



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

August 11, 2022 @ 10:00 a.m.



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

DATE: Thursday, August 11, 2022

TIME: 10:00 a.m.

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



Parking Garage: 25 W. South Street

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

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/87513522113?pwd=VUZGajUvSEQzVG1ZVGZaZkthNks1UT09>

Passcode: 822142

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

[Transportation Disadvantaged Local Coordinating Board \(metroplanorlando.org\)](https://metroplanorlando.org)

AGENDA

Commissioner Mayra Uribe, Presiding

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

WiFi Access Available

Network: MpoBoardRoom

Password: mpoaccess

Ms. Marilyn Baldwin, Chair of the QATF, will provide a report from the July 26, 2022 QATF virtual workshop.

VI. INFORMATION ITEMS FOR ACKNOWLEDGEMENT

A. Final CTC Evaluation Submitted to CTD

TAB 1

Provided for information, is a copy of the 2020-2021 Community Transportation Coordinator (CTC) Evaluation conducted by the LCB. The evaluation was transmitted to the CTD by June 30, as required.

VII. ACTION ITEMS

A. Approval of minutes of previous meetings

TAB 2

The minutes of the May 12, 2022 Transportation Disadvantaged Local Coordinating Board meetings are included for approval at Tab 2.

VIII. PRESENTATIONS & STATUS REPORTS

A. Mobility Management Services Update

Mr. Norm Hickling, Director of Operations, will provide a CTC update.

IX. GENERAL INFORMATION

A. Planning Grant Update

TAB 3

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

B. Blind Americans Equality Day

TAB 4

In 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be "White Cane Safety Day". Besides serving as a national observance in the United States, it enables us to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and a tool of independence, the white cane. In 2011, "White Cane Safety Day" was named "Blind Americans Equality Day" by President Barack Obama. A resolution declaring October 15, 2022 as "Blind Americans Equality Day" will be presented to the MetroPlan Orlando Board at the September 14th meeting for their approval. A copy of the draft resolution is provided for information.

C. Report of Operator Payments

TAB 5

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

D. Florida Council of the Blind Resolution About Innovative Paratransit Approaches **TAB 6**

The Florida Council of the Blind recently passed a resolution supporting innovative paratransit approaches. A copy is provided for information purposes only.

E. 2022 Mobility Week – Save the Date - October 21-28, 2022 **TAB 7**

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- 2022 CTD Annual Conference – August 30-31, 2022 – Orlando, FL
- MetroPlan Orlando Board meeting – September 14 at 9:00 a.m.
- Quality Assurance Task Force – October 25 at 10:00 a.m.

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

XIII. NEXT MEETING - November 10, 2022 at 10:00 a.m. – Annual Public Meeting

XIV. ADJOURNMENT

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

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

TAB 1



CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

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

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

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

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

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

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
- ☐ PARTIAL BROKERAGE
- ☐ COMPLETE BROKERAGE

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

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

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

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

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

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

Is the process being used? ☐ Yes ☐ No

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

☐ Yes ☐ No

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

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

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

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

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

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☐ Yes ☐ No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☐ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☐ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?
Program eligibility determination is based on verification of the written application and may also include professional verification and an in-person functional assessment.

Please Verify These Passengers Have an Eligibility Application on File:

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

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

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

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

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

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

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

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

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

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

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

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

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

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

Is a written report issued? ☐ Yes ☐ No

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

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

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

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

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

☐ N/A

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

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

☐ Yes ☐ No

If Yes, describe the application review process.

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

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

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

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

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

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

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

Comments:

CHAPTER 427

Findings:

Recommendations:

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

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

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

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

☐ Yes ☐ No

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

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

Comments:

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

Compliance with 41-2.006(2), Safety Standards.

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Date of last SSPP Compliance Review _____, Obtain a copy of this review.
Last Reviewed: March 29, 2021

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

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

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

258 Drivers Reviewed Oct 12-18, 2021

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

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

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

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

Comments:

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

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

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

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

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards

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

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

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

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time 1m 7s	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

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

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

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

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

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

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

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

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

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

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

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

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

Person Conducting Review:

Date:

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

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

Have the driver lower the lift to the ground:

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

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

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

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

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

Vehicles over 22 feet must have:

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

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

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

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

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

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

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:



B. Operator/Driver Requirement Chart

Total # of Drivers: 281

Number of Drivers Reviewed: 258

Date: October 12-18, 2021

DRIVER NAME Last Name & First Name		Employee Training	Certifications* /Exp Date	Drug/Alcohol Abuse Training	Inspector Initials
Allen	Andrea	C	C	C	MEN/TJ
Anderson	Katherine	C	C	C	MEN/TJ
Anderson	Michael	C	C	C	MEN/TJ
Anderson	Terkisha	C	C	C	MEN
Anneus	Pierre	C	C	C	MEN/TJ
Arencibia	Dennis	C	C	C	MEN/TJ
Arias	Jose	C	C	C	MEN/TJ
Augustin	Serge	C	C	C	MEN/TJ
Aviles	Joseph	C	C	C	MEN
Baker	Oneil	C	C	C	MEN/TJ
Baldwin	Dolores	C	C	C	MEN/TJ
Barnes	Marie	C	C	C	MEN/TJ
Barriola	Jesus	C	C	C	MEN/TJ
Bazini	William	C	C	C	MEN/TJ
Beal	Aundre	C	C	C	MEN/TJ
Beckford	Anthony	C	C	C	MEN
Belai	Asmeret	C	C	C	MEN/TJ
Bell	Chris	C	C	C	MEN/TJ
Bellas	Emma	C	C	C	MEN/TJ
Belus	Raymond	C	C	C	AN/TJ
Black	Antionette	C	C	C	AN/TJ
Bouie	Albert	C	C	C	AN/TJ
Brilus	Jean	C	C	C	AN/TJ
Brown	Boyd	C	C	C	AN/TJ
Bryant	Valerie	C	C	C	AN/TJ
Burton	Richard	C	C	C	AN/TJ
Caputo	Benjamin	C	C	C	AN/TJ
Castillo	Susan	C	C	C	AN/TJ
Castro	Eliezer	C	C	C	AN/TJ

Chenault	Althea	C	C	C	AN/TJ
Chester	Tarard	C	C	C	AN/TJ
Choez	Billy	C	C	C	AN/TJ
Christophe	Jamaal	C	C	C	AN/TJ
Clark	John	C	C	C	AN/TJ
Clerveau	Bevenson	C	C	C	AN/TJ
Coleman	Willie	C	C	C	AN/TJ
Colon	Felipe	C	C	C	AN/TJ
Contreras	Rudy	C	C	C	AN/TJ
Cordero	David	C	C	C	AN/TJ
Cordero	Denis	C	C	C	TJ
Correa	Yuri	C	C	C	TJ
Crawford	Marilyn	C	C	C	TJ
Crawford	Sade	C	C	C	TJ
Cross	Alisha	C	C	C	TJ
Cummings	Connor	C	C	C	TJ
Dacuis	Willys	C	C	C	TJ
Daise	Dawn	C	C	C	TJ
Davis	Lottie	C	C	C	TJ
Dawkins	Sandra	C	C	C	TJ
Deleon	Ober	C	C	C	TJ
Demelien	Wesly	C	C	C	TJ
Dennis	Alprina	C	C	C	TJ
Dennison	Penny	C	C	C	TJ
Dias	Kevin	C	C	C	TJ
Diaz	Nydia	C	C	C	TJ
Dorlus	Nicole	C	C	C	TJ
Douet	Patrick	C	C	C	TJ
Douge	Melissa	C	C	C	TJ
Duggins	Denaro	C	C	C	MEN/TJ
Duncan	Venton	C	C	C	MEN
Eads	Veyonka	C	C	C	MEN
Early	Sabrina	C	C	C	MEN
Edouard	Ariel	C	C	C	MEN/TJ
Erickson	Daniel	C	C	C	MEN
Felima	Amos	C	C	C	MEN/TJ
Figueroa	Vanessa	C	C	C	MEN
Filus	Jackson	C	C	C	MEN
Flowers	Priscilla	C	C	C	MEN
Gabriel	Maxime	C	C	C	MEN
Gailkowski	Terrence	C	C	C	MEN
Gallon	Abe	C	C	C	MEN
Gamble	Kenneth	C	C	C	MEN
Garcia	John	C	C	C	MEN
Garcia	Vicente	C	C	C	MEN
Gardenhire	Charline	C	C	C	MEN
Goldson	Djuan	C	C	C	MEN

Gonzalez	Delyger	C	C	C	MEN
Gonzalez	Rafael	C	C	C	MEN
Gordon	Alvin	C	C	C	MEN
Gordon	Laurel	C	C	C	MEN
Grant	Deione	C	C	C	MEN
Gros negre	Fed	C	C	C	MEN
Grosnegre	Henry	C	C	C	MEN
Gula	John	C	C	C	MEN
Hamilton	Travis	C	C	C	MEN
Hancock	Kathleen	C	C	C	MEN
Harper	Tarshish	C	C	C	MEN/TJ
Harris	Crystal	C	C	C	MEN
Harze	Richard	C	C	C	MEN
Henderson	Kimberly	C	C	C	MEN
Henderson	Melissa	C	C	C	MEN
Henderson	Sedrick	C	C	C	MEN
Hendricks	Lakisha	C	C	C	MEN
Herring	Kevin	C	C	C	MEN
Hicks	Deangela	C	C	C	MEN
Hightower	Roderick	C	C	C	MEN
Howard	Benjamin	C	C	C	MEN
Hunter	Caselle	C	C	C	MEN
Jackson	Derrick	C	C	C	TJ/FM
Jackson	Gerard	C	C	C	TJ/MEN
Jackson	Glenford	C	C	C	TJ/FM
James	Clifton	C	C	C	TJ/FM
James	Linda	C	C	C	TJ/FM
James	William	C	C	C	TJ/FM
Jean	Natalie	C	C	C	TJ/MEN
Jean Baptis	Lubens	C	C	C	TJ/FM
Jean pierre	Gladiny	C	C	C	TJ/FM/MEN
Jean Pierre	Watson	C	C	C	TJ/FM
Johanness	Donald	C	C	C	TJ/FM/MEN
Johnson	Hanan	C	C	C	TJ/FM
Jones	Rodney	C	C	C	TJ/FM
Jones	Theresa	C	C	C	TJ/FM
Joseph	Jean	C	C	C	TJ/FM
Joseph	Lovensky	C	C	C	TJ/FM
Joseph	Wilson	C	C	C	TJ/FM
Kajevic	Almir	C	C	C	TJ/FM
Kantner	Joseph	C	C	C	TJ/FM
Kates	Danyell	C	C	C	TJ/FM
Kelly	Keith	C	C	C	AN/TJ
King	Gloria	C	C	C	MEN
King	Lawerence	C	C	C	MEN
Lamb	Blanche	C	C	C	MEN
Laster	Stevie	C	C	C	MEN

Lawton	Karen	C	C	C	MEN
Lipscomb	Angelique	C	C	C	MEN
Lipscomb	Barry	C	C	C	MEN/TJ
Lonas	David	C	C	C	MEN
Lopez	Maricel	C	C	C	MEN
Makingdi	Mondesir	C	C	C	MEN
March	Timothy	C	C	C	MEN
Martin	Wayne	C	C	C	MEN
Martinez	Gerardo	C	C	C	MEN
Martinez	Juan	C	C	C	MEN
Martinez	Victor	C	C	C	MEN
Mccrimon	Wanda	C	C	C	MEN
Mcdonald	David	C	C	C	MEN
Mcduffie	Gary	C	C	C	MEN
Mckay	Rachel	C	C	C	MEN
Mckinney	Lee	C	C	C	MEN
Mcintyre	Martha	C	C	C	MEN/TJ
Meradim	Clifade	C	C	C	MEN/FM
Mercado	Catalino	C	C	C	MEN/FM
Merus	Magalie	C	C	C	MEN/FM
Michaud	Wisner	C	C	C	MEN/FM
Mills	Roger	C	C	C	MEN/FM
Montilus	Shuntay	C	C	C	MEN/FM
Moody	Lachreeshia	C	C	C	MEN/FM
Morais	Jennifer	C	C	C	MEN/FM
Morales	Richard	C	C	C	MEN/FM
Morrison	William	C	C	C	MEN
Morrone	Luigi	C	C	C	MEN
Mosley	Julia	C	C	C	MEN
Motilal	Mitra	C	C	C	MEN
Mount	Franklin	C	C	C	MEN
Nacisse	Samantha	C	C	C	MEN
Nichols	Shankina	C	C	C	MEN
Noel	Marcial	C	C	C	MEN
Ocasio	Esteban	C	C	C	MEN
Ocean	Yvons	C	C	C	MEN
Ortiz	Rafael	C	C	C	MEN
Osorio	Nelson	C	C	C	TJ/FM
Otero	Fernando	C	C	C	TJ/FM
Palmer	Joseph	C	C	C	TJ/FM
Patterson	Anthony	C	C	C	TJ/MEN
Penaloza	Linda	C	C	C	TJ/FM
Perez	Larry	C	C	C	TJ/FM
Pergantis	William	C	C	C	TJ/FM/MEN
Perkins	Vance	C	C	C	MEN
Pesquera	Consuelo	C	C	C	TJ/MEN
Philpott	Catherine	C	C	C	TJ/MEN

Pickard	Dewania	C	C	C	MEN/TJ/FM
Pierce	Chamora	C	C	C	MEN/TJ/FM
Pierre louis	Rogins	C	C	C	MEN/TJ/FM
Pittman	Yolking	C	C	C	MEN/TJ/FM
Preston	Sophia	C	C	C	MEN/TJ/FM
Price	Courtney	C	C	C	TJ/FM
Pulliam	Veronica	C	C	C	MEN/TJ/FM
Randle	Angela	C	C	C	MEN/TJ/FM
Rasheed	Mohamad	C	C	C	MEN/TJ/FM
Renous	Lenord	C	C	C	MEN/TJ/FM
Richardsor	Keriston	C	C	C	MEN/TJ
Ricot	Exil	C	C	C	MEN
Robbins	Katrilla	C	C	C	MEN/TJ
Roberts	Mervyn	C	C	C	MEN/TJ
Robinson	Jackeria	C	C	C	MEN/TJ
Robinson	Terry	C	C	C	MEN/TJ
Roddy	Jeanette	C	C	C	MEN/TJ
Rodriguez	Joel	C	C	C	MEN/TJ
Rodriguez	Ricky	C	C	C	MEN/TJ
Rosa	Luz	C	C	C	MEN/TJ
Roy	Onik	C	C	C	MEN/TJ
Rucker	Bria	C	C	C	MEN/TJ
Sainfils	Elie	C	C	C	MEN/TJ
Salamo	Luis	C	C	C	MEN/TJ/FM
Sanchez	Rodrigo	C	C	C	MEN/TJ/FM
Santiago	Ramon	C	C	C	MEN/TJ/FM
Sapp	Latoya	C	C	C	MEN/TJ/FM
Scott	Rhoda	C	C	C	MEN/TJ/FM
Sietsma	Christie	C	C	C	MEN/TJ/FM
Smith	Latara	C	C	C	MEN/TJ
Smith	Naketha	C	C	C	FM/TJ
Smith	Reginald	C	C	C	FM/TJ
Soto	Luz	C	C	C	FM/TJ/MEN
Souriya	Thomas	C	C	C	FM/TJ/MEN
Standley	Palarcus	C	C	C	FM/TJ
Strycharz	Pawel	C	C	C	FM/TJ
Suarez	Samuel	C	C	C	FM/TJ/MEN
Sullen	Mitchell	C	C	C	FM/TJ
Sylvain	Nirva	C	C	C	FM/TJ
Taverner	Joseph	C	C	C	FM/TJ
Taylor	Pernell	C	C	C	FM/TJ
Thomas	Tangela	C	C	C	FM/TJ
Thompson	Joshua	C	C	C	FM/TJ
Timothe	Leon	C	C	C	FM/TJ
Toler	Tashekia	C	C	C	FM/TJ
Tulloch	Andeno	C	C	C	FM/TJ
Turner	Julie	C	C	C	FM/TJ

Vazquez	Angel	C	C	C	FM/MEN
Velasco	Daniel	C	C	C	FM/TJ
Velez	Freddie	C	C	C	FM/TJ
Vickers	Charles	C	C	C	MEN
Victor	Ronald	C	C	C	MEN
Vilsaint	Aldin	C	C	C	MEN/TJ
Vital	Wikens	C	C	C	MEN/TJ
Vitalis	Ephia	C	C	C	MEN
Volchikis	Gleb	C	C	C	MEN
Waisome	Aubrey	C	C	C	MEN
Wakefield	Danette	C	C	C	MEN/TJ
Wakefield	Maurice	C	C	C	MEN/TJ
Wallace	Patricia	C	C	C	MEN
Watkins	Patrick	C	C	C	MEN
Watkins	Timothy	C	C	C	MEN
Webb	Dorothy	C	C	C	MEN
Wesley	Paul	C	C	C	MEN
White	Jarrold	C	C	C	MEN
Whitlock	Belinda	C	C	C	MEN
Whittaker	Rita	C	C	C	MEN/TJ
Wilkins	Jesse	C	C	C	MEN
Williams	David	C	C	C	MEN
Williams	Dequessaflonae	C	C	C	TJ/FM
Williams	Donovan	C	C	C	TJ/FM
Williams	Joe	C	C	C	TJ/MEN
Williams	Richard	C	C	C	TJ/FM
Wlodawski	Samuel	C	C	C	TJ/FM
Woodham	Iasha	C	C	C	TJ/FM
Wright	Harold	C	C	C	TJ/FM
Wright	Sharon	C	C	C	TJ/FM
Wright	Tina	C	C	C	TJ/FM
Young	Arthur	C	C	C	TJ/FM
Cassanova, Tra		C	C	C	MEN/TJ
Rutland, Ricky		C	C	C	TJ
King, Ronnie		C	C	C	TJ
Pinkett, Wendall		C	C	C	TJ/MEN
Bell, Michael		C	C	C	TJ/MEN
Bellany, Christopher		C	C	C	TJ
Burke, Theresa		C	C	C	TJ
Elliott, Michael		C	C	C	TJ
Hamilton, Cynthia		C	C	C	TJ

Community Transportation Coordinator Evaluation

May 12, 2022



Presented by: Virginia L. Whittington
MetroPlan Orlando

CTC Evaluation

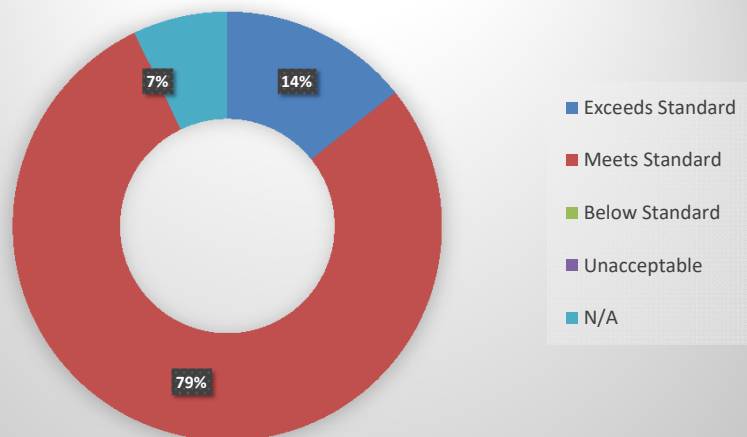
- Required annually
- Evaluation Method
- Jul 1, 2020 - Jun 30, 2021
- Five Broad Areas Evaluated

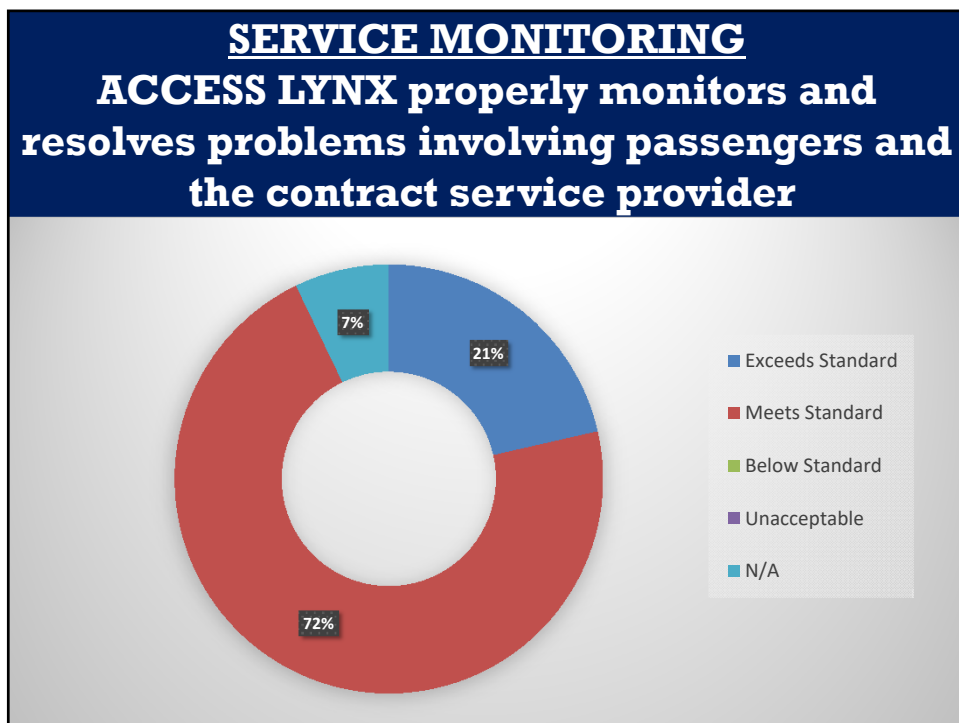
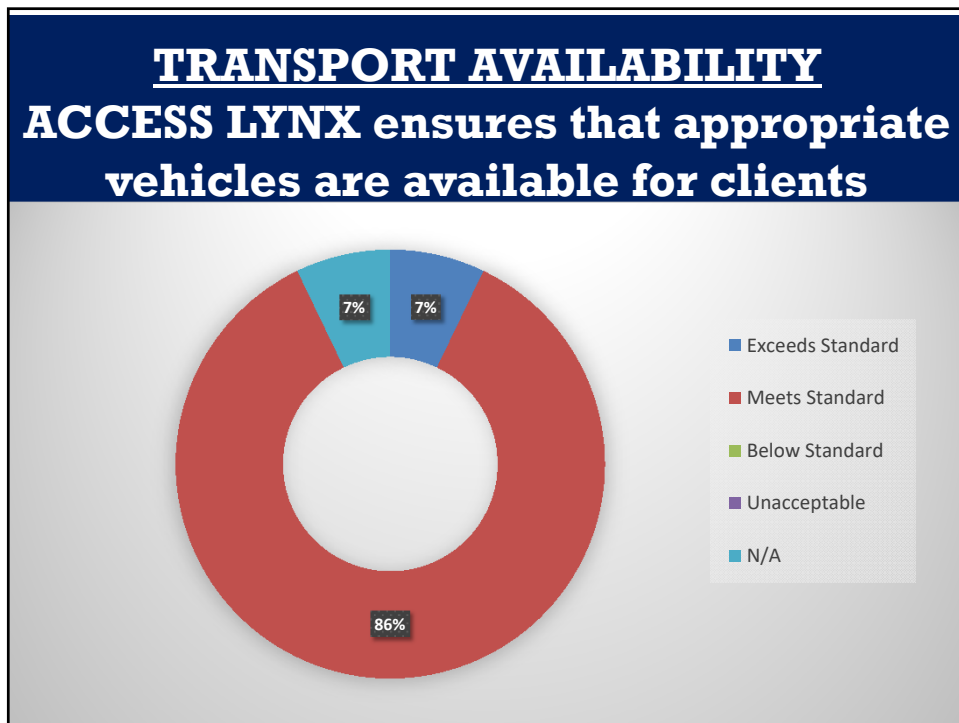


Coordination: Operations

PLANNING

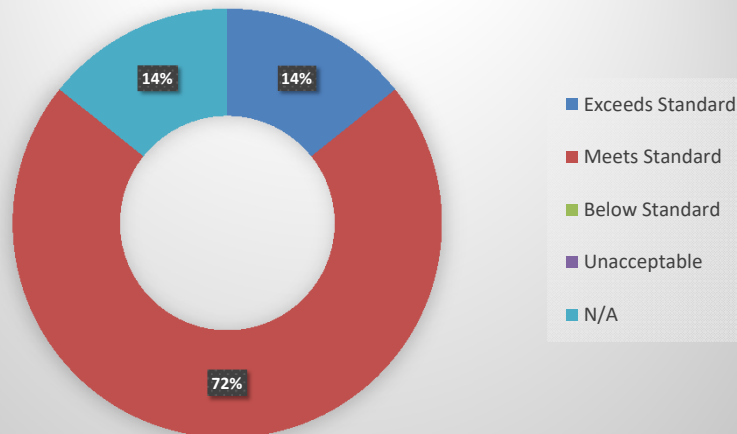
ACCESS LYNX ensures that TD services complement each other.





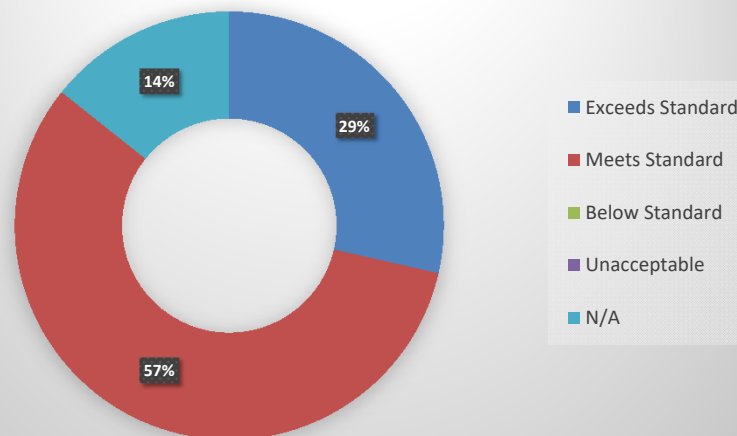
BILLING

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



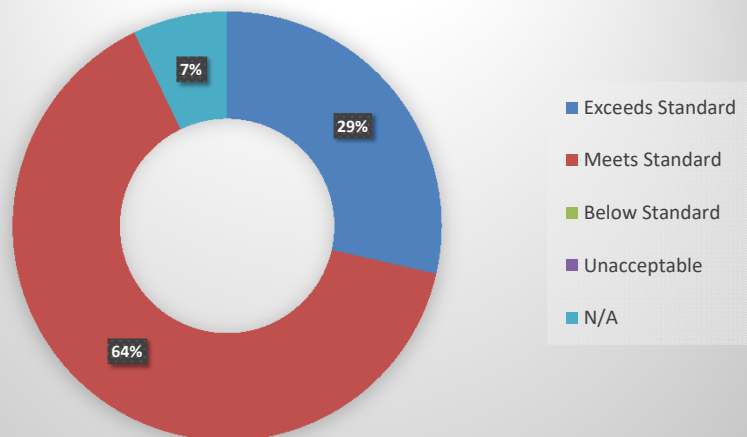
REPORTING

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



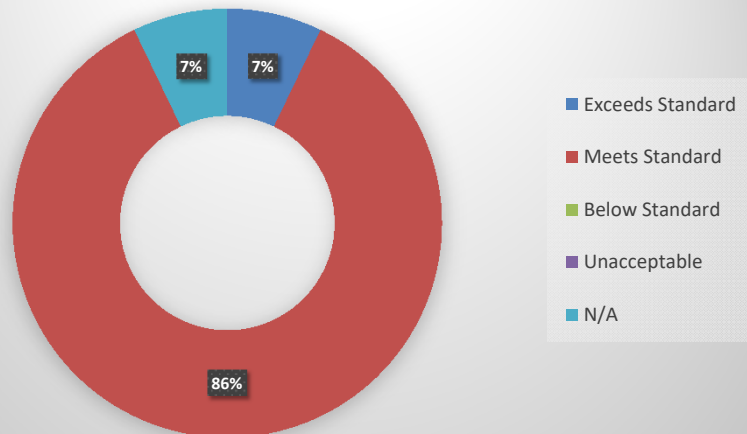
Coordination: Administrative

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



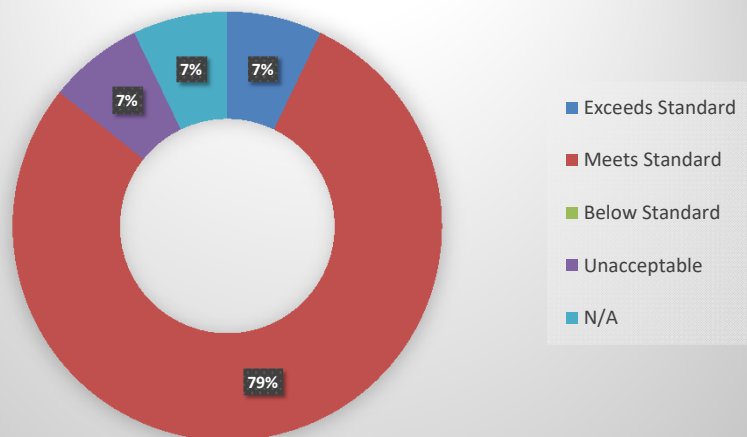
RESERVATIONS

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



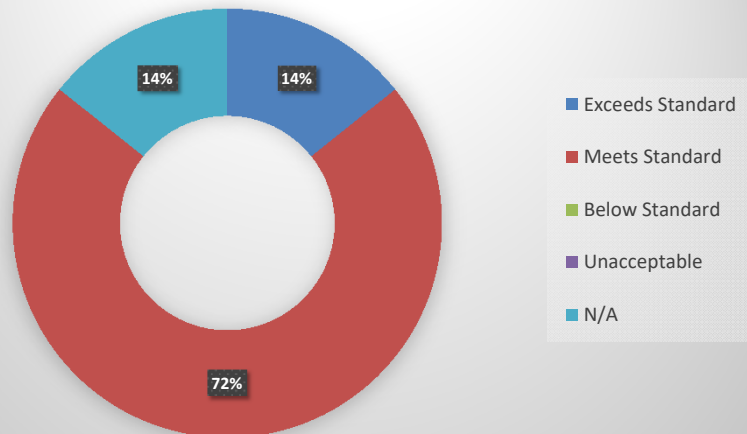
TRIP ALLOCATION

ACCESS LYNX's assignment of trips is efficient and effective



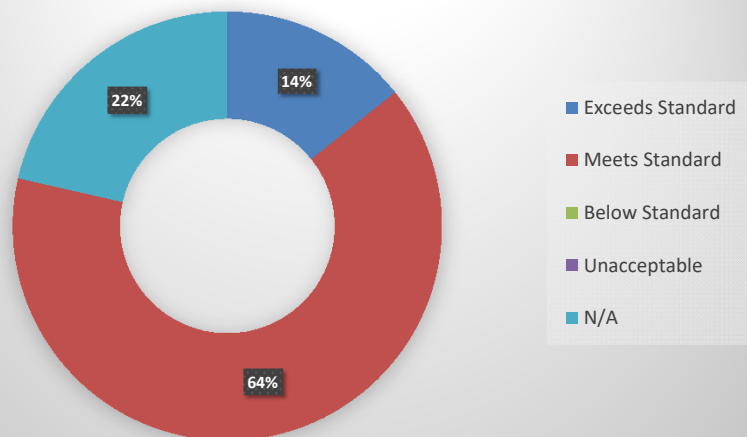
SCHEDULING

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



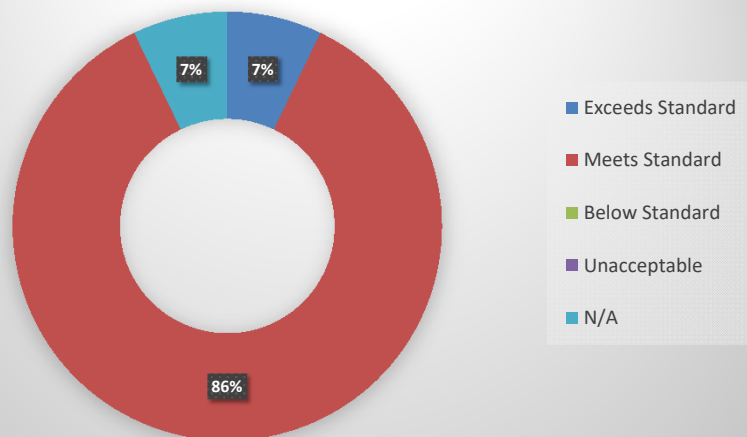
COORDINATION OF PROVIDERS

ACCESS LYNX implemented a mobility services model, which utilizes other shared us providers and TNCs



Cost Effectiveness and Efficiency

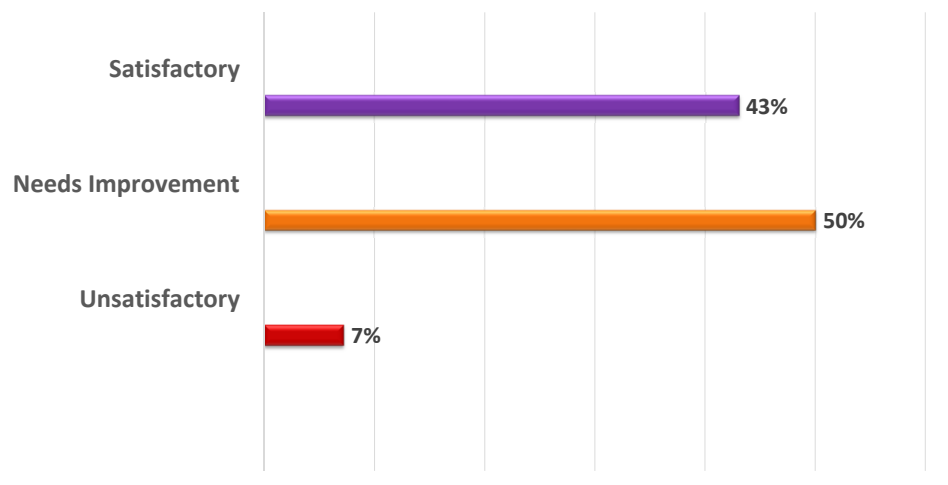
Based on the data provided, has ACCESS LYNX delivered the most effective and efficient service?



Local Performance Measurements

ON-TIME PERFORMANCE

**TDLCB on-time performance goal: 91% >
ACCESS LYNX average on-time
performance: 91.45%**



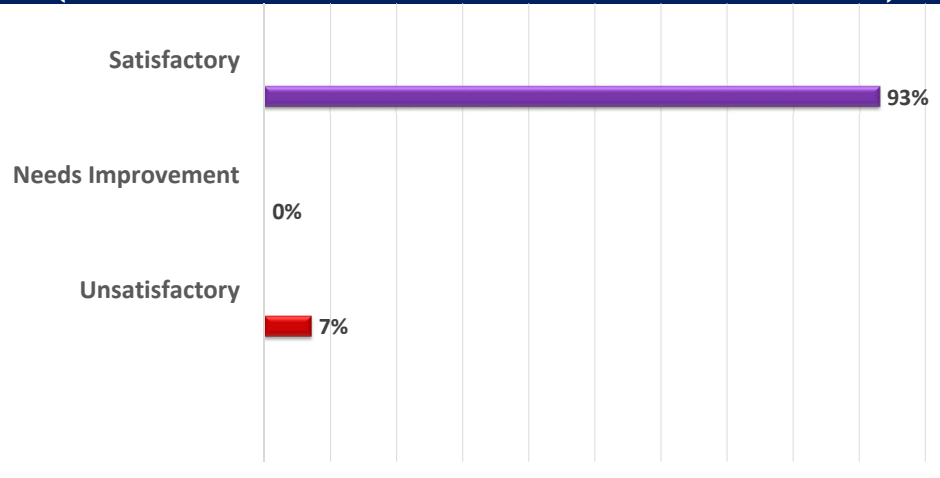
CALL HOLD TIME

TDLCB avg call hold time goal: 3 minutes

ACCESS LYNX average call hold time:

1 min. 7 sec. (Page 7)

(Note: Performance indicative of lower than normal call volumes.)

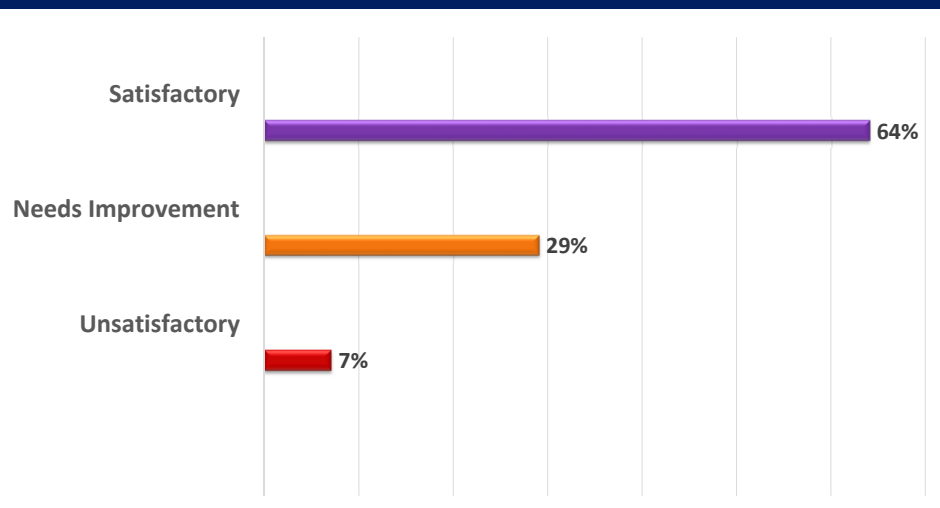


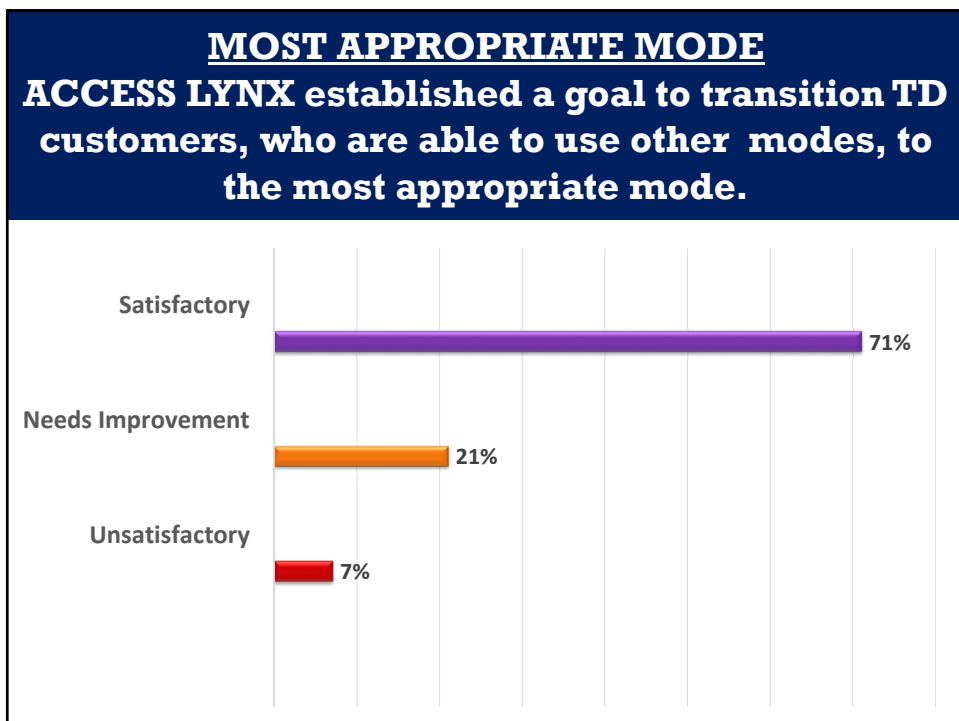
COMMENDATIONS & CONCERNS

TDLCB goal per 1,000 trips: < 3 valid concerns

ACCESS LYNX avg concerns per 1,000 trips: 3.18

(Note: Due to lower trip volume and operator shortages.)



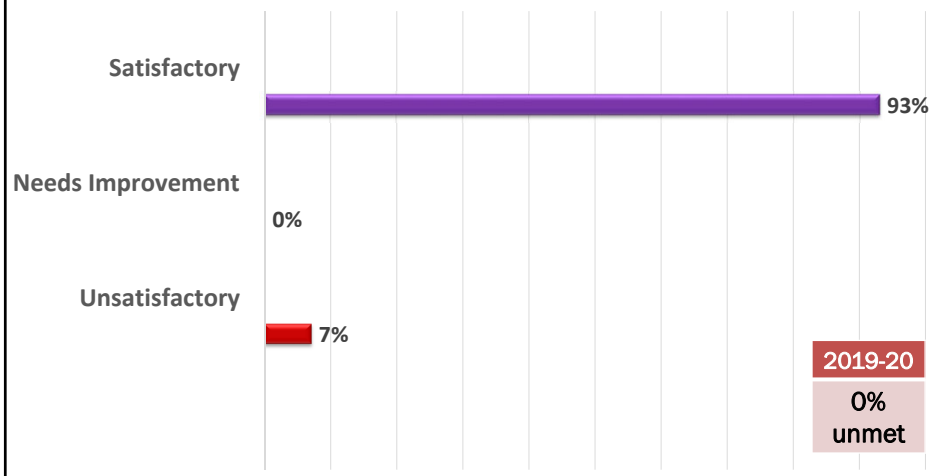


Availability

DEMAND

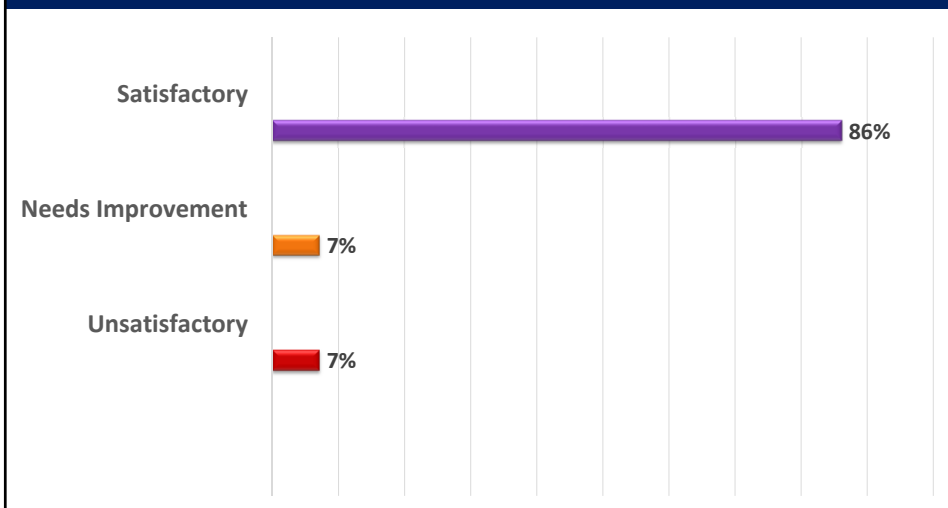
Please refer to page 7.

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

**CUSTOMER SERVICE ACCESSIBILITY**

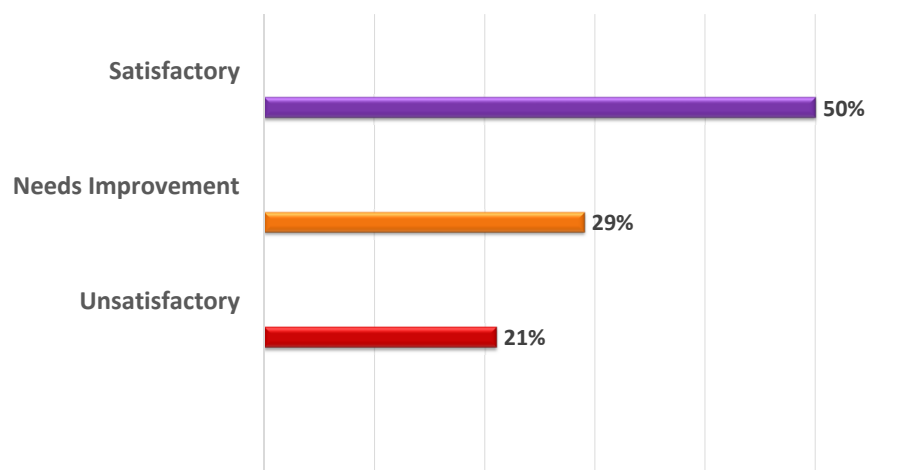
Please refer to page 7.

**Rate ACCESS LYNX's ability to provide scheduling
and transportation service availability:**

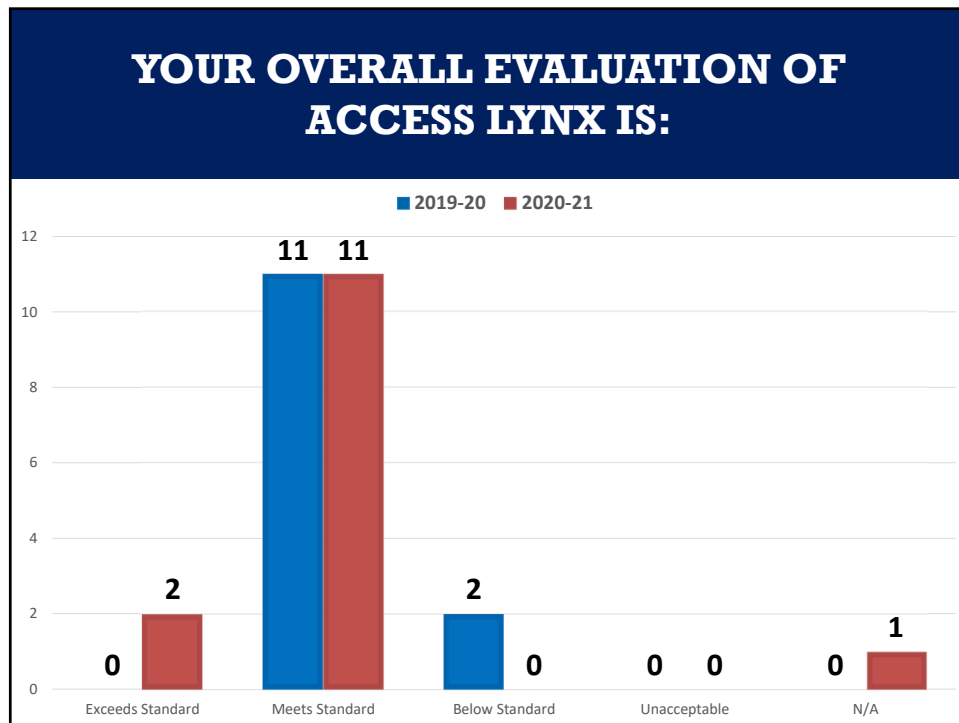


PUBLIC AWARENESS

ACCESS LYNX staff conducted a total of 1 public outreach & presentation efforts in the evaluation period. (Decreased due to COVID-19 restrictions.)



Overall Evaluation







77

Total Responses

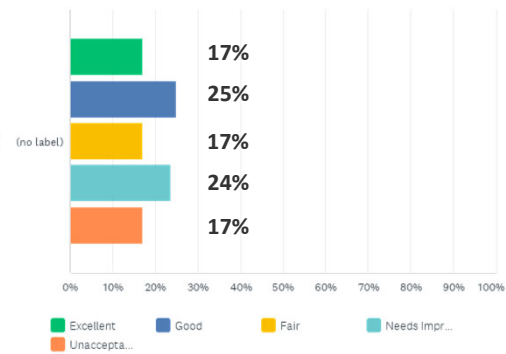
Date Created: Thursday, March 03, 2022

Complete Responses: 77

ACCESS LYNX Reservation System

Q1: How would you rate the user-friendliness of the **ACCESS LYNX reservation system** -- including call hold time or online reservation -- for your most recent trip?

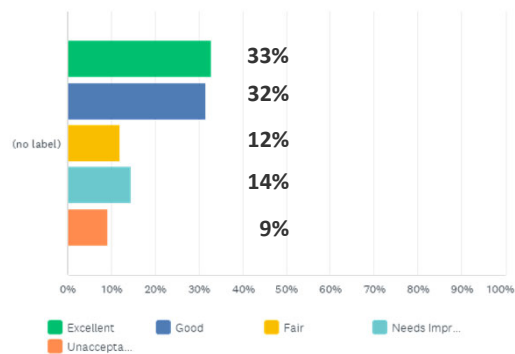
Answered: 76 Skipped: 1



ACCESS LYNX Customer Service (Reservationist or Driver)

Q2: How would you rate the overall **customer service** -- including interactions with the reservationist and/or the driver -- during your most recent trip using ACCESS LYNX?

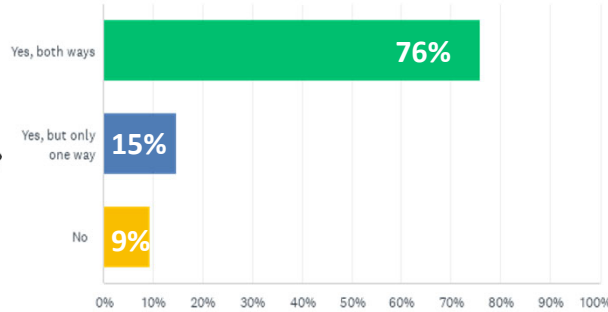
Answered: 76 Skipped: 1



ACCESS LYNX Appropriateness of Vehicle

Q3: During your most recent trip, was an **appropriate vehicle available when you needed it to travel to and return from your destination?**

Answered: 75 Skipped: 2



ACCESS LYNX Efficiency, Scheduling, & On-Time Performance

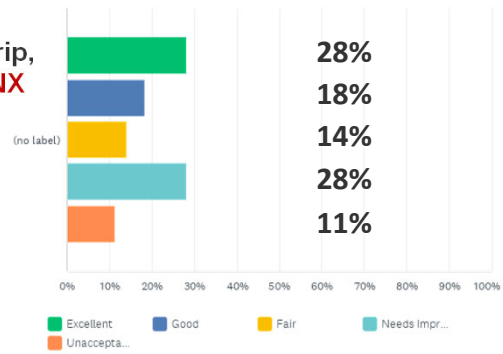
Q4: How would you rate the **efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home on your most recent trip?**

	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
Going to destination	27.78% 20	23.61% 17	11.11% 8	23.61% 17	13.89% 10	72	2.72
Return trip	26.98% 17	15.87% 10	12.70% 8	22.22% 14	22.22% 14	63	2.97

ACCESS LYNX Overall

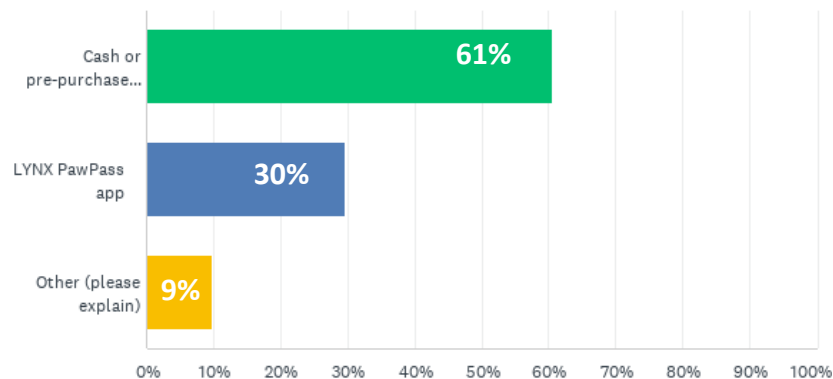
Q5: Based on your most recent trip, how would you rate **ACCESS LYNX** service overall?

Answered: 71 Skipped: 6



Trip Payment Method

Answered: 71 Skipped: 6



How is the service?

Answered: 67 Skipped: 10



33% IT'S BETTER

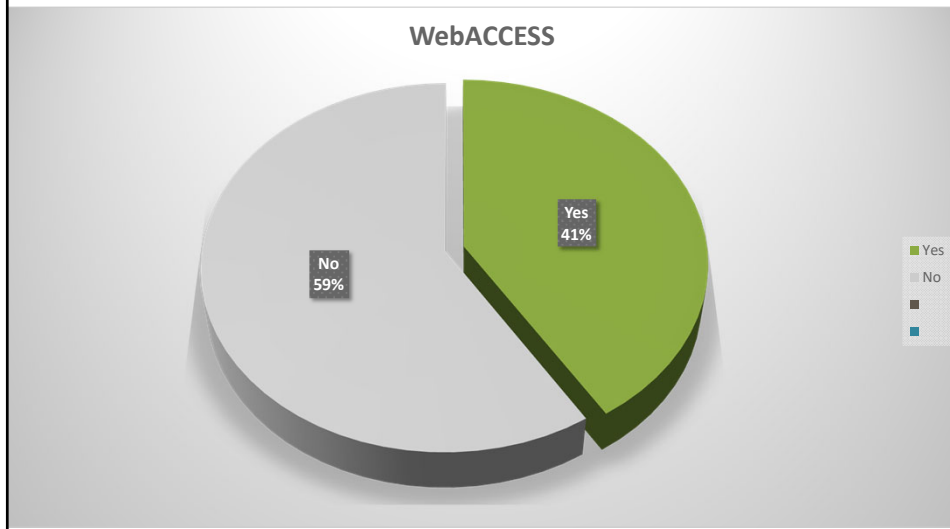
43% STAYED THE SAME

24% WORSE

Q7: Thinking beyond your most recent trip to your experiences during the past year, how would you characterize ACCESS LYNX service?

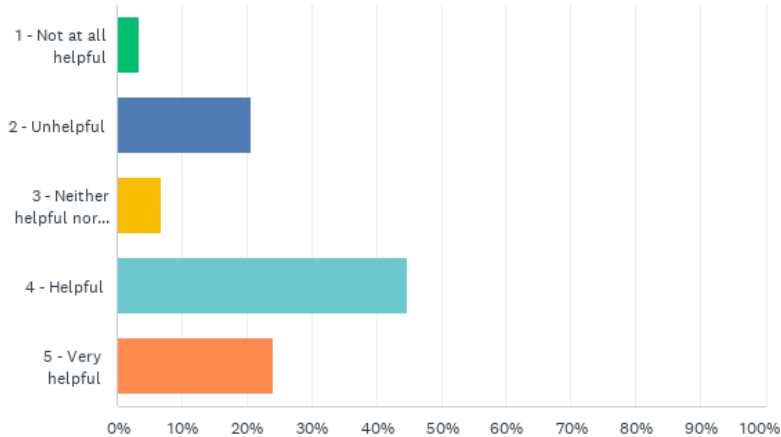
Q8: Have you ever used LYNX's online WebACCESS to manage your ACCESS LYNX rides?

Answered: 71 Skipped: 6



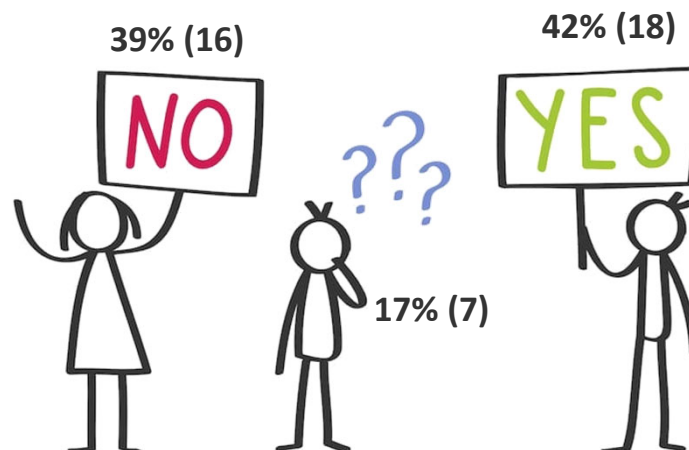
Was using WebACCESS helpful?

Answered: 29 Skipped: 48



Were you aware?

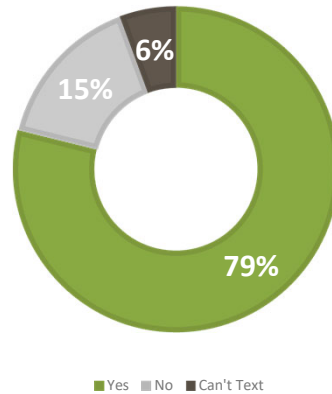
Answered: 41 Skipped: 36



Q10: WebACCESS is a secure website that allows ACCESS LYNX customers to manage their own trips without the need to contact the customer service department. Customers and their representatives can use the internet to request, change, confirm, or cancel trip reservations and to access and edit the customer's information 24 hours a day, 7 days a week. Were you aware this website existed?

Would text message updates help?

Answered: 71 Skipped: 6



What types of updates would you like to receive?

Answered: 55 Skipped: 22



Q12: You say it would be helpful to receive ride updates via text message. What types of updates would you like to receive? (Check all that apply.)

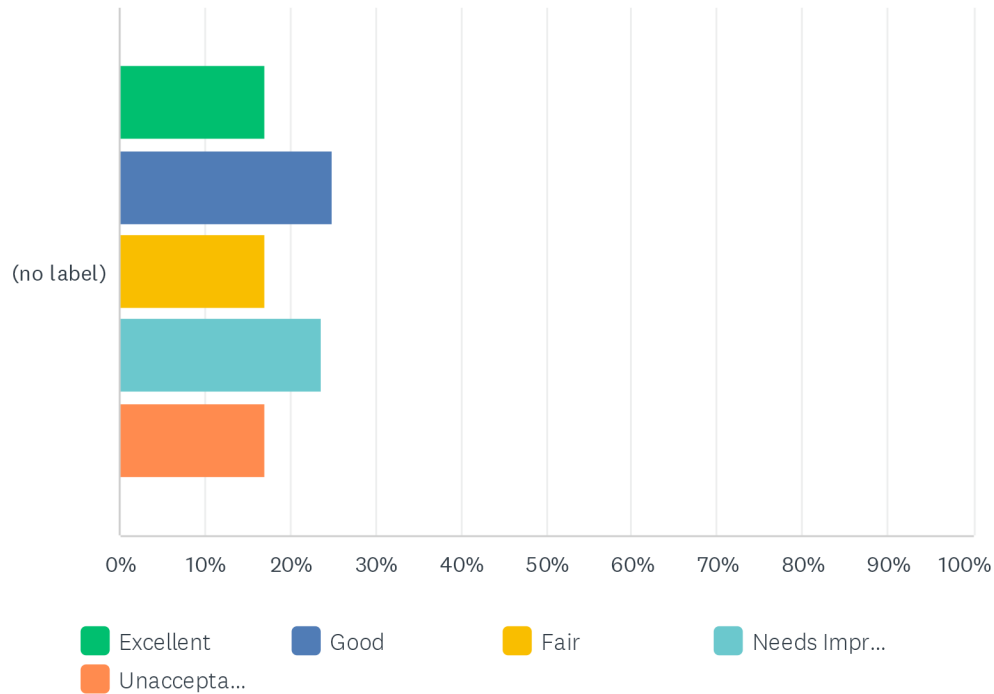
Estimated time of arrival 93% (51); Ride Status (on time, delayed, cancelled) 84% (46); Vehicle/driver information 58% (32); Something else 11% (6)

Other: Customer Service should be available to text., Estimated time of drop off, especially if a trip were delayed



Q1 How would you rate the user-friendliness of the ACCESS LYNX reservation system -- including call hold time or online reservation -- for your most recent trip?

Answered: 76 Skipped: 1



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	17.11% 13	25.00% 19	17.11% 13	23.68% 18	17.11% 13	76	2.99

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	It takes a long time for calls to be answered	3/25/2022 1:35 PM
2	Call hold times can be long! I usually wait on the phone for a minimum of fifteen minutes before I can connect to a reservations representative at Access Lynx. The online reservation system is very good. (I have used it in the past. Unfortunately, I no longer can afford a computer in my home.)	3/24/2022 8:25 AM
3	long hold time	3/23/2022 6:20 PM
4	Sun 3/13 Disney Springs pick up reserved for 6:45-7:45pm pick up/called at 6:40 Emma Says bus went to wrong place, never called me, you must listen to the tape from that evening all night calls on hold lies, finally picked up at 10:25 by Michael, bus driver he did GREAT JOB Emma lied in tape	3/23/2022 12:16 PM
5	Call timely no long wait period. Staff professional and helpful	3/22/2022 12:40 PM
6	have to wait to long to talk to somebody	3/21/2022 4:29 PM
7	I was having fun at the theme park in Orlando	3/21/2022 4:07 PM
8	Great	3/21/2022 2:02 PM
9	Sometimes they can be abrupt	3/21/2022 10:14 AM

2022 ACCESS LYNX Customer Survey

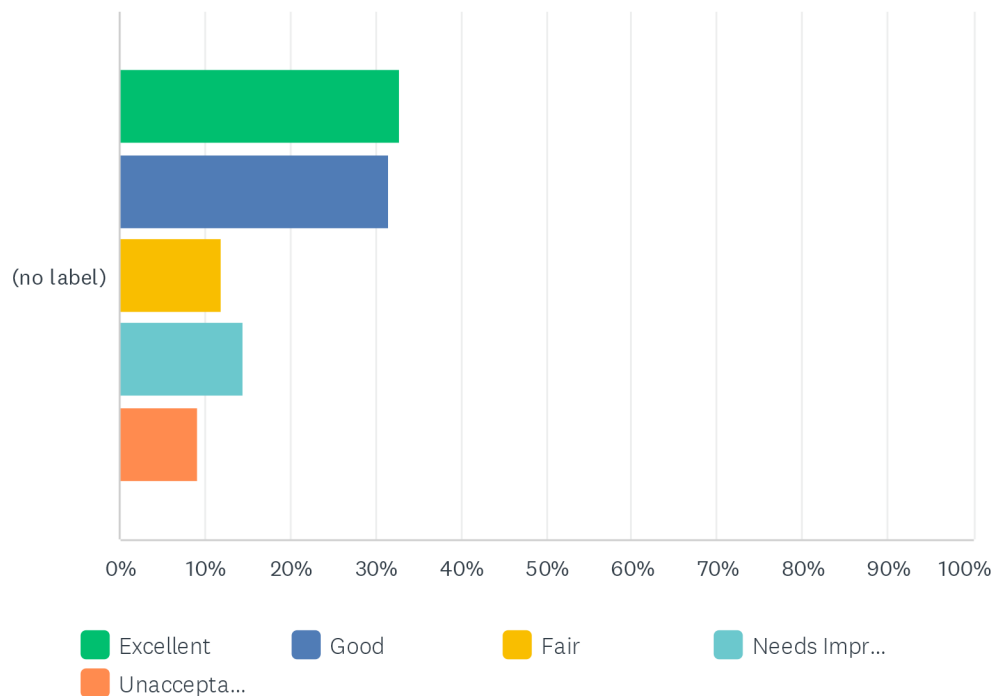
10	So they don't even so up	3/21/2022 9:06 AM
11	They're not on time they been always behind time or they do not have transportation for you when you call for it	3/19/2022 10:51 AM
12	Should able to have a callback system when it get too busy	3/18/2022 8:03 PM
13	The big cuanto tú of time take more than /5 minutes	3/18/2022 4:42 PM
14	I am a new rider, 3 round trips. Such a fabulous service!! Every service rates EXCELLENT!!! Everything from the rates, prompt and accurate scheduling, on time service, very comfortable, well maintained vehicles, great drivers are very helpful!! My experience was excellent with every employee!!! Thank you so much for this wonderful care you give the handicapped. I wish more eligible rider were aware of the service. Thank you again.	3/18/2022 2:23 PM
15	My ride is late. I received a call that hung up when I answered the call. I tried calling back & couldn't get through to that number, so I didn't know why they called until I called the regular phone line. Very unprofessional.	3/18/2022 9:59 AM
16	It's getting better but still needs work	3/18/2022 9:42 AM
17	Hold times are rather long, especially during peak hours. There are also sometimes longer hold times during evening Online reservations work fine, but are not consistent in scheduling windows. One week my pick up window will start nearly 3 hours ahead of my drop off time, another it will be an hour and a half. It is for the same trip distance, at the same drop off time, on the same day of the week. I don't mind the delayed pick up time as long as I still reach my destination on time. It means less time in a vehicle or less time waiting if I'm early to my destination. But that type of scheduling is not consistent with if I were to make a reservation over the phone. Most recently I have had little need to call since I schedule online and my trips have been running on time which is a nice change.	3/17/2022 1:20 PM
18	Reservations must be made 24hours in advance but service is not speedy. The individual I knew had to request their ride hours in advance of needed arrival time because of how long service takes. Hours of service are lacking as well	3/17/2022 1:05 PM
19	If the reservation website worked half the time I wouldn't have to wait on hold for hours.	3/16/2022 8:29 AM
20	In recent months the wait time for a reservation exceeded the 30 minutes wait which I find a bit of an inconvenience to experience as a rider.	3/15/2022 1:40 PM
21	I was denied regular Access Link use unfairly they approved it for doctor appointment oh, the thing is I have a letter from Social Security saying I'm disabled and that should have been enough not a few minutes with their doctor judging me never seen me before apparently knows nothing about rheumatoid arthritis yes I was walking fine that day but yet the next day I may not be able to lift my foot into my slipper and it's disgraceful	3/15/2022 10:20 AM
22	Usually 20 plus call ahead and wait times terrible please allow a call back system for those who don't want to wait	3/14/2022 12:46 AM
23	Waiting for an hot or more then being dropped from the call to hold another hr is ridiculous.	3/11/2022 11:38 PM
24	I am very grateful for Lynx transportation services. The operators and drivers are very kind and responsible. The problem is sometimes the trip schedule needs improvement. There are many cases that we go first to far where the place that we need to be, even the driver drive by to the place that I need to go, but because the schedule send the driver to another far place, he has to obey the instruction, and the people that could be on time on the way, now would be late or tire to go far away until we come back to the place that I need to be. One time I spent like 3 hours in the car, because the driver has to drop somebody else far away before us. Would you please organize better the route that the driver should take, considering the distance and productive use of time-managing and gas consumption.	3/10/2022 7:20 PM
25	Long wait time on phone before getting to speak with representative to make reservation	3/9/2022 6:40 PM
26	It takes entirely too long for someone to answer the phone. It sometimes takes an hour or more on hold just to speak with someone. It is ridiculous that Transportation Disadvantaged people can only schedule a trip within 24 hours of that trip. This small window must make it even more difficult for AccessLynx to schedule rides so why not extend the window to allow customers to book trips up to seven days ahead of time like AccessLynx Paratransit customers can?	3/9/2022 12:59 PM

2022 ACCESS LYNX Customer Survey

27	Having to wait on hold for 30+ minutes is ridiculous and I can't figure out how to use the online app.	3/9/2022 11:44 AM
28	Booking trips online can be improved, nothing can be booked online for trips between midnight and 4 am. Hold times on phone is horrible.	3/8/2022 10:57 AM
29	Res hold time has certainty improved. Agents as usual still nice and very helpful	3/8/2022 10:52 AM
30	Hang up on you, or keep you on hold then someone picks up an they put you on hold rude	3/8/2022 10:21 AM
31	I would rather do everything online and I would like to book rides at least 2 hours in advance	3/7/2022 10:38 PM
32	Sometimes I get friendly, courteous people while other times people have been extremely rude.	3/7/2022 8:35 PM
33	The lady on the phone canceled my trip because the driver couldn't find me after she kept me on hold for 15 minutes. I saw the van pass twice.	3/7/2022 6:54 PM
34	great drivers always late performance; no one who works at lynx gives a damn	3/7/2022 6:53 PM
35	The hold time sometimes it's a little long but the staff provides an excellent service	3/7/2022 10:06 AM
36	YOUNG lady who helped was very good.	3/7/2022 9:41 AM
37	Drivers are rude. Some drivers are taking us but having the walkie talkie in their hand the whole time driving having conversations with other drivers. Call time is very long and putting restrictions times on accounts but even with a doctors note they wont lift the restriction time untill 6 months before renewal date	3/7/2022 9:27 AM
38	I reserve my trip online. All the times are not available. If I need a ride between midnight and 4:00 am, I cannot book my ride online. I have spoken to them about this many times and it has never been fixed.	3/7/2022 8:58 AM
39	I had to wait 2 hours to be picked up to return home as soon as I got in the car with the lady I had her 5 \$1 bills for her to say at the end of the ride am I going to pay I told her I already paid and she gave me back \$0.50 in change then I received the call from the company stating that I never paid her I don't know what you did with the \$5 but it wasn't my problem	3/7/2022 8:35 AM
40	Drivers are v	3/7/2022 8:20 AM
41	Satisfactory	3/7/2022 7:46 AM
42	I understand they are short handed due to the pandemic, but it was very long beforehand.	3/7/2022 7:46 AM

Q2 How would you rate the overall customer service -- including interactions with the reservationist and/or the driver -- during your most recent trip using ACCESS LYNX?

Answered: 76 Skipped: 1



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	32.89% 25	31.58% 24	11.84% 9	14.47% 11	9.21% 7	76	2.36

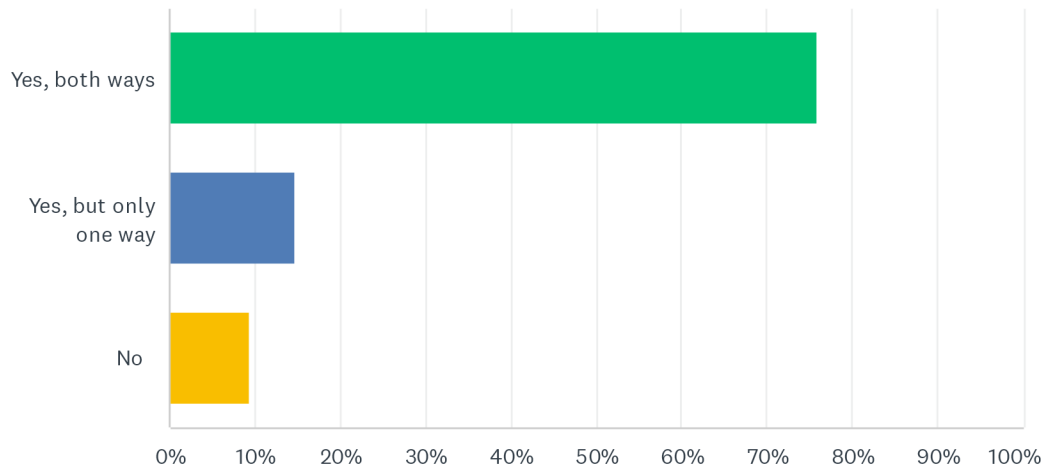
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Once I access a reservationist, I find that they are thorough, quick, and helpful. The Access Lynx driver was professional, respectful, offered assistance getting me to the door of the hospital.	3/24/2022 8:28 AM
2	The bus not clean, the window is dirty, the drivers don't come on time, they don't take care of us, and we need a clean chair!	3/23/2022 10:20 PM
3	on point and on time	3/23/2022 6:21 PM
4	Making the reservations has improved The problem is WHERE IS MY BUS when you call to find out On hold for ever	3/23/2022 12:19 PM
5	Driver friendly and courteous.	3/22/2022 12:41 PM
6	Acceptable	3/21/2022 2:02 PM
7	I am legally blind combat veteran I have been left stranded showed up to work hours after I was supposed to been there or it's three hours early I am extremely unhappy with the service and if I had any other way to get around I would the dispatchers can be downright rude I have been hung up on accused of being rude to the dispatcher when I was just trying to figure out how to use their site I am disgusted with their customer service and their dispatchers	3/21/2022 9:16 AM

2022 ACCESS LYNX Customer Survey

8	None	3/18/2022 8:04 PM
9	I did respond to this in my previous writing To repeat: Fabulous, caring staff!	3/18/2022 2:24 PM
10	Your customer service people are rude & need to be retrained on how to speak to customers. Their job is to give customer service, not act like you're bothering them & taking them away from watching a tv show.	3/18/2022 10:01 AM
11	It's a mixed review. Some drivers are friendly, some not. Same goes for reservationists. Some are empathetic if I have been waiting/riding a while and do their best to make the situation better. Some don't. Most recently I've had either friendly conversation or hardly any conversation at all with drivers. No negative experiences from the driver side of operations.	3/17/2022 1:22 PM
12	They are nice and helpful. I have my favorites, so when I'm lucky enough to get them its always nice	3/16/2022 8:30 AM
13	They are very kind and ready to help us	3/10/2022 7:20 PM
14	My major problem is that the service was always late and usually very late. I am on 5 litre of oxygen and I have just about ran out of oxygen several times and after the ride to dialysis then in a chair 4 hours and usually 2+- wait for Lynx in a mobility scooter makes for a long day.	3/9/2022 6:08 PM
15	During one of my most recent trips, I did not hear the driver at the door so I missed my ride to work. I managed to get to work only to learn when I got off that my return trip had been cancelled by AccessLynx with no notification whatsoever.	3/9/2022 1:01 PM
16	Very apologetic about being late.	3/9/2022 11:45 AM
17	Great Drivers	3/8/2022 12:43 PM
18	All so nice and helpful	3/8/2022 10:53 AM
19	Almost never is Ty our case handle or get call back	3/8/2022 10:22 AM
20	Not very helpful and kind of rude. Always books rides way too early or way too late	3/7/2022 10:39 PM
21	I've had 50/50 interactions most recently (the past 30-60 days). Some ride drivers, one driver left and when dispatch asked I told her he left and hadn't waited. Driver was really rude when daughter thanked him for coming back. He responded "Don't thank me, I only came back because dispatch told to." He's a Hispanic a chubby young man.	3/7/2022 8:39 PM
22	Hispanics are very rude.	3/7/2022 6:55 PM
23	you can tell experienced csr. job is done quickly and polite... inexperienced csr are awful! lack of training tome obvoius	3/7/2022 6:54 PM
24	some drivers need to be polite	3/7/2022 3:49 PM
25	For the Most part everyone is great Hard to tell with the mask though.	3/7/2022 10:30 AM
26	Okay	3/7/2022 10:20 AM
27	All drivers have been excellent.	3/7/2022 9:41 AM
28	Most drivers are good. I have spoken to several reservationists that do not know how to schedule my ride after midnight. They need better training.	3/7/2022 9:00 AM
29	Driver very courteous!!!@	3/7/2022 8:21 AM
30	Satisfactory	3/7/2022 7:46 AM
31	Reservationist was fine.	3/7/2022 7:46 AM

Q3 During your most recent trip, was an appropriate vehicle available when you needed it to travel to and return from your destination?

Answered: 75 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, both ways	76.00%	57
Yes, but only one way	14.67%	11
No	9.33%	7
TOTAL		75

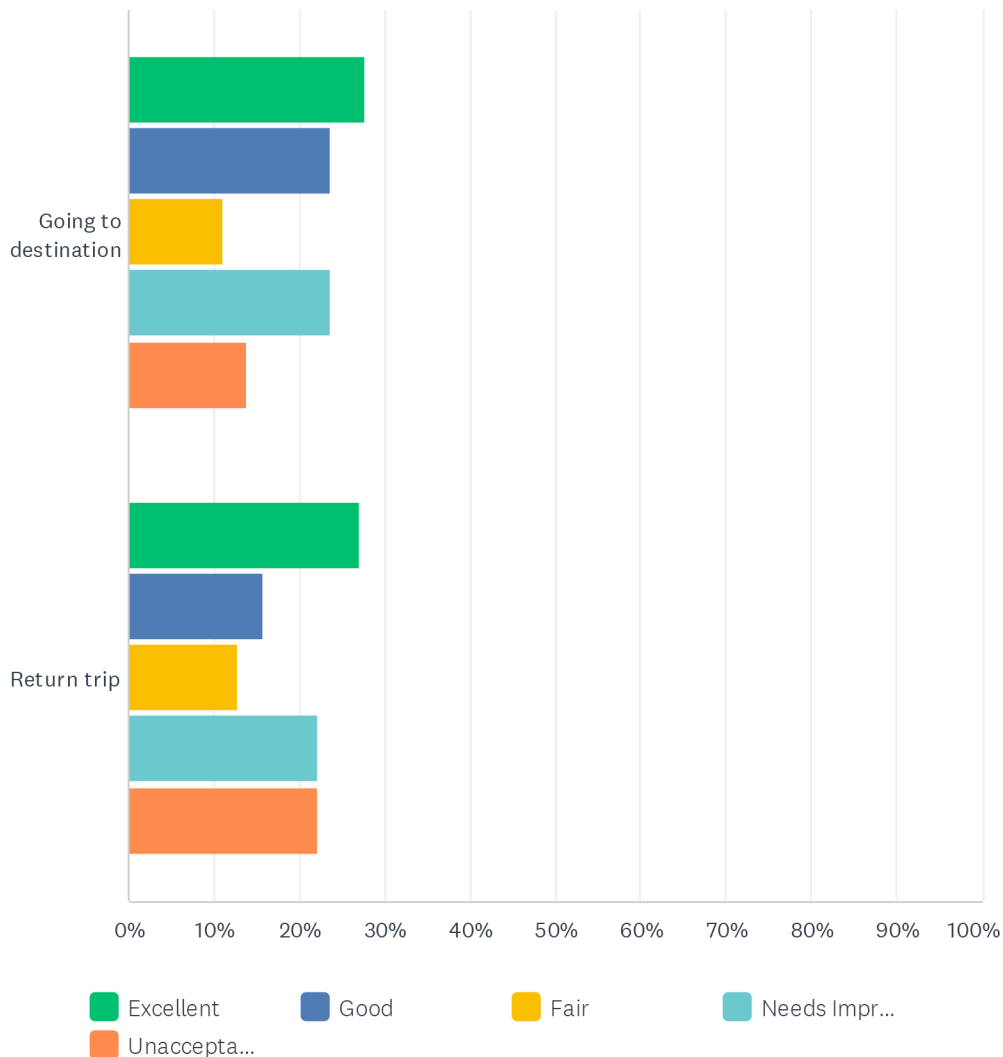
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	I have to pick up my son at school most times in the afternoon, because pickup is late. In the mornings he gets picked up way early, he sits in the office waiting about an hour for school to start. Service is unreliable for a person that needs to be at work at a particular time. It is either too late or too early.	3/25/2022 1:45 PM
2	I am ambulatory (I am a cancer patient). Yes, the vehicles were appropriate.	3/24/2022 8:29 AM
3	driver not available on time	3/23/2022 6:23 PM
4	It would be helpful if busses were equips with USB ports because I usually use my fully charged iPhone 11 Battery on hold while Lynx talks to dispatch	3/23/2022 12:21 PM
5	Did receive a call that ride would be late for drop off, however driver was asked to do an add on it arrived early	3/22/2022 12:42 PM
6	Satisfactory	3/21/2022 2:03 PM
7	They use a little van to accommodate one person in a wheelchair and me. At the end of the travel I was with a lot of pain. The front seat was terrible	3/18/2022 4:47 PM
8	Perfect for every ride! Thanks	3/18/2022 2:25 PM
9	I'm still waiting for my vehicle to come.	3/18/2022 10:01 AM
10	I do not require any accommodations as far as appropriate vehicles. I will say the Access LYNX buses are rather uncomfortable.	3/17/2022 1:27 PM

2022 ACCESS LYNX Customer Survey

11	However, that doesn't always happen. I know delays happen, but a heads up would be nice. Exspecially if your going to leave me waiting 2 hours before I get picked up.	3/16/2022 8:32 AM
12	Smaller car easy IED to get into for me cant use lift or ramp- balance	3/8/2022 10:23 AM
13	Usually it was a bus that was over packed.	3/7/2022 10:40 PM
14	I can use both, I prefer vans, it was a van coming back not going there	3/7/2022 3:50 PM
15	Ok	3/7/2022 10:21 AM
16	They are late way more than they are on time.	3/7/2022 9:01 AM
17	Mine was only a one way trip	3/7/2022 7:47 AM
18	Great	3/7/2022 7:46 AM

Q4 How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home on your most recent trip?

Answered: 73 Skipped: 4



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
Going to destination	27.78% 20	23.61% 17	11.11% 8	23.61% 17	13.89% 10	72	2.72
Return trip	26.98% 17	15.87% 10	12.70% 8	22.22% 14	22.22% 14	63	2.97

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	The drivers at Access Lynx are caring people. I arrived in time for my appointment and, after the appointment, I was driven home quickly and safely.	3/24/2022 8:31 AM
2	Listen to tape from Sum 3/13 6:40 pm thru 10:25 It was beyond unacceptable I waited more	3/23/2022 12:24 PM

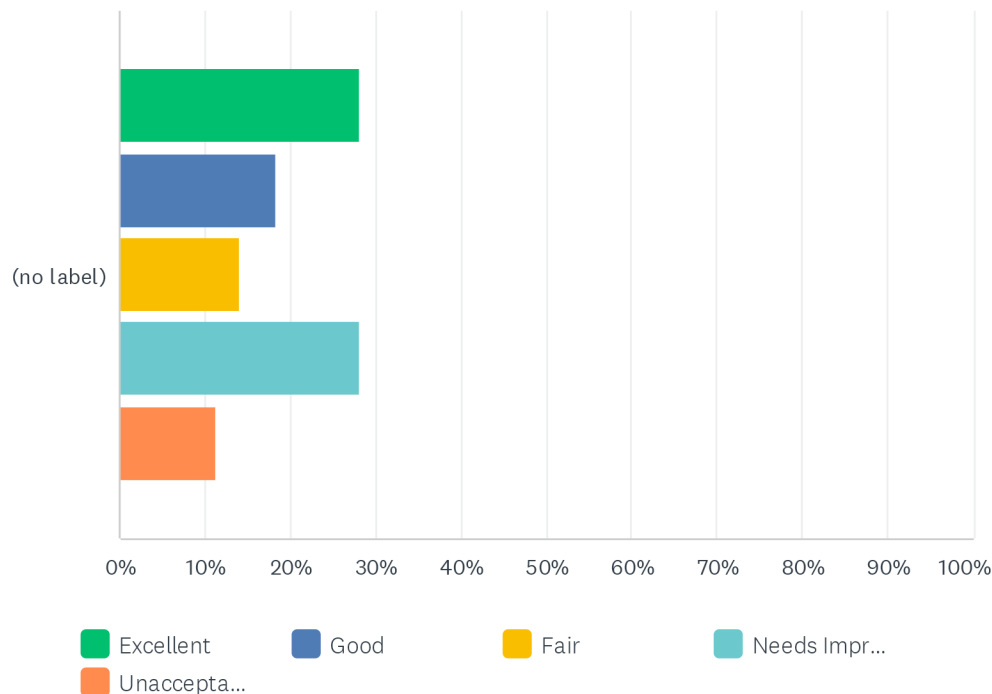
2022 ACCESS LYNX Customer Survey

than 3 hours at night scared to death

3	Satisfactory	3/21/2022 2:03 PM
4	They've literally just lost my pick up I've been stranded because of them not to mention my granddaughter has access links and schedule the trip they brought her 45 minutes away to my house but then did not show up to pick everybody up and says oh well that's what the dispatcher said sorry they couldn't help us and they wouldn't even transfers to a supervisor	3/21/2022 9:17 AM
5	I was waiting for around 2 hours	3/21/2022 8:38 AM
6	Time 3 hours	3/18/2022 11:15 PM
7	What majority of the time they're always late because of the GPS always dropping and guiding the drivers to an open street for the wrong direction they need to change the GPS system that's why these drivers are always late	3/18/2022 8:05 PM
8	Big improvement to last summer	3/18/2022 6:39 PM
9	They never pick up me in the place that they are supposed to do. And it is really easy to be in the place	3/18/2022 4:49 PM
10	As a new rider, I am very impressed at how easy it is to use this service. My last trip, as always, gets an excellent grade!	3/18/2022 2:27 PM
11	I haven't had it yet.	3/18/2022 10:04 AM
12	Most recently, my trips have been very efficient. My drivers showed up at the start of my window and I would travel directly to my destination. It is a much welcomed change because about a month ago it was the complete opposite. Drivers would arrive outside of the window. I would barely make it to my destination on time. And trips were highly inefficient with me being on board for extended lengths of time. I hope this is a continued trend and a sign of better things to come	3/17/2022 1:32 PM
13	9 times out of 10 the return trip is late by an hour	3/14/2022 12:47 AM
14	There is an issue with being on time w/Access.	3/11/2022 11:40 PM
15	I think if someone is booked especially handicapped and on oxygen that Lynx should give them priority and not keep booking once scheduled.	3/9/2022 6:13 PM
16	I was late for a doctor's appointment.	3/9/2022 11:46 AM
17	Most recent round trip I was dropped off 2 hours early, return trip was acceptable.	3/8/2022 11:09 AM
18	Both pick ups in allotted times given me	3/8/2022 10:55 AM
19	Driver Toto fast	3/8/2022 10:24 AM
20	The bus would never show up. Or most times I would be stuck on a bus for multiple hours coming really close to my destination but not going there. The logistics are terrible. Last trip I took was 3 hours and I wound up getting off and walking the rest of the way because it was going to take longer	3/7/2022 10:41 PM
21	Too often the driver in the morning.	3/7/2022 8:40 PM
22	sitting in a public parking lot watching your frozen items melt is always a joy. and drivers always blame management. but customers get the pain...	3/7/2022 6:56 PM
23	Leave too early an hour and a half. 2 hours to get home	3/7/2022 6:56 PM
24	It was 90 minutes late and got home past 5pm, I requested to be home by 4:30	3/7/2022 3:51 PM
25	Not always on time running late or it doesn't arrive at all.	3/7/2022 10:31 AM
26	Good job	3/7/2022 10:21 AM
27	They are hardly ever on time. They are extremely unreliable.	3/7/2022 9:03 AM
28	Not bad	3/7/2022 7:47 AM

Q5 Based on your most recent trip, how would you rate ACCESS LYNX service overall?

Answered: 71 Skipped: 6



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	28.17%	18.31%	14.08%	28.17%	11.27%	71	2.76
	20	13	10	20	8		

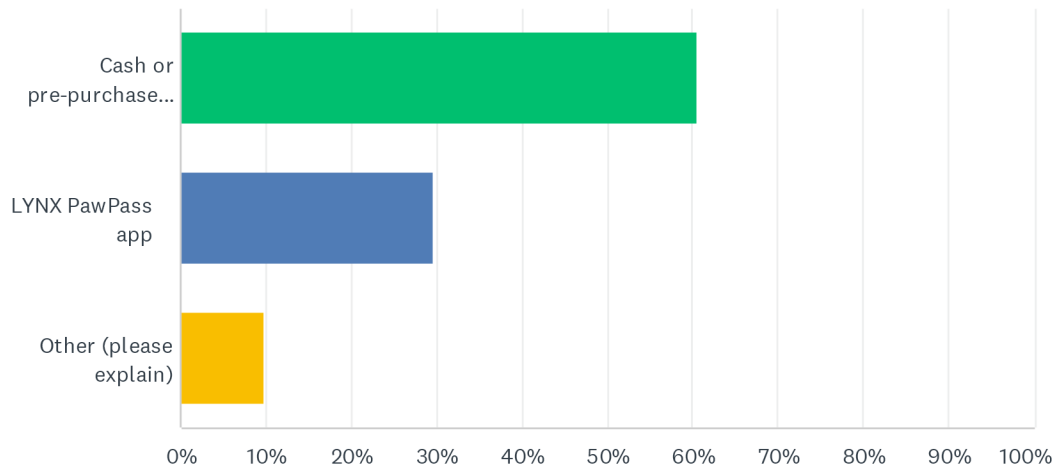
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	I would be in miserable shape without this service. During the pandemic, my doctors forbade me to take public transportation due to Covid-19. What would I have done without Access Lynx? How would I have gotten my cancer treatments and tests? I shudder to think.	3/24/2022 8:34 AM
2	Listen tonsumday 3/13 tape 6:40 to 10:25	3/23/2022 12:25 PM
3	Very accommodating	3/22/2022 12:43 PM
4	Satisfactory	3/21/2022 2:03 PM
5	Drivers are very good with my special needs son.	3/21/2022 1:23 PM
6	Whole program needs to be redone , and it seems like the drivers take the longest route they go out of their way and do not take the quickest route and waste most of your time and then when you try to correct them they get a attitude and say I have to follow my GPS when nine times out of 10 the GPS is wrong	3/21/2022 9:18 AM
7	I think they need to have more dispatchers where they can assist the drivers when they're in need and please change the GPS system update it so the drivers would not be late	3/18/2022 8:06 PM
8	I have seen a big improvement to what was taking place throughout the past couple of years.	3/18/2022 6:43 PM
9	Repeating myself, the service is timely, so easy to use! Again, my rating is excellent! Will highly recommend to my friends to pass the word as well. It is truly a wonderful service. Thanks again	3/18/2022 2:32 PM

2022 ACCESS LYNX Customer Survey

10	The driver was late. Access Lynx acts like our appointments are not important. They don't care if you are charged a fee out of pocket for being late or missing an appointment because they are late or overbooked their drivers.	3/18/2022 10:06 AM
11	My most recent trips have been great. Driver showed up within the window, went directly to my destination, was on time, driver was friendly. I hope this trend continues because it was not like this during the latter half of 2021 and even the beginning of 2022	3/17/2022 1:35 PM
12	Overall transportation in Florida is embarrassing	3/17/2022 1:06 PM
13	My most recent trip was great. However, there are things that need improvement, so your question here should be an overall assessment. Some dispatchers are rude, I hear it all the time over the radio. Some drivers don't read notes in there manifest which are left by the client to help find them easier. Some schedulers don't bother putting the notes in the manifest to start with. I check with the drivers!!! Especially when they say, it took me forever to find you! Which brings me to another point, why drivers are you driving around for 15-30 minutes before calling in requesting help finding the client? Makes no sense. Give yourself 15, you haven't found them or are unsure call dispatch. Oh, and if this company could fix the drivers GPS systems we may not have as many late or wondering drivers because they are lost!! There older then time and don't work half the time. If you have money for new buses, you have money to start fixing those systems. Or let the drivers use there phones only for GPS. Thank you for hearing our concerns!	3/16/2022 8:42 AM
14	Schedulers need to understand timing w/respect to traffic delays & where places are located & how long things take.	3/11/2022 11:43 PM
15	Service has improved 100%. Drivers are very friendly and helpful. Other than wait time on phone making reservations service is great	3/9/2022 6:44 PM
16	Blessed to have access to this service.	3/8/2022 12:46 PM
17	I could not live independently if I didn't have access Lynx . I am 92 years old gave up driving several years ago because I was able to use your service	3/8/2022 10:58 AM
18	Where di i begin?	3/8/2022 10:24 AM
19	It should not take 3 hours to take somebody home	3/7/2022 10:41 PM
20	A lot of the drivers have no patience when they arrive. My husband is wheelchair bound and doesn't like to sit on his chair for extended periods of time.	3/7/2022 8:42 PM
21	driver are helpful and proffessuonal, but ive had a few who are sully and unhelpful. one forget to place safety strap across me when exiting the lift. one good fall in an expensive news story and lawsuit,.	3/7/2022 6:59 PM
22	I am grateful for the transportation, I personally prefer vans that makes me most comfortable.	3/7/2022 3:52 PM
23	Good job	3/7/2022 10:21 AM
24	Got me to work a hour and half late	3/7/2022 9:28 AM
25	Great	3/7/2022 7:47 AM

Q6 How did you pay for your most recent trip using ACCESS LYNX?

Answered: 71 Skipped: 6

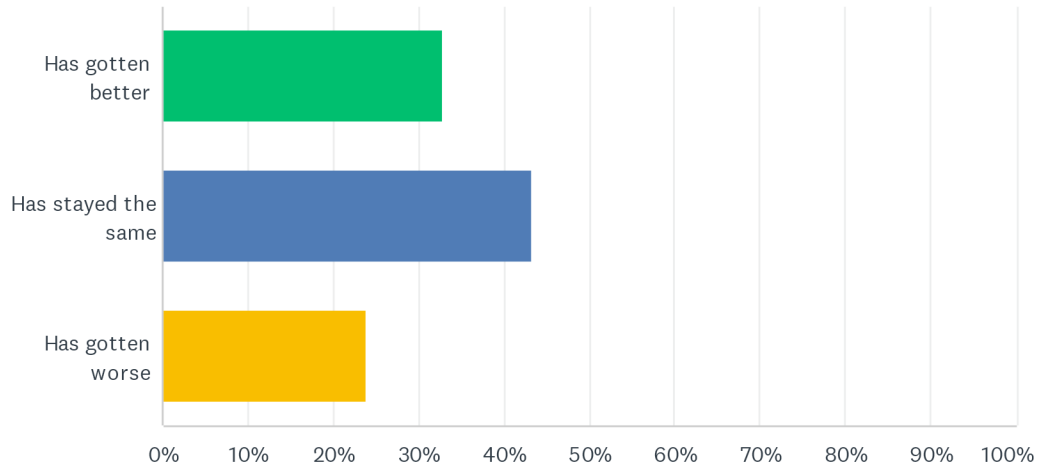


ANSWER CHOICES	RESPONSES	
Cash or pre-purchased tickets	60.56%	43
LYNX PawPass app	29.58%	21
Other (please explain)	9.86%	7
TOTAL		71

#	OTHER (PLEASE EXPLAIN)	DATE
1	Vocational Rehabilitation Tickets	3/25/2022 1:46 PM
2	Just because I login to a new phone we're make me pay a new ticket	3/23/2022 10:22 PM
3	Medicaid insurance	3/21/2022 11:33 AM
4	They are terrible. Bad option to pay	3/18/2022 4:51 PM
5	Love this function	3/16/2022 8:42 AM
6	voc rehab ticket	3/13/2022 10:29 AM
7	Can't figure out how to use the PawPass app.	3/9/2022 11:47 AM

Q7 Thinking beyond your most recent trip to your experiences during the past year, how would you characterize ACCESS LYNX service?

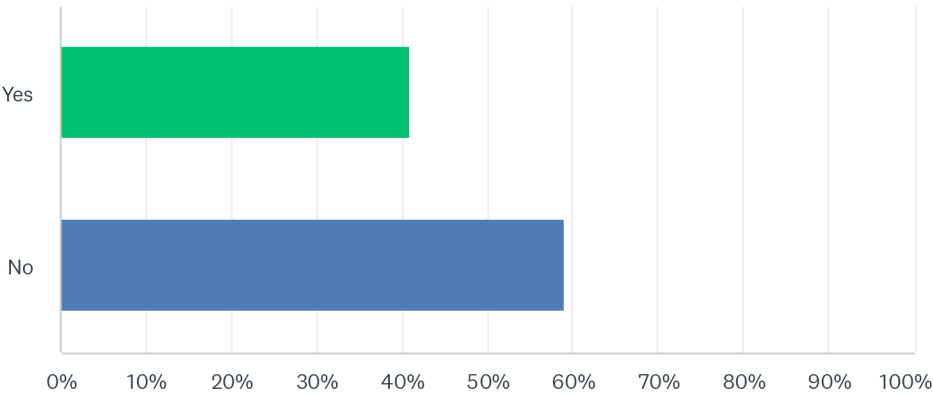
Answered: 67 Skipped: 10



ANSWER CHOICES	RESPONSES	
Has gotten better	32.84%	22
Has stayed the same	43.28%	29
Has gotten worse	23.88%	16
TOTAL		67

Q8 Have you ever used LYNX's online WebACCESS to manage your ACCESS LYNX rides?

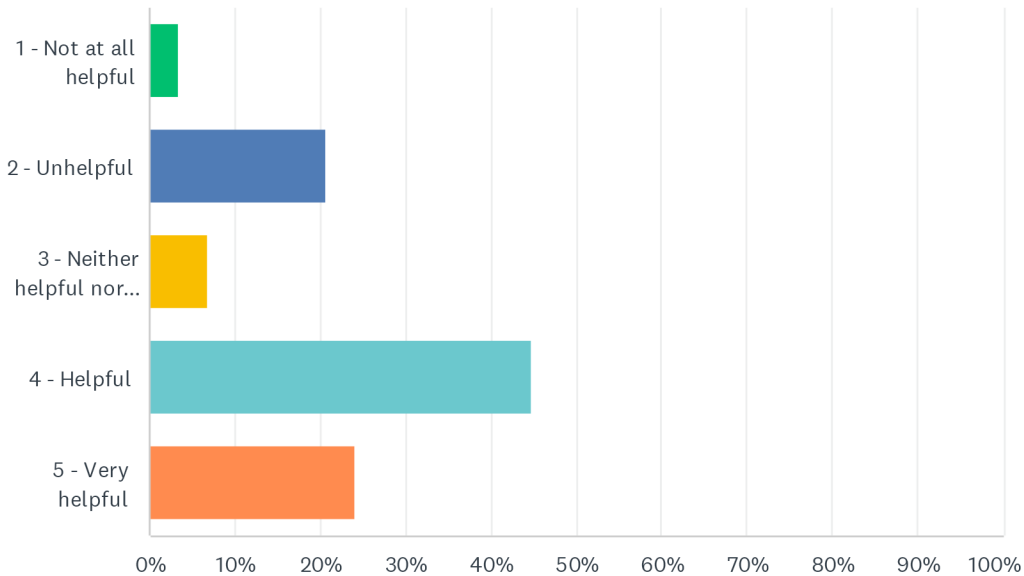
Answered: 71 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	40.85%	29
No	59.15%	42
TOTAL		71

Q9 You say you've used WebACCESS. On a scale of 1 to 5, with 1 being "not at all helpful" and 5 being "very helpful," how helpful was WebACCESS in making your trip reservations?

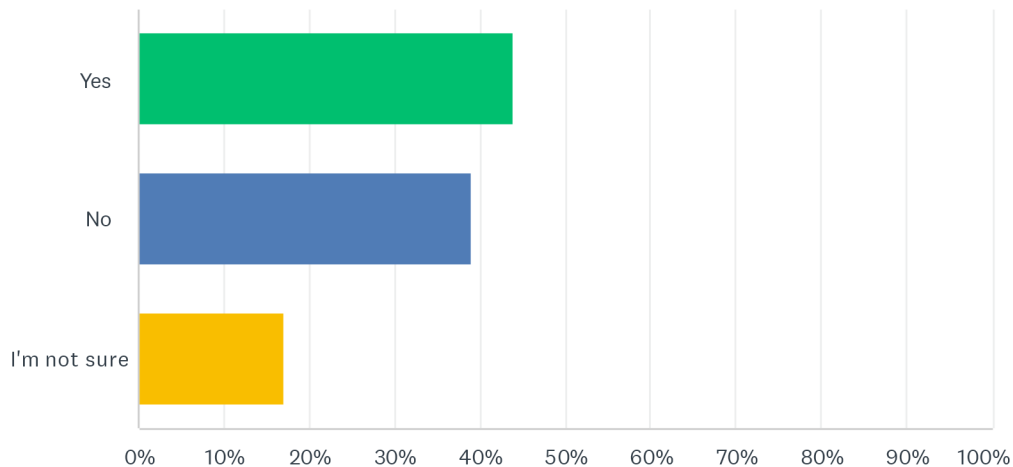
Answered: 29 Skipped: 48



ANSWER CHOICES	RESPONSES	
1 - Not at all helpful	3.45%	1
2 - Unhelpful	20.69%	6
3 - Neither helpful nor unhelpful	6.90%	2
4 - Helpful	44.83%	13
5 - Very helpful	24.14%	7
TOTAL		29

Q10 WebACCESS is a secure website that allows ACCESS LYNX customers to manage their own trips without the need to contact the customer service department. Customers and their representatives can use the internet to request, change, confirm, or cancel trip reservations and to access and edit the customer's information 24 hours a day, 7 days a week. Were you aware this website existed?

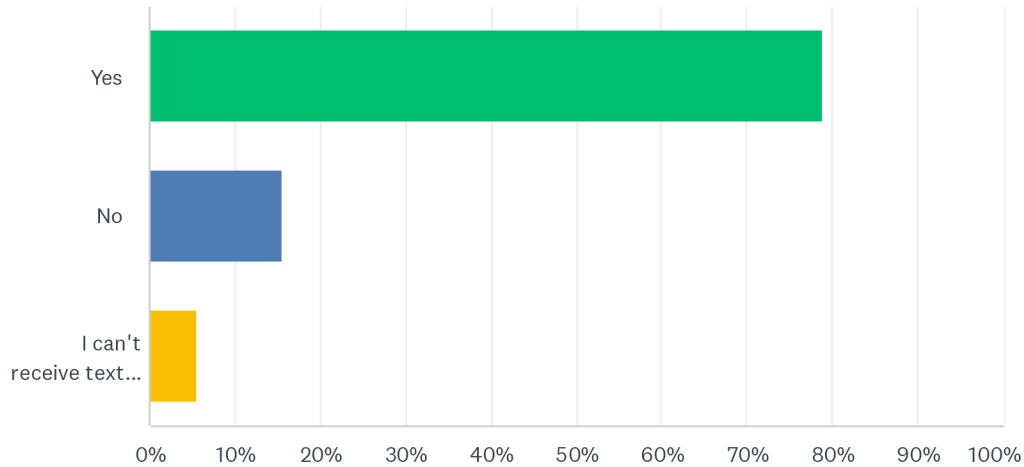
Answered: 41 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	43.90%	18
No	39.02%	16
I'm not sure	17.07%	7
TOTAL		41

Q11 Would it be helpful to receive updates about your reservations/trips via text message?

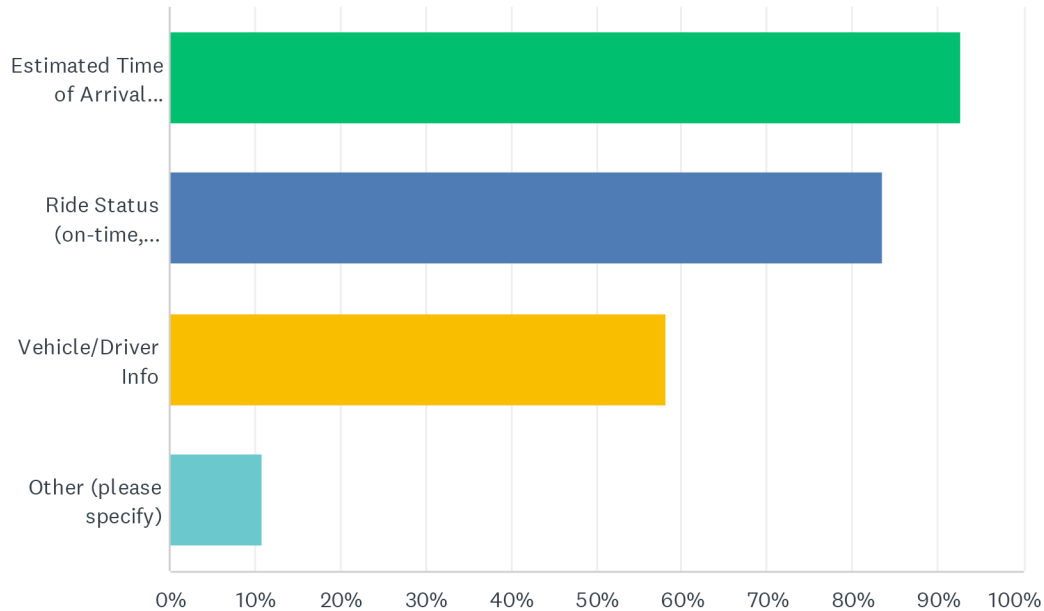
Answered: 71 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	78.87%	56
No	15.49%	11
I can't receive text messages	5.63%	4
TOTAL		71

Q12 You say it would be helpful to receive ride updates via text message. What types of updates would you like to receive? (Check all that apply.)

Answered: 55 Skipped: 22

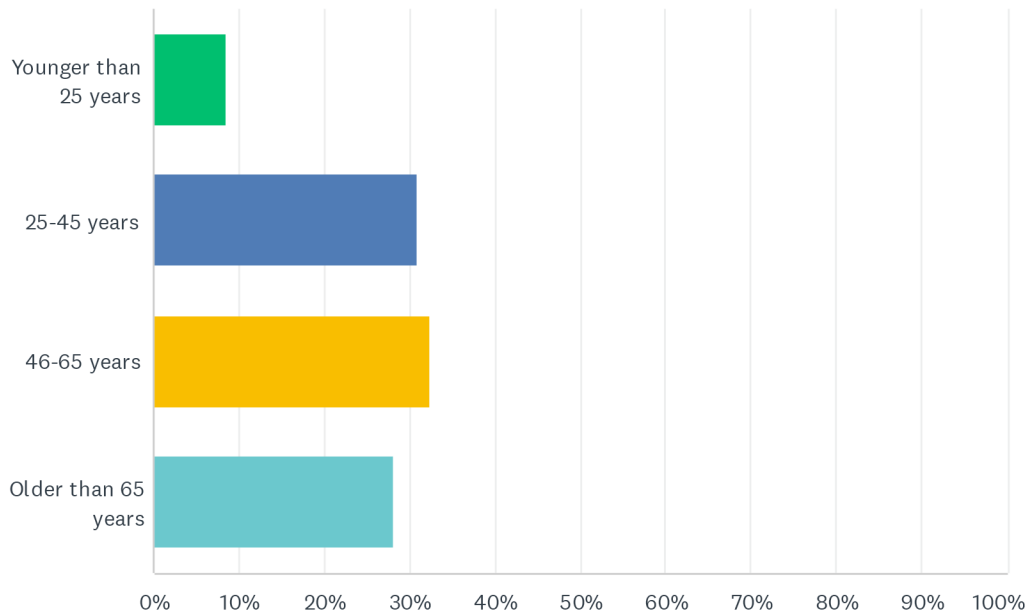


ANSWER CHOICES	RESPONSES	
Estimated Time of Arrival (ETA)	92.73%	51
Ride Status (on-time, delayed, or canceled)	83.64%	46
Vehicle/Driver Info	58.18%	32
Other (please specify)	10.91%	6
Total Respondents: 55		

#	OTHER (PLEASE SPECIFY)	DATE
1	REMOVE THE OLD MANIFEST THAT SO ANTIQUATED GPSGIVES DRIVE MISS INFO CAUSING MANY DELAYS THIS COMPANY MAKE MILLIONS EVERY MONTH AND YOU CANNOT UPDATE FOR THE SAFETY OF THE DRIVERS ETHICAL AND INTERGRITY ISSUES ?? these are feed back from my drivers IS TERRIBLE THAT WHY MOST DRIVERS QUIT ALSO DOES NOT GIVE DRIVE A LANDMARK OF THE DESTINATION ALSO MOST DYALYSIS PATIENTS SHOULD HAVE THERE ON BUSES TARGETED FOR THEIR NEEDS ON LY	3/24/2022 12:01 PM
2	Customer service should be available to text	3/23/2022 12:29 PM
3	Estimated time of dropoff, especially if a trip were running delayed. This would also be nice to know if you had someone waiting at your destination for you.	3/17/2022 1:39 PM
4	pick up on time	3/13/2022 12:17 PM
5	Ok	3/7/2022 10:23 AM
6	Everything	3/7/2022 7:49 AM

Q13 What is your age?

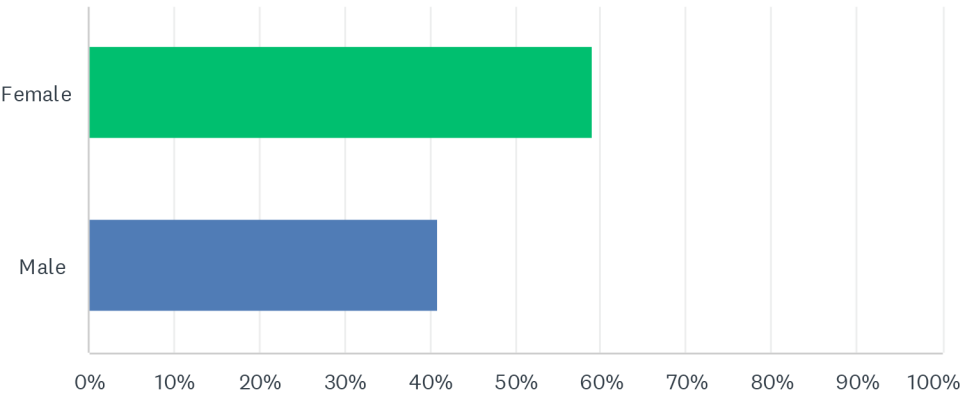
Answered: 71 Skipped: 6



ANSWER CHOICES	RESPONSES	
Younger than 25 years	8.45%	6
25-45 years	30.99%	22
46-65 years	32.39%	23
Older than 65 years	28.17%	20
TOTAL		71

Q14 What is your gender?

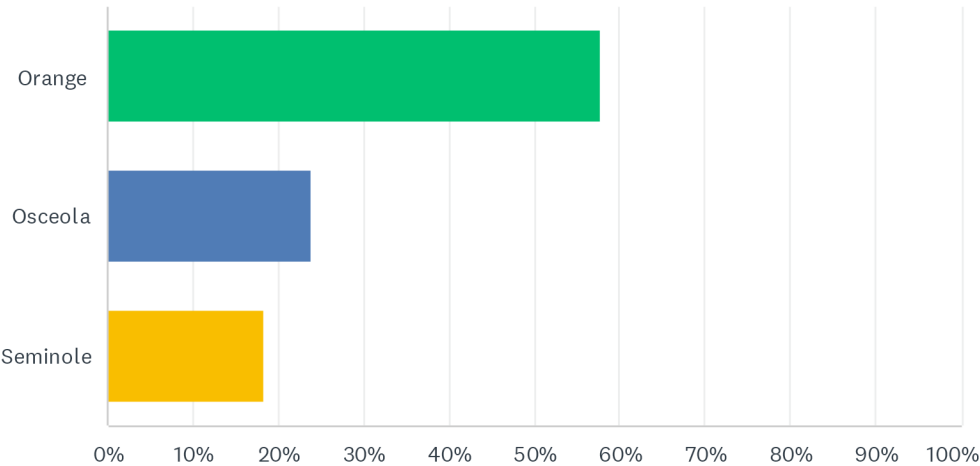
Answered: 71 Skipped: 6



ANSWER CHOICES	RESPONSES	
Female	59.15%	42
Male	40.85%	29
TOTAL		71

Q15 In which county do you live?

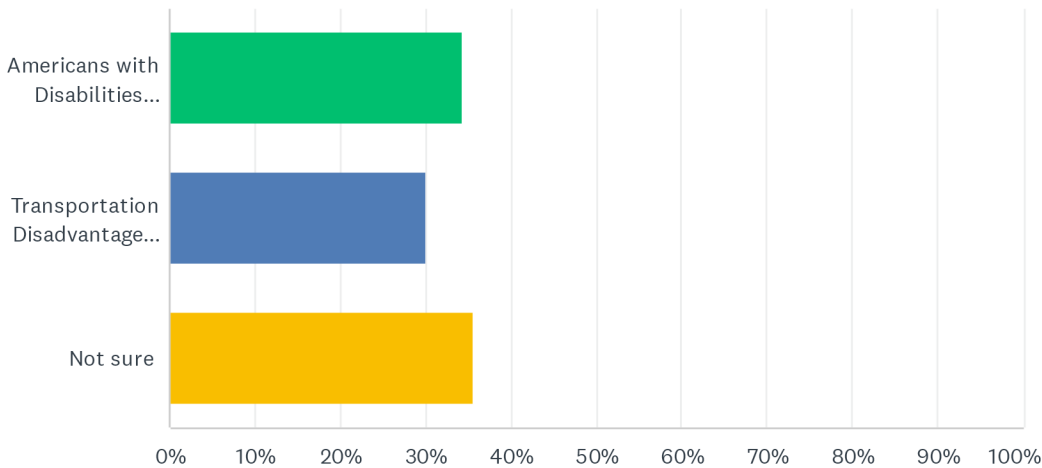
Answered: 71 Skipped: 6



ANSWER CHOICES	RESPONSES	
Orange	57.75%	41
Osceola	23.94%	17
Seminole	18.31%	13
TOTAL		71

Q16 How is your ACCESS LYNX eligibility classified?

Answered: 70 Skipped: 7



ANSWER CHOICES		RESPONSES	
Americans with Disabilities (ADA) program		34.29%	24
Transportation Disadvantaged (TD) program		30.00%	21
Not sure		35.71%	25
TOTAL			70

Table 11: Vehicle Inventory (Paratransit)

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2015	FORD	1FDEE4FL8EDB10564	Lift	4	12
2015	FORD	1FDEE4FL0EDB10932	Lift	4	12
2015	FORD	1FDEE4FL3EDB10925	Lift	4	12
2015	FORD	1FDEE4FL1EDB10566	Lift	4	12
2015	FORD	1FDEE4FL4EDB10934	Lift	4	12
2015	FORD	1FD FE4FS4FDA28117	Lift	4	12
2015	FORD	1FDEE4FL8FDA35303	Lift	4	12
2015	FORD	1FD FE4FS5FDA28112	Lift	4	12
2015	FORD	1FD FE4FS6FDA28121	Lift	4	12
2015	FORD	1FD FE4FS0FDA28129	Lift	4	12
2015	FORD	1FD FE4FSXFDA28137	Lift	4	12
2015	FORD	1FD FE4FS3FDA28125	Lift	4	12
2015	FORD	1FD FE4FS8FDA28119	Lift	4	12
2015	FORD	1FD FE4FS2FDA28133	Lift	4	12
2015	FORD	1FD FE4FSXFDA28123	Lift	4	12
2015	FORD	1FD FE4FS4FDA28120	Lift	4	12
2015	FORD	1FD FE4FS3FDA28111	Lift	4	12
2015	FORD	1FD FE4FS6FDA28135	Lift	4	12
2015	FORD	1FD FE4FS0FDA28132	Lift	4	12
2015	FORD	1FD FE4FS7FDA28127	Lift	4	12
2015	FORD	1FD FE4FS1FDA28110	Lift	4	12
2015	FORD	1FD FE4FS8FDA28136	Lift	4	12
2016	FORD	1FD FE4FS6GDC57108	Lift	4	12
2016	FORD	1FD FE4FS4GDC57110	Lift	4	12
2016	FORD	1FD FE4FSXGDC57113	Lift	4	12
2016	FORD	1FD FE4FS8GDC57112	Lift	4	12
2016	FORD	1FD FE4FS6GDC57111	Lift	4	12
2016	FORD	1FD FE4FS8GDC57109	Lift	4	12
2018	FORD	1FD FE4FS8HDC39923	Lift	4	12

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2018	FORD	1FDFE4FS0GDC55340	Lift	4	12
2018	FORD	1FDFE4FS9GDC57118	Lift	4	12
2018	FORD	1FDFE4FS4HDC57562	Lift	4	12
2018	FORD	1FDFE4FS0GDC57119	Lift	4	12
2018	FORD	1FDFE4FS5HDC58879	Lift	4	12
2018	FORD	1FDFE4FS1HDC41674	Lift	4	12
2018	FORD	1FDFE4FSXHDC57565	Lift	4	12
2018	FORD	1FDFE4FS7HDC58883	Lift	4	12
2018	FORD	1FDFE4FS1HDC58880	Lift	4	12
2018	FORD	1FDFE4FS7HDC57569	Lift	4	12
2018	FORD	1FDFE4FS9HDC58884	Lift	4	12
2018	FORD	1FDFE4FS6HDC57563	Lift	4	12
2018	FORD	1FDFE4FS8HDC57564	Lift	4	12
2018	FORD	1FDFE4FS7GDC57117	Lift	4	12
2018	FORD	1FDFE4FS3HDC53051	Lift	4	12
2018	FORD	1FDFE4FS5HDC57568	Lift	4	12
2018	FORD	1FDFE4FS3HDC57567	Lift	4	12
2018	FORD	1FDFE4FSXHDC39924	Lift	4	12
2018	FORD	1FDFE4FS0HDC58885	Lift	4	12
2018	FORD	1FDFE4FS5HDC58882	Lift	4	12
2018	FORD	1FDFE4FS3HDC57570	Lift	4	12
2019	FORD	1FDFE4FS6KDC10038	Lift	4	12
2019	FORD	1FDFE4FS3JDC43464	Lift	4	12
2019	FORD	1FDFE4FS4KDC10037	Lift	4	12
2019	FORD	1FDFE4FS1JDC41891	Lift	4	12
2019	FORD	1FDFE4FS2KDC17357	Lift	4	12
2019	FORD	1FDFE4FS2KDC10036	Lift	4	12
2019	FORD	1FDFE4FS3JDC41875	Lift	4	12
2019	FORD	1FDFE4FS1JDC41874	Lift	4	12
2019	FORD	1FDFE4FS4JDC41884	Lift	4	12

Table 11: Vehicle Inventory (Paratransit)

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2015	FORD	1FDEE4FL8EDB10564	Lift	4	12
2015	FORD	1FDEE4FL0EDB10932	Lift	4	12
2015	FORD	1FDEE4FL3EDB10925	Lift	4	12
2015	FORD	1FDEE4FL1EDB10566	Lift	4	12
2015	FORD	1FDEE4FL4EDB10934	Lift	4	12
2015	FORD	1FDFE4FS4FDA28117	Lift	4	12
2015	FORD	1FDEE4FL8FDA35303	Lift	4	12
2015	FORD	1FDFE4FS5FDA28112	Lift	4	12
2015	FORD	1FDFE4FS6FDA28121	Lift	4	12
2015	FORD	1FDFE4FS0FDA28129	Lift	4	12
2015	FORD	1FDFE4FSXFDA28137	Lift	4	12
2015	FORD	1FDFE4FS3FDA28125	Lift	4	12
2015	FORD	1FDFE4FS8FDA28119	Lift	4	12
2015	FORD	1FDFE4FS2FDA28133	Lift	4	12
2015	FORD	1FDFE4FSXFDA28123	Lift	4	12
2015	FORD	1FDFE4FS4FDA28120	Lift	4	12
2015	FORD	1FDFE4FS3FDA28111	Lift	4	12
2015	FORD	1FDFE4FS6FDA28135	Lift	4	12
2015	FORD	1FDFE4FS0FDA28132	Lift	4	12
2015	FORD	1FDFE4FS7FDA28127	Lift	4	12
2015	FORD	1FDFE4FS1FDA28110	Lift	4	12
2015	FORD	1FDFE4FS8FDA28136	Lift	4	12
2016	FORD	1FDFE4FS6GDC57108	Lift	4	12
2016	FORD	1FDFE4FS4GDC57110	Lift	4	12
2016	FORD	1FDFE4FSXGDC57113	Lift	4	12
2016	FORD	1FDFE4FS8GDC57112	Lift	4	12
2016	FORD	1FDFE4FS6GDC57111	Lift	4	12
2016	FORD	1FDFE4FS8GDC57109	Lift	4	12
2018	FORD	1FDFE4FS8HDC39923	Lift	4	12

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2018	FORD	1FDFE4FS0GDC55340	Lift	4	12
2018	FORD	1FDFE4FS9GDC57118	Lift	4	12
2018	FORD	1FDFE4FS4HDC57562	Lift	4	12
2018	FORD	1FDFE4FS0GDC57119	Lift	4	12
2018	FORD	1FDFE4FS5HDC58879	Lift	4	12
2018	FORD	1FDFE4FS1HDC41674	Lift	4	12
2018	FORD	1FDFE4FSXHDC57565	Lift	4	12
2018	FORD	1FDFE4FS7HDC58883	Lift	4	12
2018	FORD	1FDFE4FS1HDC58880	Lift	4	12
2018	FORD	1FDFE4FS7HDC57569	Lift	4	12
2018	FORD	1FDFE4FS9HDC58884	Lift	4	12
2018	FORD	1FDFE4FS6HDC57563	Lift	4	12
2018	FORD	1FDFE4FS8HDC57564	Lift	4	12
2018	FORD	1FDFE4FS7GDC57117	Lift	4	12
2018	FORD	1FDFE4FS3HDC53051	Lift	4	12
2018	FORD	1FDFE4FS5HDC57568	Lift	4	12
2018	FORD	1FDFE4FS3HDC57567	Lift	4	12
2018	FORD	1FDFE4FSXHDC39924	Lift	4	12
2018	FORD	1FDFE4FS0HDC58885	Lift	4	12
2018	FORD	1FDFE4FS5HDC58882	Lift	4	12
2018	FORD	1FDFE4FS3HDC57570	Lift	4	12
2019	FORD	1FDFE4FS6KDC10038	Lift	4	12
2019	FORD	1FDFE4FS3JDC43464	Lift	4	12
2019	FORD	1FDFE4FS4KDC10037	Lift	4	12
2019	FORD	1FDFE4FS1JDC41891	Lift	4	12
2019	FORD	1FDFE4FS2KDC17357	Lift	4	12
2019	FORD	1FDFE4FS2KDC10036	Lift	4	12
2019	FORD	1FDFE4FS3JDC41875	Lift	4	12
2019	FORD	1FDFE4FS1JDC41874	Lift	4	12
2019	FORD	1FDFE4FS4JDC41884	Lift	4	12

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2019	FORD	1FDFE4FSXJDC41887	Lift	4	12
2020	FORD	1FDFE4FSXKDC51384	Lift	4	12
2020	FORD	1FDFE4FS3KDC51386	Lift	4	12
2020	FORD	1FDFE4FS1KDC51385	Lift	4	12
2020	FORD	1FDWE3F69KDC72790	Lift	3	10
2020	FORD	1FDWE3F66KDC72763	Lift	3	10
2020	FORD	1FDWE3F68KDC72764	Lift	3	10
2020	FORD	1FDWE3F64KDC72776	Lift	3	10
2020	FORD	1FDWE3F64KDC72762	Lift	3	10
2020	FORD	1FDWE3F62KDC72761	Lift	3	10
2020	FORD	1FDWE3F65KDC72768	Lift	3	10
2020	FORD	1FDWE3F62KDC72758	Lift	3	10
2020	FORD	1FDWE3F65KDC72785	Lift	3	10
2020	FORD	1FDWE3F61KDC72766	Lift	3	10
2020	FORD	1FDWE3F6XKDC72765	Lift	3	10
2020	FORD	1FDWE3F67KDC72786	Lift	3	10
2020	FORD	1FDWE3F61KDC72783	Lift	3	10
2020	FORD	1FDWE3F64KDC72759	Lift	3	10
2020	FORD	1FDWE3F69KDC72787	Lift	3	10
2020	FORD	1FDWE3F63KDC72784	Lift	3	10
2020	FORD	1FDWE3F62KDC72775	Lift	3	10
2020	FORD	1FDWE3F60KDC72760	Lift	3	10
2020	FORD	1FDWE3F67KDC72772	Lift	3	10
2020	FORD	1FDWE3F60KDC72774	Lift	3	10
2020	FORD	1FDWE3F66KDC72777	Lift	3	10
2020	FORD	1FDWE3F63KDC72770	Lift	3	10
2020	FORD	1FDWE3F69KDC72773	Lift	3	10
2020	FORD	1FDWE3F67KDC72769	Lift	3	10
2020	FORD	1FDWE3F66KDC72780	Lift	3	10
2020	FORD	1FDWE3F60KDC72788	Lift	3	10

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2019	FORD	1FD FE4FSXJDC41887	Lift	4	12
2020	FORD	1FD FE4FSXKDC51384	Lift	4	12
2020	FORD	1FD FE4FS3KDC51386	Lift	4	12
2020	FORD	1FD FE4FS1KDC51385	Lift	4	12
2020	FORD	1FD WE3F69KDC72790	Lift	3	10
2020	FORD	1FD WE3F66KDC72763	Lift	3	10
2020	FORD	1FD WE3F68KDC72764	Lift	3	10
2020	FORD	1FD WE3F64KDC72776	Lift	3	10
2020	FORD	1FD WE3F64KDC72762	Lift	3	10
2020	FORD	1FD WE3F62KDC72761	Lift	3	10
2020	FORD	1FD WE3F65KDC72768	Lift	3	10
2020	FORD	1FD WE3F62KDC72758	Lift	3	10
2020	FORD	1FD WE3F65KDC72785	Lift	3	10
2020	FORD	1FD WE3F61KDC72766	Lift	3	10
2020	FORD	1FD WE3F6XKDC72765	Lift	3	10
2020	FORD	1FD WE3F67KDC72786	Lift	3	10
2020	FORD	1FD WE3F61KDC72783	Lift	3	10
2020	FORD	1FD WE3F64KDC72759	Lift	3	10
2020	FORD	1FD WE3F69KDC72787	Lift	3	10
2020	FORD	1FD WE3F63KDC72784	Lift	3	10
2020	FORD	1FD WE3F62KDC72775	Lift	3	10
2020	FORD	1FD WE3F60KDC72760	Lift	3	10
2020	FORD	1FD WE3F67KDC72772	Lift	3	10
2020	FORD	1FD WE3F60KDC72774	Lift	3	10
2020	FORD	1FD WE3F66KDC72777	Lift	3	10
2020	FORD	1FD WE3F63KDC72770	Lift	3	10
2020	FORD	1FD WE3F69KDC72773	Lift	3	10
2020	FORD	1FD WE3F67KDC72769	Lift	3	10
2020	FORD	1FD WE3F66KDC72780	Lift	3	10
2020	FORD	1FD WE3F60KDC72788	Lift	3	10

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3PN9MDC20750	Lift	3	10
2020	FORD	1FDWE3F68KDC72778	Lift	3	10
2020	FORD	1FDWE3F68KDC72781	Lift	3	10
2020	FORD	1FDWE3F6XKDC72782	Lift	3	10
2021	FORD	1FDWE3FN1MDC20774	Lift	3	10
2021	FORD	1FDWE3FN6MDC20771	Lift	3	10
2021	FORD	1FDWE3FN4MDC20770	Lift	3	10
2021	FORD	1FDWE3FN2MDC20766	Lift	3	10
2021	FORD	1FDWE3FN9MDC20764	Lift	3	10
2021	FORD	1FDWE3FN7MDC20763	Lift	3	10
2021	FORD	1FDWE3FN3MDC20761	Lift	3	10
2021	FORD	1FDWE3FN2MDC20749	Lift	3	10
2021	FORD	1FDWE3F65KDC72771	Lift	3	10
2021	FORD	1FDWE3F63KDC72767	Lift	3	10
2021	FORD	1FDWE3FN2MDC20752	Lift	3	10
2021	FORD	1FDWE3FN0MDC20751	Lift	3	10
2021	FORD	1FDWE3FN3MDC20775	Lift	3	10
2021	FORD	1FDWE3FN6MDC20768	Lift	3	10
2021	FORD	1FDWE3FN3MDC20758	Lift	3	10
2021	FORD	1FDWE3FN1MDC20757	Lift	3	10
2021	FORD	1FDWE3FNXMDC20756	Lift	3	10
2021	FORD	1FDWE3FN6MDC20754	Lift	3	10
2021	FORD	1FDWE3FN4MDC20753	Lift	3	10
2021	FORD	1FDWE3FN0MDC20765	Lift	3	10
2021	FORD	1FDWE3FN5MDC20762	Lift	3	10
2021	FORD	1FDWE3FN8MDC20755	Lift	3	10
2021	FORD	1FDWE3FN8MDC20769	Lift	3	10
2021	FORD	1FDWE3FN5MDC20759	Lift	3	10
2021	FORD	1FDWE3FN8MDC20772	Lift	3	10
2021	FORD	1FDWE3FN5MDC20776	Lift	3	10

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2021	FORD	1FDWE3FN0MDC20779	Lift	3	10
2021	FORD	1FDWE3FN7MDC20777	Lift	3	10
2021	FORD	1FDWE3FN9MCD20778	Lift	3	10
2021	FORD	1FDWE3FN4MDC20767	Lift	3	10
2021	FORD	1FDWE3FN1MDC20760	Lift	3	10
2021	FORD	1FDWE3FNXMDC20773	Lift	3	10
2018	DODGE	2C7WDGCGXJR176581	Ramp	1	3
2018	DODGE	2C7WDGCG5JR176584	Ramp	1	3
2018	DODGE	2C7WDGCG4JR176592	Ramp	1	3
2018	DODGE	2C7WDGCG6JR176593	Ramp	1	3
2018	DODGE	2C7WDGCG6JR176576	Ramp	1	3
2018	DODGE	2C7WDGCG7JR176585	Ramp	1	3
2018	DODGE	2C7WDGCG4JR176589	Ramp	1	3
2018	DODGE	2C7WDGCG1JR176579	Ramp	1	3
2018	DODGE	2C7WDGCG8JR176577	Ramp	1	3
2018	DODGE	2C7WDGCG0JR176587	Ramp	1	3
2018	DODGE	2C7WDGCG9JR176572	Ramp	1	3
2018	DODGE	2C7WDGCG0JR176573	Ramp	1	3
2018	DODGE	2C7WDGCG8JR176594	Ramp	1	3
2018	DODGE	2C7WDGCGXJR176595	Ramp	1	3
2018	DODGE	2C7WDGCG8JR176580	Ramp	1	3
2018	DODGE	2C7WDGCG1JR176582	Ramp	1	3
2018	DODGE	2C7WDGCG2JR176588	Ramp	1	3
2018	DODGE	2C7WDGCG0JR176590	Ramp	1	3
2018	DODGE	2C7WDGCG1JR176596	Ramp	1	3
2018	DODGE	2C7WDGCG2JR176591	Ramp	1	3
2018	DODGE	2C7WDGCG2JR176574	Ramp	1	3
2018	DODGE	2C7WDGCG4JR176575	Ramp	1	3
2018	DODGE	2C7WDGCGXJR176578	Ramp	1	3
2018	DODGE	2C7WDGCG3JR176583	Ramp	1	3

LYNX TDSP - MINOR UPDATE 2021

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCGXJR337902	Ramp	1	3
2018	DODGE	2C7WDGCG3JR337899	Ramp	1	3
2018	DODGE	2C7WDGCG6JR337900	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337903	Ramp	1	3
2018	DODGE	2C7WDGCG8JR337901	Ramp	1	3
2018	DODGE	2C7WDGCG9JR337907	Ramp	1	3
2018	DODGE	2C7WDGCG9JR337910	Ramp	1	3
2018	DODGE	2C7WDGCG7JR337906	Ramp	1	3
2018	DODGE	2C7WDGCG0JR337908	Ramp	1	3
2018	DODGE	2C7WDGCG3JR337904	Ramp	1	3
2018	DODGE	2C7WDGCG2JR337912	Ramp	1	3
2018	DODGE	2C7WDGCG2JR337909	Ramp	1	3
2018	DODGE	2C7WDGCG4JR337913	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337898	Ramp	1	3
2018	DODGE	2C7WDGCG5JR337905	Ramp	1	3
2018	DODGE	2C7WDGCG0JR337911	Ramp	1	3
2018	DODGE	2C7WDGCG6JR337914	Ramp	1	3
2018	DODGE	2C7WDGCG8JR337915	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337917	Ramp	1	3
2018	DODGE	2C7WDGCG5JR337919	Ramp	1	3
2018	DODGE	2C7WDGCGXJR337916	Ramp	1	3
2018	DODGE	2C7WDGCG3JR337918	Ramp	1	3
2018	DODGE	2C7WDGCG1JR337920	Ramp	1	3
2018	DODGE	2C7WDGCGXJR337897	Ramp	1	3


Table 14: Community Transportation Coordinator Providers

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

TAB 2



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

DATE: Thursday, May 12, 2022

TIME: 10:00 a.m.

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

Commissioner Jim Fisher, Vice Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Commissioner Jim Fisher, Osceola County
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, Alternate
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Marycell Rodriguez-Mabry, For Profit Operator
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Calvin Smith, AHCA
Ms. Cheryl Stone Elderly
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Mayor Pat Bates, Seminole County
Ms. Dianne Arnold, Economically Disadvantaged
Mr. James Grzesik, SunRail CAC
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Jo Santiago, FDOT
Vacant, Senior Resource Alliance
Vacant, Medical Community

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** – Commissioner Jim Fisher called the meeting to order at 10: 01 a.m.
- II. PLEDGE OF ALLEGIANCE** - Commissioner Jim Fisher led the pledge of allegiance.
- III. ROLL CALL AND CONFIRMATION OF QUORUM**

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

- IV. AGENDA REVIEW & ANNOUNCEMENTS**–Ms. Virginia Whittington called attention to one change on the agenda, under Item XII.C. the presenter would be Ms. Emily Davis. She noted the recent resignations of Mr. Chad Ballard and Ms. Crystal Ford due to changes in employment. Ms. Whittington acknowledged new TDLCB members Ms. Cheryl Stone, Ms. Marycell Rodriguez-Mabry and Ms. Charlotte Campbell. She thanked TDLCB members for their interest in attending the CTD Conference in July and reported all spots had been filled. Ms. Whittington suggested that the new members may want to introduce themselves. Ms. Cheryl Stone and Ms. Charlotte Campbell spoke briefly.

V. PUBLIC COMMENTS ON ACTION ITEMS

None.

VI. ACTION ITEMS

A. Approval of minutes of previous meeting

The minutes of the February 12, 2022 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Ms. Marilyn Baldwin moved approval of the February 12, 2022 Transportation Disadvantaged Local Coordinating Board meeting minutes.
Mr. Wayne Olson seconded the motion, which passed unanimously.

VII. Quality Assurance Task Force (QATF) Report - taken out of order

Ms. Marilyn Baldwin, Chairperson of the QATF, provided a brief report from their April 26, 2022 meeting. Ms. Baldwin told TDLCB members that they elected Mr. Wayne Olson as QATF Vice-Chair. In addition, they reviewed and recommended the TDSP, the HSTP and the rate calculation worksheet. Ms. Baldwin reported that QATF members received an update on LYNX Mobility Services. The next QATF meeting, she noted, was scheduled on July 26, 2022.

B. Approval of Draft TDSP Minor Updates

Ms. Trish Whitton, LYNX, reviewed the proposed minor updates to the 2020-2025 Transit Development Services Plan (TDSP) and requested TDLCB approval. The draft TDSP, along with an overview of the proposed changes were provided.

MOTION: Commissioner Mayra Uribe moved approval of the Draft TDSP. Ms. Alnita Whitt seconded the motion, which passed unanimously.

C. Approval of Draft Human Services Transportation Plan (HSTP)

Ms. Emily Davis, LYNX, reviewed the proposed updates to the 2022 Draft Human Services Transportation Plan (HSTP) and requested TDLCB approval. The draft HSTP was transmitted to the TDLCB in advance of the meeting by email on March 17, 2022. The Draft HSTP can be accessed at: <https://metroplanorlando.org/wp-content/uploads/2-LYNX-HSTP-2022-Update-as-of-3.15.22-Draft.pdf>. Ms. Davis reviewed an assessment of service needs, existing conditions, public outreach summary, gap analysis and action plan. Discussion ensued regarding the data collection source.

MOTION: Ms. Marilyn Baldwin moved approval of the Draft Human Services Transportation Plan (HSTP) P with the caveat that staff would be getting back more information on the data. Ms. Alnita Whitt seconded the motion, which passed 11:1 (Uribe opposed).

D. Approval of FY 2022-23 Rate Calculations

Mr. Norm Hickling, ACCESS LYNX, reviewed the 2022-23 Rate Calculation worksheet and requested approval of the rate calculations by the TDLCB. The Commission for Transportation Disadvantaged had reviewed the rates and determined its readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update.

ACCESS LYNX TD RATES			
Type of Trip	FY 2021-22 Rates	FY 2022-23 Rates	Percentage Change
Ambulatory	\$41.94	\$40.90	(.025%)
Wheelchair	\$71.90	\$70.11	(.025%)

MOTION: Commissioner Mayra Uribe moved approval of the FY 2022-23 Rate Calculations. Ms. Neika Berry seconded the motion, which passed unanimously.

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling provided an Access Lynx Mobility Services Update. Mr. Hickling told TDLCB members that trip demand has increased along with call volume. He reported that staff challenges have been mitigated and they have transitioned to a mask optional policy. Mr. Hickling provided data for TD and ADA demand for 2021 and 2022. In addition, he provided information on ongoing initiatives which included opening of the new Paratransit Operating Center, operator recruitment, an Upgrade to Cloud managed Trapeze System version 21 and the MYACCESS Tracking System, text and messaging capabilities, trip negotiations and a new phone and customer contact system. Discussion ensued regarding effect of an uptick in Covid, tracking abandoned calls, hiring applicants with disabilities, renewing eligibility if permanent disability, the need to respond to text, emails and voicemails, getting information to clients and drop off and pick up directions for MetroPlan Orlando.

B. CTC Evaluation Results

Ms. Virginia Whittington, MetroPlan Orlando, shared the results of the 2020-2021 CTC Evaluation. Ms. Whittington noted that the CTC evaluation is required annually. She reviewed the evaluation method, time frame and the five broad areas of the evaluation. Ms. Whittington provided survey results for administrative coordination, cost effectiveness and efficiency, local performance measurements, availability and overall evaluation including top priorities. She next provided results of the 2022 Customer Survey which had 77 responders and was open from March 7th through March 28th. The full report, she noted, was provided in the supplemental folders. Ms. Whittington reviewed survey results for the reservation system, comments made, customer service, appropriateness of vehicles, overall rating, and payment method. Additionally, she reviewed results for how the service was, web access and text messaging updates. Discussion ensued regarding outreach options for promoting the service, committee members serving as ambassadors for the service and providing the survey in Spanish.

IX. GENERAL INFORMATION

A. Planning Grant Update Report

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

B. Report of Operator Payments

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

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Quality Assurance Task Force – July 26, 2022 at 10:00 a.m.

B. TDLCB Meeting Dates for 2022

- August 11, 2022
- November 10, 2022 (Annual Public Workshop, followed by the regular quarterly meeting)

XI. MEMBER COMMENTS

Commissioner Uribe commented that two weeks ago the Orange County Board of County Commissioners voted to put the one cent sales tax on the November ballot. She noted that public transit (paratransit, LYNX and SunRail) were proposed to receive 45% of the proceeds from that tax increase. Commissioner Uribe added that the funding would change the transit dynamic with paratransit being well funded and tourists would pay 50% of the funding generated.

XII. PUBLIC COMMENTS (GENERAL)

None.

XIII. ADJOURNMENT

TMs. Marilyn Baldwin commented that the 24th Annual Family Cafe will be held at the end of the month at the Hyatt and Special Olympics will take place in June.

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

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 11th day of August 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 3





SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G1Y61 Q4

INVOICE DATE:

QUARTER SERVICE DATES: April 1 - June 30, 2022

AGENCY

MetroPlan Orlando

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	In progress. The RFP has been issued. Expected to conclude progress by year end.
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 May 12, 2022 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 May 12, 2022 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)	No activity this quarter.
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 April QATF 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)	Task completed.
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)	Task completed.
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)	No activity this reporting period.
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 publications 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)	No activity this reporting period.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this reporting period.
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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)	A minor update to the Transportation Disadvantaged Service Plan (TDSP) was presented to the TDLCB and approved at their May 12, 2022 meeting. Due to the size of the document, the following link is provided to download a copy: https://metroplanorlando.org/wp-content/uploads/2022-LYNX-TDSP-Minor-Update_FINAL.pdf
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)	No activity this reporting period.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this reporting period.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this reporting period.
E. Provide training for newly-appointed LCB members. (Task 3)	No activity this reporting period.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this reporting period.
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this reporting period.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules 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)	Evaluation conducted. Results were presented and approved by the LCB at their May 12, 2022 meeting.

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.	Coordination contracts were reviewed as part of the CTC evaluation process.
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:

TAB 4





RESOLUTION NO. 22-XX

SUBJECT:

Declaring October 15, 2022 as “Blind Americans Equality Day” in the Orlando Metropolitan Area

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

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

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

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

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

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

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

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

NOW, THEREFORE, BE IT RESOLVED by the MetroPlan Orlando Board that October 15, 2022 is designated as

“Blind Americans Equality Day”

Passed and duly adopted at a regular meeting of the MetroPlan Orlando Board on the 14th day of September, 2022.

CERTIFICATE

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

Honorable Mayra Uribe, Chairwoman

Attest:

Lisa Smith, Board Services Coordinator
and Recording Secretary

TAB 5





August 11, 2022

Mayor Patricia Bates, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Mayor Bates,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual

407-841-2279

www.golynx.com

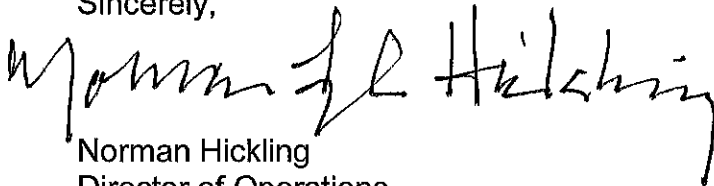
455 North Garland Avenue
Orlando, FL 32801-1518

payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

Our contractor, MV Transportation, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of April 1, 2022 to June 30, 2022.

Sincerely,

A handwritten signature in black ink, appearing to read "Norman Hickling". The signature is fluid and cursive, with the first name "Norman" written in a larger, more prominent script than the last name "Hickling".

Norman Hickling
Director of Operations

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

TAB 6





FLORIDA COUNCIL OF THE BLIND, INC.
708 KRISTINA COURT
PORT ORANGE, FL 32127-4907
P.O. BOX 214235
DAYTONA BEACH, FL 32121
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www.fcb.org

June 13, 2022

Florida Council of the Blind

Resolution 2022-02

Innovative Paratransit Approaches

WHEREAS, every paratransit system in the state of Florida is experiencing difficulty recruiting and retaining drivers; and

WHEREAS, during the pandemic many services either provided less service or operated with increased wait times and decreased passenger capacity; and

WHEREAS, the net result throughout the state has been a tendency to see service delivery characterized by long wait times and sometimes even an inability to provide trips; and

WHEREAS, several transit authorities within the state of Florida and around the country have utilized ride sharing companies to supplement the services delivered through paratransit vehicles; and

WHEREAS, in addition to the potential to save dollars this approach provides, it also allows for same day reservations which significantly increases the value of the service to its users.

NOW THEREFORE BE IT RESOLVED by the Florida Council of the Blind in convention assembled at the Sheraton Orlando North Hotel in Maitland Florida on this the fifth day of June 2022 that this organization urges local transit agencies and local transit boards to immediately implement the use of ride sharing as a way to substantially improve service delivery to its users; and

BE IT FURTHER RESOLVED that the Transportation Disadvantaged Commission is hereby urged to immediately begin gathering information on ride share vehicle usage which the commission can make available to interested individuals and entities throughout Florida. and

BE IT FURTHER RESOLVED that the Florida Council of the Blind wishes to particularly commend Pinellas, Broward and Duval counties for their innovative implementation of same day trips.

This resolution was adopted.

TAB 7





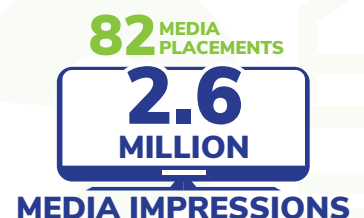
SAVE THE DATE!

Mark your calendars for Mobility Week 2022
from October 21 – 28, 2022.

Join communities around the state to promote safe and sustainable transportation choices. During Mobility Week, cities, counties, and transportation agencies host events and offer special promotions to encourage Floridians to try new transportation options.

To partner with FDOT, send an email to
Contact@MobilityWeekFL.com

Looking back at Mobility Week 2021



For news and updates, please visit **MobilityWeekFL.com**