

I. CALL TO ORDER –

Mayor Pat Bates called the meeting to order at 10:59 a.m.

II. CONFIRMATION OF QUORUM –

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

III. CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS – Vice-Chairperson Bates

Mayor Bates announced that Commissioner Mayra Uribe was unable to attend the meeting due to out of town travel, so she would be presiding over the meeting. Ms. Marilyn Baldwin was called on to present a report from the Quality Assurance Task Force.

QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, provided a report from the October 26, 2021 QATF meeting which was held in a virtual workshop format. Ms. Baldwin reported that QATF members reviewed the 2022 TDLCB and QATF meeting schedules, the ACCESS LYNX Annual Expenditure Report and Annual Operating Report. QATF members received two presentations from ACCESS LYNX's Mobility Service team. One having to do with driver shortages and wage challenges, and the other regarding the upcoming RFP for Mobility Services. The next QATF meeting is scheduled on January 25, 2022. Ms. Baldwin thanked MetroPlan Orlando for their assistance with Mobility Week and White Cane Day events.

IV. PUBLIC COMMENTS ON ACTION ITEMS

None

V. ACTION ITEMS

A. Approval of minutes of previous meeting

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

MOTION: Commissioner Jim Fisher motioned to approve the August 12, 2021 meeting minutes. Mr. Calvin Smith seconded the motion, which passed unanimously.

B. Proposed 2022 TDLCB and QATF Meeting Schedules

Approval of the 2022 TDLCB and QATF meeting schedules. The proposed 2022 Board/Committee meeting schedule and QATF meeting dates were provided.

MOTION: Commissioner Jim Fisher motioned to approve the 2022 TDLCB and QATF meeting schedules. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

C. Acknowledgement of the Annual Operating Report (AOR)

Staff requested 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, was provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets, copies provided.

MOTION: Commissioner Jim Fisher motioned to approve ACCESS LYNX's Annual Operating Report (AOR). Mr. Wayne Olson seconded the motion, which passed unanimously.

D. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2021-22. The AER was transmitted to the CTD. A copy was provided.

MOTION: Commissioner Jim Fisher motioned to approve ACCESS LYNX's Annual Expenditure Report (AER). Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

VI. PRESENTATIONS & STATUS REPORTS

A. Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, Director of Operations, LYNX, provided information on the current driver shortage at ACCESS LYNX. Mr. Hickling told TDLCB members that MV Transportation was down 75 drivers plus additional call outs by drivers. ACCESS LYNX has been working with UZURV, an independent contractor, to get trips up to 250 per day. In addition, he noted, they are working on emergency procurement for additional service providers. Mr. Hickling reported that ACCESS LYNX had renegotiated the driver wage rate increasing it to \$16 an hour as a way to address driver retention. Discussion ensued regarding Silver Ride helping with rides. Concerns were expressed about the new eligibility application and licensed Social Workers no longer being able to sign off on application as many of the clients are assisted by social workers who were previously permitted to sign. It was stated that clients may not have medical appointments scheduled where they could have a licensed physician sign it, or that it would take weeks or months for that to happen. Ms. Baldwin stated that this item could be brought back to the QATF for reconsideration and recommendation to the LCB. Discussion also ensued regarding expanding recruitment efforts and current rules for changing a subscription or ride.

B. Overview of Community Transportation Coordinator Selection Process

Mr. Norm Hickling, Director of Operations, LYNX presented information on the Request for Proposals (RFP) for paratransit. Mr. Hickling noted that the current contract for paratransit services expires in November 2022. The current contract has been in effect since December 2017 and has been with MV Transportation. Mr. Hickling reviewed the lessons learned, RFP requirements, and RFP timeline. He told committee members that an October Workshop with the Oversight Committee and the LYNX board will be asked to release the RFP at their December meeting.

VII. GENERAL INFORMATION

A. Planning Grant Update Report

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

B. Report of Operator Payments

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

VIII. MEMBER COMMENTS

None.

IX. PUBLIC COMMENTS (GENERAL)

Ms. Sanjanette Scott commented that the GPS in the vehicles needed to be upgraded. She added that she is penalized \$7 each way because she does not live near a fixed route. In addition, she was left in a parking lot in the dark at 6:00 a.m.

Ms. Collette McLeod, Advent Health, commented that a licensed medical professional should be able to sign off on the eligibility application.

Ms. Marilyn Baldwin commented that she will be bringing the proposal to expand who can fill out application medical forms to the QATF.

Ms. Joanne Counelis commented that she would like to have a new access card for the bus. She also commented on being picked up and dropped off too early.

Mr. Eric Lutz commented that he would like for the GPS on the buses updated and tablets provided on the buses along with flip phones for drivers to contact riders directly He suggested a voucher program for Uber and LYFT if ACCESS LYNX is running late. Mr. Lutz asked how MV was paid per trip or per mile. Mr. Hickling responded that MV has a contract flat rate for service and ACCESS LYNX is always updating the GPS.

Ms. Pitha Beland commented that she would like to have service provided to other counties that are outside the rider's home county.

Ms. Rees commented that the buses have to use commercial GPS in order to allow them to make U-turns.

X. 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

XI. ADJOURNMENT

Ms. Whittington thanked those in attendance for joining the meeting. She called attention to two vacancies on TDLCB one for a for-profit operator and one representing the elderly to replace Dr. Levine Silverman who moved out of state.

There being no further business the meeting adjourned at 11:51 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 10th day of February 2022.

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





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

DATE: November 18, 2021

LOCATION: MetroPlan Orlando
250 S. Orange Avenue, Suite 200
Orlando, FL 32801

TIME: 10:00 a.m.

Those that attended the meeting in person were:

Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
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 Not in Attendance

Commissioner Mayra Uribe, Orange County
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chad Ballard, Medical Community
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Vacant, Elderly

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
A complete list of other attendees is available upon request.

Mayor Pat Bates, Vice Chairperson, called the public workshop to order at 10:00 a.m. and welcomed everyone. Commissioner Jim Fisher led attendees in the Pledge of Allegiance. Ms. Lisa Smith called roll and confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public workshop meeting, provided details on how the public workshop was noticed, the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual raise hand feature to be recognized by the Chairperson. She also confirmed that the meeting had been properly noticed. Lastly, Ms. Whittington thanked attendees for participating and providing their comments.

Mayor Bates explained that the meeting consisted of two parts: the public workshop and the regularly scheduled quarterly TDLCB meeting which would immediately follow. She requested that public workshop participants fill out a speaker card if they wished to make public comments. Mayor Bates announced that each speaker would be allowed two minutes.

Public Comments:

Online Commenters

- Ms. Whittington acknowledged that public comments received via email had been provided to the members.
- Ms. Whittington stated that an online speaker card had received from Mr. Bradley Kreiter, however, he was not present when his name was called to make his public comment and therefore did not address the Board.
- Mr. Tim Gruber commented that his son is an Access LYNX user and despite being well qualified with two renewals was listed as ineligible in 2020 and reclassified as TD. His son uses the service for work and has had rides don't show up or arrive late with no calls or estimate on arrival. Mr. Gruber commented on rigid rules for the service which include the inability to correct bookings. In addition, he noted that the booking window of only one day suggesting it should be seven days to allow more time to plan the trips. (Note: Mr. Gruber's allotted time expired and he was encouraged to submit his comments in writing via email, which he did following the meeting.)
- Ms. Sanjanette Scott commented on the tardiness of her rides. She understands there are low staffing issues, but she is late to and from appointments and does not receive a call to let her know the ride will be late.
- Mr. Scott Porter commented that he has a hard time using the service due to the conditions to use the service. He submitted an appeal, and he received no response to his appeal.
- Ms. Whittington stated that online speaker card had been received from Mr. Tim O'Neal, however, he was not present when his name was called and therefore did not address the Board.
- Mr. Matt Ortiz commented that he understands there is a driver shortage, but his rides are habitually late and there is no communication regarding his ride being delayed.
- Ms. Sheila Young commented that she loves the UZURV service, however they tell riders to look for a certain color car and a majority of riders are visually impaired. She felt that ACCESS LYNX should rethink the pay scale for drivers. In addition, she felt riders should receive a call if their ride was going to be late.

- Ms. Earlene Powell Crosskey commented that she is an ACCESS LYNX rider since 2013. She noted that the drivers were courteous and nice and got her to where she needed to go. She uses UZURV now and is very pleased with the service.

In person Comments

Ms. Alma Reese commented that everyone has had bad experiences, but she was concerned regarding the drivers' lack of urgency to get to her destination.

Mr. Harold Gustafson commented that he has been using the service for a couple of years and he is happy to not have to rely on friends for rides, but a few things need to change. He suggested additional training for drivers in order to ensure they are aware of the safety ties to secure wheelchairs. In addition, the cost for an all-day pass for regular bus service is \$4.50 while ACCESS LYNX is \$4 each leg of the trip, which is a lot if a rider just needs to pick up a \$5 item at the store.

Mr. Eric Lutz commented that he has been an ACCESS LYNX rider for ten years. He has noticed a slowdown recently and a number of safety and efficiency issues. He suggested phones for drivers to communicate with riders and tablets for buses to access Google maps. He noted that there are services like UZURV that should be expanded. Mr. Lutz acknowledged ACCESS LYNX staff that he felt did a good job.

Ms. Joanne Counelis (Seminole County resident) commented on the need for 24-hour bus and train service. She added service is needed on Country Club Road from the SunRail station to Seminole State College as well as Oviedo Boulevard to the Aquatics Center. Bus and train service is needed every half hour and holidays so nobody is stranded.

Ms. Pauline Powell commented that her rides are habitually late. One driver drove in turned around and left reporting her as a no show. She commented that the drivers have no compassion for seniors and need to be better screened. In addition, she knew of another disabled rider that was stranded and had to find an alternative ride home getting causing them to arrive home very late.

Prior to closing the public comment period Mayor Bates asked if anyone else wanted to make public comments.

Ms. Pitha Belando commented that she was thankful for the service, especially with Covid. She had concerns regarding late rides and being left outside late at night waiting for her ride to arrive.

Mayor Bates thanked everyone that brought forward concerns at the public workshop. She assured the speakers that ACCESS LYNX will receive a copy of the comments received.

There being no further comments, the public comment period was closed.

Ms. Whittington shared that she had recently attended a CTD Planners workshop where the Commission wanted to see Public Workshops include opportunities for educating the public on the Transportation Disadvantaged program and/or other options riders may not be aware of. LYNX was asked to provide an overview of their How to Ride guide, and their new Eligibility Application that had been approved by the LCB earlier in the year.

How to Ride Presentation

Mr. Lendy Castillo, LYNX, presented information on “How to Ride” detailing options open for riding the LYNX, ACCESS LYNX and NeighborLink transportation services. He reviewed the Travel Training and ACCESS Plus programs. Mr. Castillo noted that participants who complete the Travel Training program would receive a free 30-day bus pass.

Presentation on Revised Eligibility Application

Mr. Norm Hickling gave a presentation on the ACCESS LYNX updated eligibility application. Mr. Hickling told attendees that previously there had been one eligibility requirement. The revised application, he noted, incorporated state level items. There still was a 21-day review period for the application and medical information needed to be signed off on by a licensed physician. Mr. Hickling reported that UZURV is a private contractor, and their vehicles had no amenities to accommodate wheelchairs.

Member Comments: There were no member comments.

Mayor Bates thanked those in attendance and invited them to stay for the TDLCB meeting.

The public workshop adjourned at 10:59 a.m.

TAB 3





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

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

Date: March 9, 2022

Name (DOPA): MetroPlan Orlando

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

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

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

Signature: _____
Honorable Mayra Uribe

Title: Chairperson of MetroPlan Orlando

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange) Hon. Jim Fisher (Osceola) Hon. Pat Bates (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

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

MEDICAL COMMUNITY	Chad Ballard	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Karla Radka	-
REPRESENTING THE ELDERLY (OVER SIXTY)	VACANT	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Neika Berry	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	One Years
FOR-PROFIT OPERATOR	VACANT	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Crystal Ford, Orange County EMS Alt: Tom Daniels	-
	Jim Greszik, SunRail Customer Advisory Committee Chair	-

TAB 4





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

ARTICLE I: Preamble

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

ARTICLE II: Name and Purpose

Section 1: Name

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

Section 2: Purpose

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

ARTICLE III: Local Coordinating Board Membership

Section 1: Voting Members

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

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

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

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

Section 2: Alternate Members

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

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

Section 3: Technical Advisors - Non-Voting Members

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

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

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

Section 4: Terms of Appointment

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

Section 5: Termination of Membership

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

Section 6: Attendance

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

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

ARTICLE IV: Officers and Duties

Section 1: Appointments

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

Section 2: Chairperson

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

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

Section 3: Vice Chairperson

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

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

ARTICLE V: Administration of the Local Coordinating Board

Section 1: Regular Meetings

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

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

Section 2: Meeting Notices

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

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

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

Section 3: Quorum

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

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

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

Section 4: Voting

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

Section 5: Bylaws and Parliamentary Procedures

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

Section 6: Planning Agency Responsibilities

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

ARTICLE VII: Local Coordinating Board Duties

Section 1: Board Duties

The TDLCB shall:

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

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

ARTICLE VIII: Committees

Section 1: Quality Assurance Task Force

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

Section 2: Grievance Committee

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

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

Section 3: Others

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

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

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

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

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

ARTICLE XI: Certification

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board on the 11th day of February 2021.

A handwritten signature in black ink, appearing to read "Mayra Uribe", is written over a horizontal line.

Honorable Mayra Uribe, Chairperson,
Joint Orange, Osceola, and Seminole Counties
Transportation Disadvantaged Local Coordinating Board

TAB 5





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A REGIONAL TRANSPORTATION PARTNERSHIP

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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 11, 2021

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

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

II. DEFINITIONS

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

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

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

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

V. GRIEVANCE PROCEDURES

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

C. STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE, OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
 - "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant

GRIEVANCE TRACKING FORM FOR OFFICE USE ONLY

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

**GRIEVANCE PROCESS FORM FOR THE
ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

LYNX
Attn: Director of Mobility Services
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) (407) 254-6169

=====

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's part of a bound notebook. There is no handwriting or other markings on the page.

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This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface. There is no handwriting or other markings on the paper.

Printed Name: _____

Signature: _____

Date: _____

and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

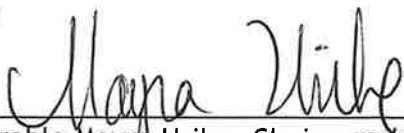
- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
 - c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

D. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 11th day of February, 2021.



Honorable Mayra Uribe, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

TAB 6





metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

LYNX Community Transportation Coordinator

Orange, Osceola and Seminole Counties

**July 1, 2020 - June 30, 2021
Evaluation Form**

TABLE OF CONTENTS

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



INTRODUCTION

The Florida Transportation Disadvantaged Commission (TD Commission) oversees a coordinated system of many local TD transportation service providers in the state. At the local level, community transportation coordinators (CTCs) are responsible for the provision of service. The service area for which the CTC is responsible can include more than one county. The coordinator can be a transportation operator and actually provide TD transportation service or it can form a network of providers by brokering all or some of the service to other transportation operators. All entities that receive federal, state, or local government funds to transport persons who are transportation disadvantaged are mandated by Chapter 427 of the Florida Statutes to contract with the local CTC for TD transportation services. The statute (427 F.S.) and rule (Rule Chapter 41-2) outline the duties and responsibilities of the CTC. Each CTC contracts annually with the TD Commission and is advised by the local coordinating board (LCB). By law and by rule the TDLCB evaluates the performance of the CTC, approves the CTCs annual service plan, which includes an evaluation element, and makes recommendations to the TD Commission regarding the renewal of the CTC's contract with the TD Commission. This form was created to serve as a formal process to evaluate the performance of the CTC (and its operators).

ACCESS LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is **July 1, 2020 through June 30, 2021.**

The purpose for conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to our TD population. The intent of this evaluation is to determine the level and quality of ACCESS LYNX service, and whether the costs are reasonable.

The CTC evaluation is based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Performance Measures, and Availability. Each category is subdivided into sections. Please read carefully, and place a check mark indicating your rating accordingly.

COORDINATION

OPERATIONS

Please rate each Operations Standard as indicated below:

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

COORDINATION OF PROVIDERS INCLUDING TAXIS AND TRANSPORTATION NETWORK COMPANIES (TNC)

ACCESS LYNX implemented a mobility services model which taxis and TNCs.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

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

COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether ACCESS LYNX is delivering the most cost-effective transportation

Measurements	July 2018 -June 2019		July 2019 -June 2020		FY18/19 – FY19/20 % Change
Coordinated Trips	671,280		595,815		-12.93%
Unduplicated Passengers	8,963 TD:1,985	1.3%	8,124 TD:1,861	1.4%	-9.86%
No-Shows	44,818		41,706		-9.96%
Road Calls	289		160		-46.07%
Chargeable Accidents	45		55		14.49%
Vehicles	164		164		0.00%

RATIOS:

Measurements	(July - June) 2018/19	(July - June) 2019/20	% Change
Trips/Vehicle Mile	0.108	0.113	8.68%
Trips/Road Call	2,323	3,724	67.22%
Operating Expense/Vehicle Mile	\$4.91	\$5.57	26.72%
Operating Expense/Trip	\$45.23	\$49.46	9.09%
Chargeable Accidents/100,000 Vehicle Miles	0.73	1.04	49.21%
Local Revenue/Operating Expense	89.16%	126%	51.40%

Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service? For your convenience, a glossary of measurement terms has been attached to this evaluation

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on **Cost Effectiveness and Efficiency**:

LOCAL PERFORMANCE MEASUREMENTS

A goal of any community transportation program should be to ensure the provision of quality service. The goal is supported by several objectives:

1. encourage courteous customer relations and passenger comfort;
2. provide service that minimizes customer travel and wait times; and
3. provide safe and reliable service

The TDLCB establishes the local performance measures for the CTC. Please rate each local performance measure below:

- On-Time Performance
- Call Hold Time
- Commendations and Concerns
- Identification of most appropriate mode

On-Time Performance

On-time performance directly measures the ability of the transportation provider of having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will effect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely.

*The TDLCB established an on-time performance goal of 91% or higher. The average on-time performance between July 2019 to June 2020 was of **91.78%***

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Call Hold Time

The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed.

*The TDLCB established an average call hold time goal of three (3) minutes. The average call hold time between July 2019 and March 2020 was **5 minutes and 54 seconds**. ACCESS LYNX took the following corrective actions: calibrated the call center department schedules, adjusted split skill queues, implemented a new phone system platform and enhanced training, thereby improving the overall call hold time metrics between April 2020 and June 2020 to **46 seconds**.
NOTE: The call volume decreased due to COVID-19 starting in April 2020.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Commendations and Concerns

ACCESS LYNX has established a Customer Relations line which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement.

Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels:

Measurement	(July - June) 2018/2019	(July - June) 2019/2020	% Change
Concerns	1567	1416	-9.64%
Commendations	181	256	41.44%

*The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of **2.38** concerns.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Identification of most appropriate mode

ACCESS LYNX established a goal to transition transportation disadvantaged customer, who are able to use other modes of transportation, to the most appropriate mode.

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on the **local performance measures**:

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand
2. Being able to access customer service
3. Improve passenger awareness of TD transportation services.

Demand – TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. In 2019/20, there were 0 unmet needs.

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Customer Service Accessibility - From the point of view of the user, accessibility is the function of how easily service can be accessed.

ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com/WebACCESS. Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation.

Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

Access LYNX staff conducted a total of 2 (decrease due to COVID-19 restrictions) public outreach/public presentation efforts.

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2019 to June 2020:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on **Availability**:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have:

Please prioritize the most important areas you feel need improvement, and the amount of time in which you would like to see them implemented.

1. Area: _____

Time Frame for implementation: _____

2. Area: _____

Time Frame for implementation: _____

3. Area: _____

Time Frame for implementation: _____

4. Area: _____

Time Frame for implementation: _____

GLOSSARY

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Concern: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Customer Relations: Customer relations are the relationships that a business has with its customers and the way in which it treats them.

Customer Service: The process of ensuring customer satisfaction with a product or service.

Demand response trips: Random trips not automatically generated by the scheduling software.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

MV Transportation: ACCESS LYNX paratransit and deviated-fixed route services contractor.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Road call: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

Scheduling: is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Subscription trips: Trips that are generated by the scheduling software the same day and time every week.

Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Prioritization of Trust Fund trips within each category is as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

TAB 7





Mobility Services CTC Report



Table of Contents



Overview



ACCESS LYNX Performance



Customer Service Performance



Ongoing Initiatives

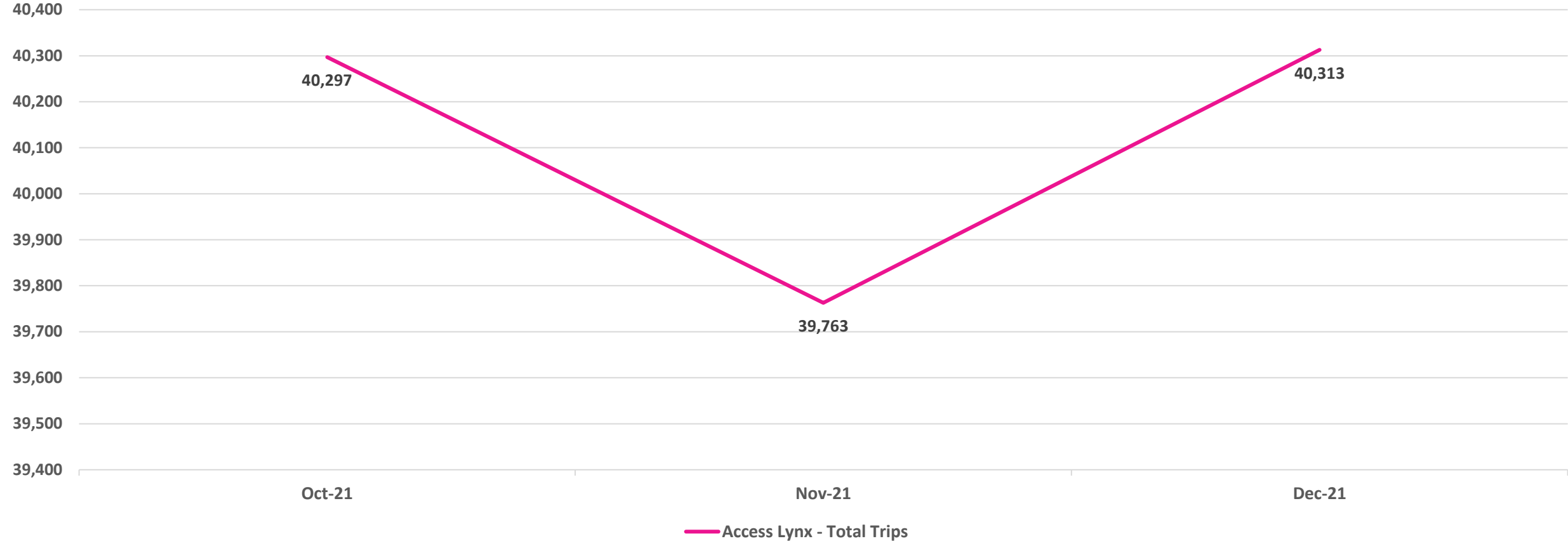


Questions

- **COVID still presenting a challenging environment**
 - **Testing and Vaccination Trips**
- **Dialysis Trip Challenges**
- **Staff challenges due to COVID**

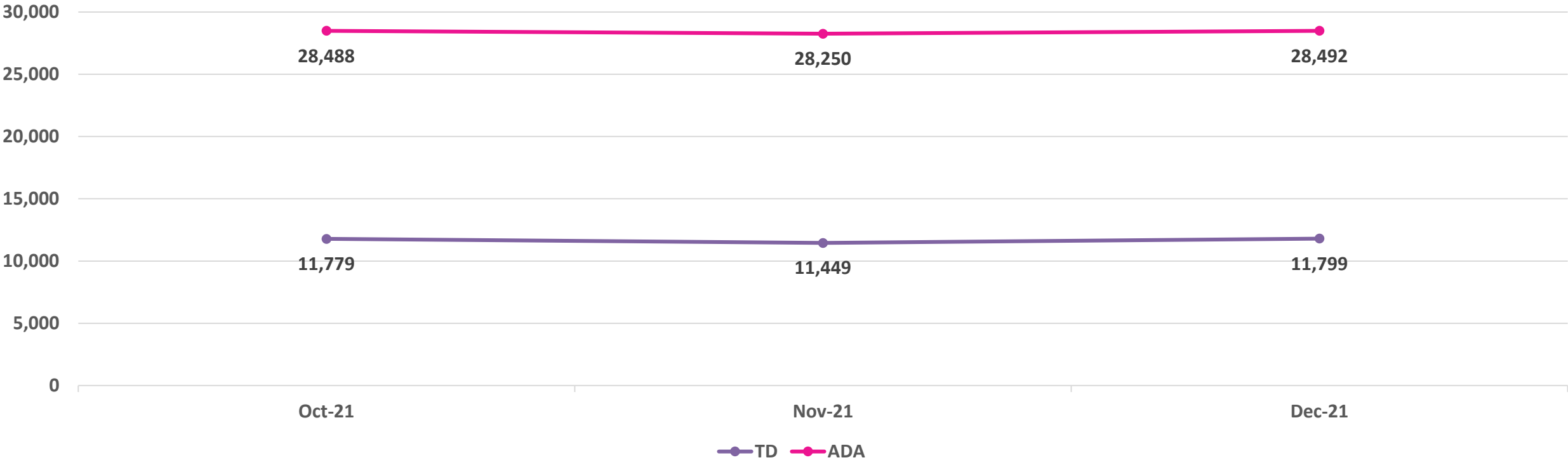
ACCESS LYNX Performance

Oct-21	Nov-21	Dec-21
40,297	39,763	40,313



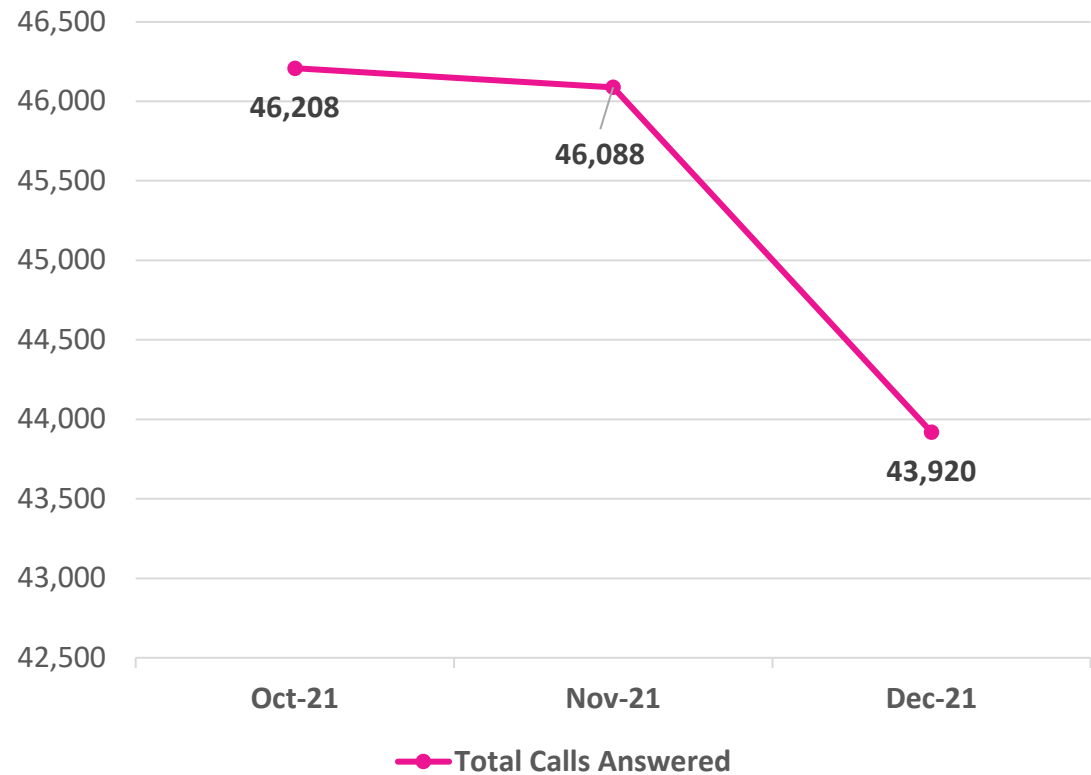
ACCESS LYNX Performance

	Oct-21	Nov-21	Dec-21
TD	11,779	11,449	11,799
ADA	28,488	28,250	28,492

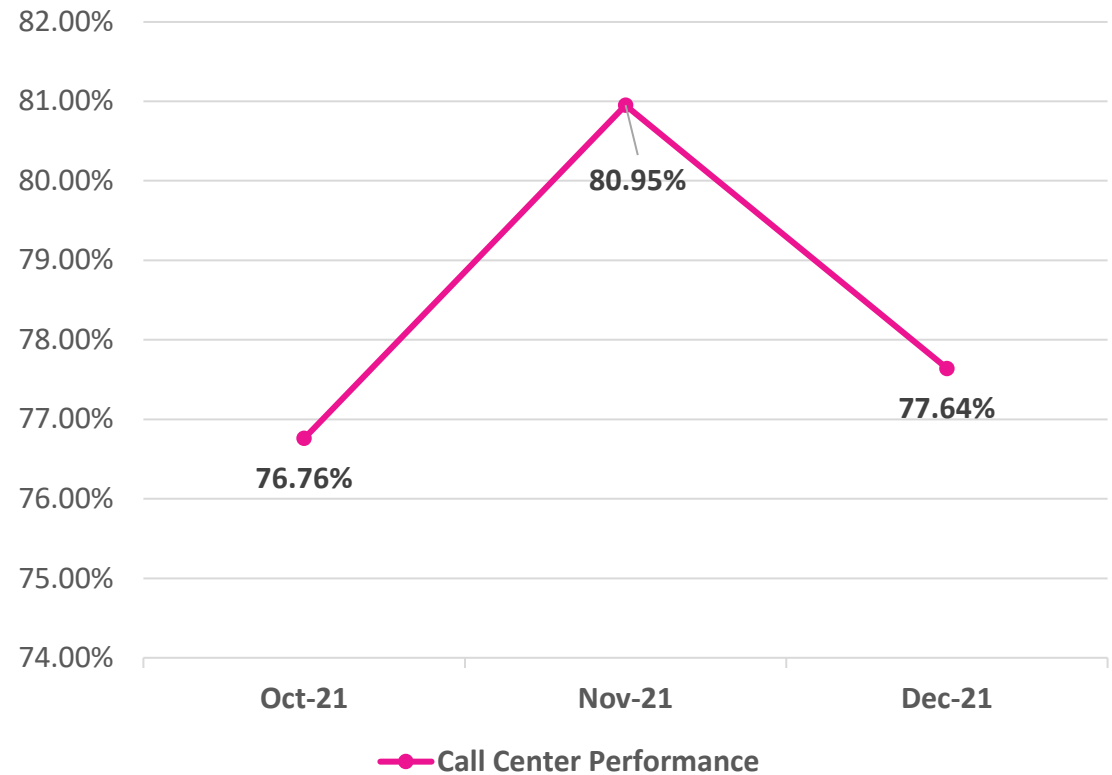


Customer Service Performance

	Oct-21	Nov-21	Dec-21
Total Calls Answered	46,208	46,088	43,920
Average Speed of Answer	4:45	3:47	4:47



	Oct-21	Nov-21	Dec-21
Call Center Performance	76.76%	80.95%	77.64%



Ongoing Initiatives

- Operator Recruitment
- Delivery of new Vehicles – Fleet Expansion
- Upgrade to Trapeze System v19
 - NeighborLink connectivity
- MYACCESS Tracking System



Questions



- Texting capabilities
- New Phone and Customer Contact system
- RFP for new provider contract
 - Authorization received December 2021
- Update on new NeighborLink service

Feedback & Questions

TAB 8



TASK 3



QUALITY ASSURANCE TASK FORCE MEETING NOTICE

DATE: Tuesday, October 26, 2021

TIME: 10:00 a.m.

LOCATION: VIRTUAL MEETING

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link: -
<https://us02web.zoom.us/j/82279407744?pwd=aHVNNU1ONnl0UXNzZStvYmxCVXJkUT09>
Passcode: 827929

To dial in, please see the calendar item for this meeting:
<https://metroplanorlando.org/meetings/quality-assurance-task-force-virtual-workshop-10-26-21/>

If you have any questions or additions, please feel free to contact me at (407) 497-1536 or by email at vlwhittington@metroplanorlando.org.

QUALITY ASSURANCE TASK FORCE

AGENDA

October 26, 2021 | 10:00 a.m.

Ms. Marilyn Baldwin, Chairperson, Presiding

- I. CALL TO ORDER – Ms. Baldwin**
- II. CONFIRMATION OF QUORUM – Ms. Lisa Smith**
- III. AGENDA REVIEW & ANNOUNCEMENTS– Ms. Virginia Whittington**
- IV. ITEMS FOR REVIEW AND DISCUSSION**
 - A. 2022 QATF Proposed Meeting Schedule** **Tab 1**
Presenter: Ms. Virginia Whittington
 - B. Review and Recommend Approval of Annual Expenditure Report (AER) and Annual Operating Report (AOR)** **Tab 2**
Presenter: Ms. Virginia Whittington
- V. DISCUSSION/PRESENTATIONS**
 - A. ACCESS LYNX Mobility Services Update**
Presenter: Mr. Norm Hickling

At the request of Chairperson Marilyn Baldwin, this item will include an explanation of the process being used to address on time performance and redistribution of manifests.
- VI. MEMBER COMMENTS**
- VII. PUBLIC COMMENTS**

People wishing to speak must complete an electronic [“Speakers Introduction Card”](#). Each speaker is limited to two minutes.

VIII. NEXT MEETING – January 26, 2022

IX. ADJOURNMENT

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

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



QUALITY ASSURANCE TASK FORCE HIGHLIGHTS

October 26, 2021

10:00 a.m.

Ms. Marilyn Baldwin, Chairperson, Presiding

- The QATF met October 26th in a virtual workshop format.
- We previewed the 2022 QATF Proposed Meeting Schedule.
- Review and Recommend Approval of Annual Expenditure Report (AER) and Annual Operating Report (AOR) by consensus
- We received two presentations from ACCESS LYNX's Mobility Service team. One having to do with driver shortages and wage challenges, and the other regarding the upcoming RFP for Mobility Services. Both of these presentations are on today's agenda.

- Our next meeting is January 26, 2022.



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.



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

DATE: Thursday, November 18, 2021
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Mayor Pat Bates, Vice Chairperson , Presiding

Members in attendance were:

Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Ms. Marilyn Baldwin, Disabled
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Janee Olds, Career Source CF
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Dianne Arnold, Economically Disadvantaged
Mr. James Grzesik, SunRail CAC
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Commissioner Mayra Uribe, Orange County
Vacant, Elderly

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

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

I. CALL TO ORDER –

Mayor Pat Bates called the meeting to order at 10:59 a.m.

II. CONFIRMATION OF QUORUM –

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

III. CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS – Vice-Chairperson Bates

Mayor Bates announced that Commissioner Mayra Uribe was unable to attend the meeting due to out of town travel, so she would be presiding over the meeting. Ms. Marilyn Baldwin was called on to present a report from the Quality Assurance Task Force.

QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, provided a report from the October 26, 2021 QATF meeting which was held in a virtual workshop format. Ms. Baldwin reported that QATF members reviewed the 2022 TDLCB and QATF meeting schedules, the ACCESS LYNX Annual Expenditure Report and Annual Operating Report. QATF members received two presentations from ACCESS LYNX's Mobility Service team. One having to do with driver shortages and wage challenges, and the other regarding the upcoming RFP for Mobility Services. The next QATF meeting is scheduled on January 25, 2022. Ms. Baldwin thanked MetroPlan Orlando for their assistance with Mobility Week and White Cane Day events.

IV. PUBLIC COMMENTS ON ACTION ITEMS

None

V. ACTION ITEMS

A. Approval of minutes of previous meeting

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

MOTION: Commissioner Jim Fisher motioned to approve the August 12, 2021 meeting minutes. Mr. Calvin Smith seconded the motion, which passed unanimously.

B. Proposed 2022 TDLCB and QATF Meeting Schedules

Approval of the 2022 TDLCB and QATF meeting schedules. The proposed 2022 Board/Committee meeting schedule and QATF meeting dates were provided.

MOTION: Commissioner Jim Fisher motioned to approve the 2022 TDLCB and QATF meeting schedules. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

C. Acknowledgement of the Annual Operating Report (AOR)

Staff requested 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, was provided. Acknowledgement also authorizes the Chairperson to execute the cover sheets, copies provided.

MOTION: Commissioner Jim Fisher motioned to approve ACCESS LYNX's Annual Operating Report (AOR). Mr. Wayne Olson seconded the motion, which passed unanimously.

D. Acknowledgement of the Annual Expenditure Report (AER)

Staff requested acknowledgement of the Annual Expenditure Report (AER) for FY 2021-22. The AER was transmitted to the CTD. A copy was provided.

MOTION: Commissioner Jim Fisher motioned to approve ACCESS LYNX's Annual Expenditure Report (AER). Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

VI. PRESENTATIONS & STATUS REPORTS

A. Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, Director of Operations, LYNX, provided information on the current driver shortage at ACCESS LYNX. Mr. Hickling told TDLCB members that MV Transportation was down 75 drivers plus additional call outs by drivers. ACCESS LYNX has been working with UZURV, an independent contractor, to get trips up to 250 per day. In addition, he noted, they are working on emergency procurement for additional service providers. Mr. Hickling reported that ACCESS LYNX had renegotiated the driver wage rate increasing it to \$16 an hour as a way to address driver retention. Discussion ensued regarding Silver Ride helping with rides. Concerns were expressed about the new eligibility application and licensed Social Workers no longer being able to sign off on application as many of the clients are assisted by social workers who were previously permitted to sign. It was stated that clients may not have medical appointments scheduled where they could have a licensed physician sign it, or that it would take weeks or months for that to happen. Ms. Baldwin stated that this item could be brought back to the QATF for reconsideration and recommendation to the LCB. Discussion also ensued regarding expanding recruitment efforts and current rules for changing a subscription or ride.

B. Overview of Community Transportation Coordinator Selection Process

Mr. Norm Hickling, Director of Operations, LYNX presented information on the Request for Proposals (RFP) for paratransit. Mr. Hickling noted that the current contract for paratransit services expires in November 2022. The current contract has been in effect since December 2017 and has been with MV Transportation. Mr. Hickling reviewed the lessons learned, RFP requirements, and RFP timeline. He told committee members that an October Workshop with the Oversight Committee and the LYNX board will be asked to release the RFP at their December meeting.

VII. GENERAL INFORMATION

A. Planning Grant Update Report

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

B. Report of Operator Payments

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

VIII. MEMBER COMMENTS

None.

IX. PUBLIC COMMENTS (GENERAL)

Ms. Sanjanette Scott commented that the GPS in the vehicles needed to be upgraded. She added that she is penalized \$7 each way because she does not live near a fixed route. In addition, she was left in a parking lot in the dark at 6:00 a.m.

Ms. Collette McLeod, Advent Health, commented that a licensed medical professional should be able to sign off on the eligibility application.

Ms. Marilyn Baldwin commented that she will be bringing the proposal to expand who can fill out application medical forms to the QATF.

Ms. Joanne Counelis commented that she would like to have a new access card for the bus. She also commented on being picked up and dropped off too early.

Mr. Eric Lutz commented that he would like for the GPS on the buses updated and tablets provided on the buses along with flip phones for drivers to contact riders directly. He suggested a voucher program for Uber and LYFT if ACCESS LYNX is running late. Mr. Lutz asked how MV was paid per trip or per mile. Mr. Hickling responded that MV has a contract flat rate for service and ACCESS LYNX is always updating the GPS.

Ms. Pitha Beland commented that she would like to have service provided to other counties that are outside the rider's home county.

Ms. Rees commented that the buses have to use commercial GPS in order to allow them to make U-turns.

X. 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

XI. ADJOURNMENT

Ms. Whittington thanked those in attendance for joining the meeting. She called attention to two vacancies on TDLCB one for a for-profit operator and one representing the elderly to replace Dr. Levine Silverman who moved out of state.

There being no further business the meeting adjourned at 11:51 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 10th day of February 2022.

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.

Order ID: 7067489

* Agency Commission not included

GROSS PRICE * : **\$222.50**

PACKAGE NAME: Orlando Sentinel

Order ID: 7067489

* Agency Commission not included

GROSS PRICE * : \$222.50

PACKAGE NAME: Orlando Sentinel

Product(s): Orlando Sentinel, Affidavit, Floridapublicnotices.com

AdSize(s): 1 Column

Run Date(s): Friday, October 22, 2021

Zone: Full Run

Color Spec. B/W

Preview

MEETING NOTICE

MetroPlan Orlando, The Metropolitan Planning Organization for the Orlando Urban Area, announces the following public meeting of the Quality Assurance Task Force (QATF), to which all persons are invited:

Date: Tuesday, October 26, 2021

Time: 10:00 a.m.

Place: This meeting will be conducted on the Zoom platform. For information on accessing the meeting by computer or phone, see MetroPlanOrlando.org/virtualmeetings

Purpose: Regularly Scheduled Subcommittee Meeting

A copy of the detailed agenda for the meeting may be obtained by contacting Ms. Lisa Smith, Board Services Coordinator, MetroPlan Orlando, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801, (407) 481-5672 extension 307 or by email: lsmith@metroplanorlando.org.

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

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

Order ID: 7067553

* Agency Commission not included

GROSS PRICE * : **\$278.75**

PACKAGE NAME: Orlando Sentinel

Order ID: 7067553

* Agency Commission not included

GROSS PRICE * : **\$278.75**

PACKAGE NAME: Orlando Sentinel

Product(s): Orlando Sentinel, Affidavit, Floridapublicnotices.com

AdSize(s): 1 Column

Run Date(s): Monday, November 8, 2021

Zone: Full Run

Color Spec. B/W

Preview

Order ID: 7067553

* Agency Commission not included

GROSS PRICE * : \$278.75

PACKAGE NAME: Orlando Sentinel

**YOU'RE INVITED TO A PUBLIC MEETING ON
PARATRANSIT!**

The Transportation Disadvantaged Local Coordinating Board (TDLCB) is seeking public input on ACCESS LYNX, the paratransit service for Orange, Osceola, and Seminole Counties. The TDLCB holds a public meeting each year to gather public input on the area's paratransit service.

When: Thursday, November 18, 2021 at 10:00 a.m.

Where: MetroPlan Orlando, 250 South Orange Avenue, Suite 200, Orlando, FL 32801

*Parking is available for MetroPlan Orlando in the parking garage located at 25 West South Street. The garage entrance is at Boone Avenue & South Street. (Please note: MetroPlan Orlando is unable to validate parking tickets from other parking garages.) You can also reach our office via SunRail, LYNX fixed route, LYMMO, bicycling, or walking.

*Eligible ACCESS LYNX TD users should call 407-423-TRIP (8747) by Tuesday, November 16th to reserve a free ride to and from the event.

Comment from your home: To join the meeting from your home using your phone, computer, or tablet visit our website for more information: www.metroplanorlando.org. You may also submit a comment in advance of the meeting, by email to Comment@MetroPlanOrlando.org.

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 by telephone 407-481-5672 x307, by email lsmith@metroplanorlando.org, or by mail: MetroPlan Orlando, 250 South Orange Avenue, Suite 200, Orlando, Florida, 32801 at least three business days prior to the event. Persons who require translation services, which are provided at no cost, should also contact Ms. Smith at least three business days prior to the event.

Immediately following the public meeting, the Transportation Disadvantaged Local Coordinating Board will meet. This regularly scheduled meeting is open to the public. A copy of the detailed agenda may be obtained by visiting the calendar section of www.metroplanorlando.org or contacting Ms. Lisa Smith, Board Services Coordinator by phone at 407-481-5672 x307, by mail at MetroPlan Orlando, 250 South Orange Avenue, Suite 200, Orlando, FL 32801, or by email lsmith@metroplanorlando.org.



Transportation Disadvantaged Local Coordinating Board Attendance Record 2021

															Alt
NAME	ORGANIZATION	Jan	Feb	Mar	Apr	13-May	25-May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Calvin Smith	AHCA/Medicaid		P			P/V	P			P			P		Tamyika Young
Dr.L. Levine-Silverman	Elderly		P			P/V	P/V								Cheryl Stone
Marilyn Baldwin	Disabled		P			P/V	P			P/V			P		Shelia Young
Adam Zubritsky	Public Education		P			P	P/V			P			P		Angela Johnson
Wilfredo Raices	4C's		P			P/V	P/V			P/V			A		Kevin Paulin
Neika Berry	Citizen Advocate		P			P	P			P			P		
Robert Melia	Citizen Advocate, System User		P			P/V	P/V			P/V			P		
Alnita Whitt	Veterans		P			P	P			P			P		
Comm. Mayra Uribe	Orange County		P			P	P			P			A		
Sharon Jennings	Agency for Persons w/Disabilities		P			P	P			P			P		Maria Goris
Karla Radka	Senior Resource		A			A	A			P/V			A		Sarah Lightell
Mayor Pat Bates	Seminole County		P			P	P/V			A			P		
Wayne Olson	Division of Vocational Rehabilitation		P			P	P			P			P		
Jo Santiago	FDOT		P			P/V				P			P		Carlos Colon
Comm. Jim Fisher	Osceola County		P			A	P			P			P		
Vacant	For-Profit(MV)												V		
Dianne Arnold	Economically Disadvantaged		P			P/V	P			P			A		
Janeé Olds	Career Source CF		P			P/V	P/V			P			P		Adlih Trotman-Diaz
Chad Ballard	Medical Community		P			A	P			P			P		Dennis Buhring
Non-Voting Members															
Crystal Ford	EMS		P			P/V	P/V			P/V			A		Tom Daniels
Norman Hickling	LYNX		P			P/V	P/V			P/V			P		Hickling/Stubbs
James Grzesik	SunRail CAC		P			P/V	P/V			A			A		
Vacant	LYNX TAC Designee														

A = Absent

V= Vacant

P = Present

P/V = Present/Virt

R = Represented

Date Appt

ROSTER

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



CHAIRMAN: Honorable Mayra Uribe, Orange County
VICE CHAIRMAN: TBD

ORANGE COUNTY

Commissioner Mayra Uribe

Orange County BCC
201 South Rosalind Avenue
PO Box 1393
Orlando FL 32802
PH: (407) 836-5976

Alternate:

SEMINOLE COUNTY

Mayor Pat Bates

City of Altamonte Springs
225 Newburyport Avenue
Altamonte Springs FL 32701
PH: (407) 571-8031

Alternate:

OSCEOLA COUNTY

Commissioner Jim Fisher

City of Kissimmee
101 Church Street
Kissimmee FL 34741
PH: (407) 847-2821

Alternate:

CITIZEN ADVOCATE

Neika Berry

CITIZEN ADVOCATE (SYSTEM USER)

Bob Melia

AGENCY FOR PERSONS WITH DISABILITIES

Sharon Jennings

400 West Robinson Street, S-430
Orlando, Florida 32801
PH: (407) 245-0440 x611

Alternate: Maria Goris



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Updated: August 4, 2021

ROSTER

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



DEPARTMENT OF EDUCATION & VOCATIONAL REHABILITATION

Wayne Olson

3555 Maguire Boulevard, Ste. 205
Orlando, Florida 32803
PH: (407) 897-2725

Alternate:

ECONOMICALLY DISADVANTAGED

Dianne Arnold

2100 East Michigan Street
Orlando, FL 32806
PH: (407) 836-7588

Alternate: Wanda Rosa

FLORIDA DEPARTMENT OF TRANSPORTATION

Jo Santiago

133 S. Semoran Boulevard
Orlando, FL 32807
PH: (321) 319-8175
PH: (386) 943-5109

Alternate: Carlos Colón

FOR-PROFIT OPERATOR

Vacant

MEDICAID

Calvin Smith

400 W. Robinson Street, Ste. S309
Orlando, FL 32801
PH: (407) 420-2483

Alternate: Ivonne Perez

PH: (407) 420-2493

MEDICAL COMMUNITY

Chad Ballard

203 Ernestine Street
Orlando, Florida 32837
PH: (407) 843-6110

Alternate: Dennis Buhring

ROSTER

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



PUBLIC EDUCATION, OCPS TRANSPORTATION

Adam Zubritsky
Safety/Training Department

5149 North Pine Hills Road
Orlando, Florida 32808
PH: (407) 521-2339 x2057250

Alternate: Angela Johnson

PH: (407) 521-2339 x2057258

REGIONAL WORKFORCE DEVELOPMENT

Janeé Olds

CareerSource Central Florida
1209 West Airport Boulevard
Sanford, FL 32773
PH: (407) 531-1222, ext. 7332

Alternate: Shinara Hughes

PH: (407) 531-1222, ext. 4709

REPRESENTATIVE FOR PERSONS WITH DISABILITIES

Marilyn Baldwin

Alternate: Shelia Young

REPRESENTATIVE FOR THE ELDERLY (OVER 60)

Vacant

Alternate: Vacant

SENIOR RESOURCE ALLIANCE (AREA AGENCY ON AGING OF CENTRAL FLORIDA)

Karla Radka

3319 Maguire Boulevard
Orlando, Florida 32803
PH: (407) 514-1802

Alternate:

STATE COORDINATING COUNCIL OF EARLY CHILDHOOD DEVELOPMENT

Wilfredo Raices

3500 West Colonial Drive
Orlando, Florida 32808

Alternate: Kevin Paulin

ROSTER

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



VETERANS

Alnita Whitt

Orange County Veterans Services
2100 East Michigan Street
Orlando, Florida 32806
PH: (407) 836-8990

Alternate:

ORANGE COUNTY EMS

Crystal Ford, Non-voting Member

2002-A East Michigan Street
Orlando, Florida 32806

Alternate: Tom Daniels

LYNX

**Mr. Norman Hickling, Director of Mobility
Services**

455 North Garland Avenue, Ste. 400
Orlando, Florida 32801
PH: (407) 254-6146

Ms. Dana Baker, Chief Operating Officer

PH: (407) 254-6161

Alternate: Selita Stubbs

PH: (407) 254-6054

LYNX – TAC REPRESENTATIVE

VACANT, Non-voting Member

Alternate:

SUNRAIL CAC REPRESENTATIVE

James Grzesik

5600 Sand Lake Road, MP-16
Orlando FL 32819
PH; (407) 356-8172

TASK 4



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

DATE: Thursday, November 18, 2021

TIME: 10:00 a.m.* (See note below)

LOCATION: MetroPlan Orlando
David L. Grovdahl Board Room
250 S. Orange Avenue
Orlando, FL 32801

(PLEASE NOTE: The annual TDLCB public workshop 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=OWFIYzBrTlBpZnZlbDdUcG1UcTVtZz09>
Passcode: 692129

To dial in, please see the calendar item for this meeting:
[Transportation Disadvantaged Public Virtual Meeting \(metroplanorlando.org\)](https://metroplanorlando.org/transportation-disadvantaged-public-virtual-meeting)

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 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 by phone prior to the meeting by dialing 407-536-9498 to leave a voice message. Voice messages will also be summarized by the meeting moderator.

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



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

AGENDA

Honorable Mayra Uribe, Chairperson, Presiding

- I. CALL TO ORDER – Chairperson Uribe
- II. PLEDGE OF ALLEGIANCE
- III. ROLL CALL OF LCB BOARD MEMBERS – Ms. Lisa Smith
- IV. PURPOSE OF THE PUBLIC MEETING – Ms. Virginia L. Whittington
- V. PUBLIC COMMENTS

Anyone wishing to provide public comments should complete an [electronic speaker card](#). (See **Ways to Participate** on page 1.). 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. Each speaker is limited to two minutes.

- VI. PRESENTATIONS
 - A. HOW TO RIDE GUIDE “LIVE”
 - B. UPDATED ACCESS LYNX ELIGIBILITY APPLICATION

- VII. ADJOURN PUBLIC MEETING

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



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

DATE: November 18, 2021

LOCATION: MetroPlan Orlando
250 S. Orange Avenue, Suite 200
Orlando, FL 32801

TIME: 10:00 a.m.

Those that attended the meeting in person were:

Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
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 Not in Attendance

Commissioner Mayra Uribe, Orange County
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chad Ballard, Medical Community
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Vacant, Elderly

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Cynthia Lambert, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
A complete list of other attendees is available upon request.

Mayor Pat Bates, Vice Chairperson, called the public workshop to order at 10:00 a.m. and welcomed everyone. Commissioner Jim Fisher led attendees in the Pledge of Allegiance. Ms. Lisa Smith called roll and confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public workshop meeting, provided details on how the public workshop was noticed, the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual raise hand feature to be recognized by the Chairperson. She also confirmed that the meeting had been properly noticed. Lastly, Ms. Whittington thanked attendees for participating and providing their comments.

Mayor Bates explained that the meeting consisted of two parts: the public workshop and the regularly scheduled quarterly TDLCB meeting which would immediately follow. She requested that public workshop participants fill out a speaker card if they wished to make public comments. Mayor Bates announced that each speaker would be allowed two minutes.

Public Comments:

Online Commenters

- Ms. Whittington acknowledged that public comments received via email had been provided to the members.
- Ms. Whittington stated that an online speaker card had received from Mr. Bradley Kreiter, however, he was not present when his name was called to make his public comment and therefore did not address the Board.
- Mr. Tim Gruber commented that his son is an Access LYNX user and despite being well qualified with two renewals was listed as ineligible in 2020 and reclassified as TD. His son uses the service for work and has had rides don't show up or arrive late with no calls or estimate on arrival. Mr. Gruber commented on rigid rules for the service which include the inability to correct bookings. In addition, he noted that the booking window of only one day suggesting it should be seven days to allow more time to plan the trips. (Note: Mr. Gruber's allotted time expired and he was encouraged to submit his comments in writing via email, which he did following the meeting.)
- Ms. Sanjanette Scott commented on the tardiness of her rides. She understands there are low staffing issues, but she is late to and from appointments and does not receive a call to let her know the ride will be late.
- Mr. Scott Porter commented that he has a hard time using the service due to the conditions to use the service. He submitted an appeal, and he received no response to his appeal.
- Ms. Whittington stated that online speaker card had been received from Mr. Tim O'Neal, however, he was not present when his name was called and therefore did not address the Board.
- Mr. Matt Ortiz commented that he understands there is a driver shortage, but his rides are habitually late and there is no communication regarding his ride being delayed.
- Ms. Sheila Young commented that she loves the UZURV service, however they tell riders to look for a certain color car and a majority of riders are visually impaired. She felt that ACCESS LYNX should rethink the pay scale for drivers. In addition, she felt riders should receive a call if their ride was going to be late.

- Ms. Earlene Powell Crosskey commented that she is an ACCESS LYNX rider since 2013. She noted that the drivers were courteous and nice and got her to where she needed to go. She uses UZURV now and is very pleased with the service.

In person Comments

Ms. Alma Reese commented that everyone has had bad experiences, but she was concerned regarding the drivers' lack of urgency to get to her destination.

Mr. Harold Gustafson commented that he has been using the service for a couple of years and he is happy to not have to rely on friends for rides, but a few things need to change. He suggested additional training for drivers in order to ensure they are aware of the safety ties to secure wheelchairs. In addition, the cost for an all-day pass for regular bus service is \$4.50 while ACCESS LYNX is \$4 each leg of the trip, which is a lot if a rider just needs to pick up a \$5 item at the store.

Mr. Eric Lutz commented that he has been an ACCESS LYNX rider for ten years. He has noticed a slowdown recently and a number of safety and efficiency issues. He suggested phones for drivers to communicate with riders and tablets for buses to access Google maps. He noted that there are services like UZURV that should be expanded. Mr. Lutz acknowledged ACCESS LYNX staff that he felt did a good job.

Ms. Joanne Counelis (Seminole County resident) commented on the need for 24-hour bus and train service. She added service is needed on Country Club Road from the SunRail station to Seminole State College as well as Oviedo Boulevard to the Aquatics Center. Bus and train service is needed every half hour and holidays so nobody is stranded.

Ms. Pauline Powell commented that her rides are habitually late. One driver drove in turned around and left reporting her as a no show. She commented that the drivers have no compassion for seniors and need to be better screened. In addition, she knew of another disabled rider that was stranded and had to find an alternative ride home getting causing them to arrive home very late.

Prior to closing the public comment period Mayor Bates asked if anyone else wanted to make public comments.

Ms. Pitha Belando commented that she was thankful for the service, especially with Covid. She had concerns regarding late rides and being left outside late at night waiting for her ride to arrive.

Mayor Bates thanked everyone that brought forward concerns at the public workshop. She assured the speakers that ACCESS LYNX will receive a copy of the comments received.

There being no further comments, the public comment period was closed.

Ms. Whittington shared that she had recently attended a CTD Planners workshop where the Commission wanted to see Public Workshops include opportunities for educating the public on the Transportation Disadvantaged program and/or other options riders may not be aware of. LYNX was asked to provide an overview of their How to Ride guide, and their new Eligibility Application that had been approved by the LCB earlier in the year.

How to Ride Presentation

Mr. Lendy Castillo, LYNX, presented information on “How to Ride” detailing options open for riding the LYNX, ACCESS LYNX and NeighborLink transportation services. He reviewed the Travel Training and ACCESS Plus programs. Mr. Castillo noted that participants who complete the Travel Training program would receive a free 30-day bus pass.

Presentation on Revised Eligibility Application

Mr. Norm Hickling gave a presentation on the ACCESS LYNX updated eligibility application. Mr. Hickling told attendees that previously there had been one eligibility requirement. The revised application, he noted, incorporated state level items. There still was a 21-day review period for the application and medical information needed to be signed off on by a licensed physician. Mr. Hickling reported that UZURV is a private contractor, and their vehicles had no amenities to accommodate wheelchairs.

Member Comments: There were no member comments.

Mayor Bates thanked those in attendance and invited them to stay for the TDLCB meeting.

The public workshop adjourned at 10:59 a.m.

TASK 7



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: 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):

TASK 9



SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G1Y61 Q2

INVOICE DATE:

QUARTER SERVICE DATES:

October 1 - December 31, 2021

AGENCY

MetroPlan Orlando

PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity to date. Lynx reported that the selection process will get underway in 2022.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Ongoing
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Prepared agenda for the November 18, 2021 Quarterly LCB meeting.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	A copy of the DRAFT minutes from the November 18, 2021 LCB meeting is provided.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	The annual public workshop was held virtually on November 18, 2021. A copy of the agenda and record of public input received is provided.
F. Provide staff support for committees of the local coordinating board. (Task 3)	Staff support provided for the Quality Assurance Task Force (QATF). A copy of the agenda and highlights from the October 26, 2021 meeting are provided along with proof of public notification.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this reporting period.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this reporting period.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	A current membership roster of the local coordinating board is provided.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Proof of publication for all meetings held during this reporting period are provided.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The LCB reviewed and approved the Annual Operating Report.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this reporting period.
II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	In progress. Scheduled to be presented to the Quality Assurance Task Force in April 2022, with LCB action in May 2022.
B. Encourage integration of "transportation disadvantaged" issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	Ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	Ongoing.
III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	Quarterly progress report is provided as deliverable.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD's regional meetings, the CTD's annual training workshop, or other sponsored training. (Task 10)	Staff attended CTD Training and Planners Workshop, October 27, 2021 (Daytona Beach, FL)
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	Attended CTD Go to Meeting, October 25, 2021.
D. Notify CTD staff of local TD concerns that may require special investigations.	None.
E. Provide training for newly-appointed LCB members. (Task 3)	No activity this reporting period.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this reporting period.
G. To the extent feasible, collect and review proposed funding applications involving "TD" funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	Ongoing.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission's <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this reporting period.
I. Assist the CTD in joint reviews of the CTC.	No activity this reporting period.

J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this reporting period. Review of Health Services Plan (HSP) scheduled next quarter.
K. Implement recommendations identified in the CTD's QAPE reviews.	No activity this reporting period.

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

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

Representative

Date:

TASK 10



REGISTRATION SUMMARY: Virginia Whittington

Registration Date

09/24/2021

Today

09/24/2021

General

Attendance Status

I am the attendee

Attendee/Primary Contact Information

Badge Name

Virginia Whittington

Organization Name

MetroPlan Orlando

Job Title

Director of Regional Partnerships

Registrant Email

vlwhittington@metroplanorlando.org

Best Contact Phone

(407) 497-1536

Event Statement

COVID-19 Event Release

To prevent the spread of contagious viruses and to help protect each other, I understand that I will have to follow FPTA, CTD, Hilton Daytona Beach Oceanfront Resort and Ocean Center Convention Center's guidelines.



REGISTRATION SUMMARY: Virginia Whittington

✓ I understand and accept this statement.

Registration

Pricing Option

I am a General Attendee

General Attendee Ticket Selection

\$175 - Wednesday Only Ticket includes Oct. 27, 2021

Registration Fee Summary

Comp Code

N/A

Remit Payment

Payment Type

Credit Card/P-Card

Credit Card

VISA

XXXXXXXXXXXX9778

Virginia Whittington

Billing Address

250 South Orange Avenue, MetroPlan Orlando Suite 200

Orlando, Florida 32801

United States

Order

Product	Qty	Unit Price	Price
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REGISTRATION SUMMARY: Virginia Whittington

General Attendee Fee for \$175 - Wednesday Only Ticket includes Oct. 27, 2021	1	\$175.00	\$175.00
		Subtotal	\$175.00
		Total	\$175.00

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda October 25, 2021 2:00 PM until Completion

*Dr. Phillip Stevens, Acting Chairman
Christinne Gray, Commissioner
Renee Knight, Commissioner
Dr. Robin Tellez, Commissioner
Mike Willingham, Commissioner*

**Ocean Center Daytona – Room MO2AB
101 N. Atlantic Avenue
Daytona Beach, FL 23118**

**GoToMeeting Webinar: <https://global.gotomeeting.com/join/351113549>
Call-In Number: (872) 240-3412; Conference Code: 351-113-549**

Item #	Agenda Item	Speaker(s)
I.	Call to Order	Chairman Phil Stevens
II.	Pledge of Allegiance	Chairman Stevens
III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Public Comments (Comments limited to the current agenda items)	Public
	Action Items	
V.	Approval of June 3, 2021 Meeting Minutes	Chairman Stevens
VI.	Review and Approval of FY 2021-2022 Annual Regulatory Plan	Rachelle Munson, CTD General Counsel
	Information Items	
VII.	Update on Phase Down of CTD COVID-19 Rescue Plan	David Darm, CTD Executive Director
VIII.	Presentation on Innovation & Service Development Grant Technical Assistance Project	Martin Catala, University of South Florida-Center for Urban Transportation Research
IX.	Executive Director Report	David Darm
X.	Commissioner and Advisor Reports	Commissioners and Advisors
XI.	Public Comments	Public

XII.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
XIII.	Adjournment	Chairman Stevens
	Next Meeting: December 15, 2021 – Webinar and Teleconference	

When operating under Florida's Government in the Sunshine Law, the Florida Supreme Court recognizes the importance of public participation in open meetings. The Commission provides that right of access at each public meeting and adheres to Chapter 286.011, Florida Statutes. This meeting will be recorded and a summary of the discussion will be published at a future date.

Members of the public interested in speaking during the "Public Comments" segments are encouraged to complete the attached public comment card and return to David Darm prior to the meeting date at: David.Darm@dot.state.fl.us. The chairman will call on each speaker in the order public comment cards are received. Public comments are limited to five (5) minutes per speaker.

In accordance with the Americans with Disabilities Act (ADA), and Chapter 286.26, Florida Statutes, persons in need of special accommodation to participate in the meeting (including an agenda) shall email David Darm or contact our office listed below, at least 48 hours before the meeting:

Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450
(850) 410-5703 or (800) 983-2435
(850) 410-5708 (TDD/TTY).

This meeting is subject to change upon the chairman's request.

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED



Business Meeting Agenda December 15, 2021 2:00 PM until Completion

*Dr. Phillip Stevens, Chairman
Christinne Gray, Commissioner
Renee Knight, Commissioner
Dr. Robin Tellez, Commissioner
Mike Willingham, Commissioner*

GoToMeeting Webinar:

<https://global.gotomeeting.com/join/370660773>

**Conference Call-In Number: 888-585-9008
Conference Code: 837-653-349**

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III.	Introduction of Commissioners and Advisors	Commissioners and Advisors
IV.	Public Comments (Comments limited to the current agenda items)	Public
	Action Items	
V.	Approval of October 25, 2021 Meeting Minutes	Chairman Stevens
VI.	Review and Approval of 2021 Annual Performance Report	David Darm, Executive Director
VII.	Approval of 2022 Commission Meeting Schedule	Chairman Stevens
	Information Items	
VIII.	Executive Director Report	David Darm
IX.	Commissioner and Advisor Reports	Commissioners and Advisors
X.	Public Comments	Public
XI.	Commissioner and Advisor Closing Comments	Commissioners and Advisors
XII.	Adjournment	Chairman Stevens
	Next Meeting: February 16, 2022 – Tallahassee, FL	

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Transportation Disadvantaged Local Coordinating Board Attendance Record 2021

															Alt
NAME	ORGANIZATION	Jan	Feb	Mar	Apr	13-May	25-May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Calvin Smith	AHCA/Medicaid		P			P/V	P			P			P		Tamyika Young
Dr.L. Levine-Silverman	Elderly		P			P/V	P/V								Cheryl Stone
Marilyn Baldwin	Disabled		P			P/V	P			P/V			P		Shelia Young
Adam Zubritsky	Public Education		P			P	P/V			P			P		Angela Johnson
Wilfredo Raices	4C's		P			P/V	P/V			P/V			A		Kevin Paulin
Neika Berry	Citizen Advocate		P			P	P			P			P		
Robert Melia	Citizen Advocate, System User		P			P/V	P/V			P/V			P		
Alnita Whitt	Veterans		P			P	P			P			P		
Comm. Mayra Uribe	Orange County		P			P	P			P			A		
Sharon Jennings	Agency for Persons w/Disabilities		P			P	P			P			P		Maria Goris
Karla Radka	Senior Resource		A			A	A			P/V			A		Sarah Lightell
Mayor Pat Bates	Seminole County		P			P	P/V			A			P		
Wayne Olson	Division of Vocational Rehabilitation		P			P	P			P			P		
Jo Santiago	FDOT		P			P/V	P/V			P			P		Carlos Colon
Comm. Jim Fisher	Osceola County		P			A	P			P			P		
Vacant	For-Profit(MV)		V			V	V			V			V		
Dianne Arnold	Economically Disadvantaged		P			P/V	P			P			A		
Janeé Olds	Career Source CF		P			P/V	P/V			P			P		Adlih Trotman-Diaz
Chad Ballard	Medical Community		P			A	P			P			P		Dennis Buhring
Non-Voting Members															
Crystal Ford	EMS		P			P/V	P/V			P/V			A		Tom Daniels
Norman Hickling	LYNX		P			P/V	P/V			P/V			P		Hickling/Stubbs
James Grzesik	SunRail CAC		P			P/V	P/V			A			A		
Vacant	LYNX TAC Designee		V			V	V			V			V		

A = Absent

V= Vacant

P = Present

P/V = Present/Virt

R = Represented

