



metroplan orlando

*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA**

**November 30, 2022 @ 10:30 a.m.**

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

**DATE:** Wednesday November 30, 2022

**TIME:** 10:30 a.m. *(or immediately after the annual public meeting)*

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

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

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

<https://us02web.zoom.us/j/89979382582?pwd=dnNGcGNLMFFzNUF3SGgxSjN4L2EzQT09>

Passcode: 761927

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

<https://metroplanorlando.org/meetings/transportation-disadvantaged-local-coordinating-board-11-30-22/>

## Ways to Participate

### Attend In-Person

In-person attendance with RSVP. All in-person attendees are asked to RSVP at least two business days prior to the meeting to ensure we are able to safely accommodate you. You should also submit an [electronic speaker introduction card](#) by 5:00 p.m. November 28.

### Attend on Zoom

Opportunities for public comment are also available for anyone wishing to speak from a remote location. Members of the public may access this meeting from the safety of your home using your computer, tablet or smartphone. The Zoom link or dial-in option above may be used. An [electronic speaker introduction card](#) should also be submitted by 5:00 p.m. November 28.

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

Public comments may also be submitted in advance, by email to [TDCOMMENT@MetroPlanOrlando.org](mailto:TDCOMMENT@MetroPlanOrlando.org). Emailed comments will be provided to all members of the LCB and summarized by a meeting moderator. Public comments may be submitted by phone prior to the meeting by dialing (321) 732-6479 to leave a voice message. Voice messages will also be summarized by the meeting moderator.

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



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

November 30, 2022

## AGENDA

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Honorable Patricia Bates, Chairperson, Presiding

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I. **CALL TO ORDER** – Chairperson Bates

II. **CONFIRMATION OF QUORUM** – Ms. Lisa Smith

III. **AGENDA REVIEW & ANNOUNCEMENTS** – Ms. Virginia Whittington

IV. **CHAIRMAN'S ANNOUNCEMENTS/COMMITTEE REPORTS** –Chairperson Bates

V. **PUBLIC COMMENTS ON ACTION ITEMS**

Anyone wishing to provide public comments on Action Items are asked to complete an [electronic speaker card](#). The Chairperson will first recognize any virtual attendees wishing to speak. When called upon, speakers should use the Raise Hand feature on the Zoom platform. Your microphone will be unmute by the meeting host. Each speaker should state his/her name and address for the record and is limited to two minutes. In-person speakers will be called next. Each speaker is limited to two minutes. People wishing to speak on items of a more general nature will be acknowledged in the same way, under Agenda Item XII.

VI. **ACTION ITEMS**

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

The minutes of the August 11, 2022, TDLCB meeting are provided for approval.

B. **Approval of 2023 TDLCB and QATF Meeting Dates** **TAB 2**

Staff requests approval of the 2023 TDLCB and QATF meeting dates. Copies of the proposed dates are provided.

C. **Approval of QATF Membership Recommendations** **TAB 3**  
**Presenter: Ms. Marilyn Baldwin**

Ms. Marilyn Baldwin, Chair of the QATF, will present membership recommendations based on discussions at the October 25 QATF meeting.

Ms. Marilyn Baldwin	Representing the Disabled	<b>Three Years</b>
Mr. Robert "Bob" Melia	Citizen Advocate (System User)	<b>Three Years</b>
Ms. Betsy DeLano	Representing the Medical Community	<b>Three Years</b>
Ms. Frances Collazo-Rivas	Medical Community (Alternate)	<b>Three Years</b>

**D. Acknowledgement of the Annual Operating Report (AOR)**

**TAB 4**

Staff requests acknowledgement of ACCESS LYNX's Annual Operating Report. The AOR includes paratransit operations financial information for Fiscal Year 2021-22. A copy of the approved AOR cover sheets are provided at **Tab 4**. Acknowledgement also authorizes the Chairperson to execute the cover sheets for final submission to the CTD.

**E. Acknowledgement of the Annual Expenditure Report (AER)**

**TAB 5**

Staff requests acknowledgement of the Annual Expenditure Report (AER) for FY 2021-22. The AER was transmitted to the CTD. A copy is provided at **Tab 5**.

**VII. PRESENTATIONS & STATUS REPORTS**

**A. TDSP Major Update Public Outreach**

**TAB 6**

Presenter: Ms. Trish Whitton

Ms. Whitton will review the public outreach component of the upcoming major update to the TDSP. A copy of the survey questions that will be used is provided at **Tab 6** for review, discussion, and feedback.

**B. Community Transportation Coordinator (CTC) Update**

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

**C. Overview of Community Transportation Coordinator Selection Process**

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

**VIII. GENERAL INFORMATION**

**TAB 7**

**A. Planning Grant Update Report**

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

**B. Report of Operator Payments**

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is included at **Tab 7**.

**IX. MEMBER COMMENTS**

**X. PUBLIC COMMENTS (GENERAL)**

Comments from the public, of a general nature, will be heard during this comment period. Anyone wishing to provide public comments is asked to complete an [electronic speaker card](#). The Chairperson will first recognize any virtual attendees wishing to speak. When called upon, speakers should use the Raise Hand feature on the Zoom platform. Your microphone will be unmute by the meeting host. Each speaker should state his/her name and address for the

record and is limited to two minutes. In-person speakers will be called next. Each speaker is limited to two minutes. People wishing to speak on items of a more general nature will be acknowledged in the same way, under Agenda Item XII.

## **XI. UPCOMING MEETINGS AND EVENTS OF INTEREST**

**A. MetroPlan Orlando Board Meeting – December 14, 2022 at 9:00 a.m.**

**B. TDLCB meeting - February 9, 2023**

## **XII. ADJOURNMENT**

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

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

**TAB 1**



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

**DATE:** Thursday, August 11, 2022

**TIME:** 10:00 a.m.

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

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**Commissioner Mayra Uribe, Presiding**

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**Members in attendance were:**

Commissioner Mayra Uribe, Orange County (Immediate Past Chair)  
Ms. Marilyn Baldwin, Disabled  
Ms. Neika Berry, Citizen Advocate (Non-system User)  
Ms. Charlotte Campbell, At-Large Alternate  
Mr. Norm Hickling ACCESS LYNX  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Ms. Jamie Kersey, FDOT  
Mr. Bob Melia, Citizen Advocate (System User)  
Mr. Wayne Olson, Division of Vocational Rehabilitation  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Ms. Karla Radka, Senior Resource Alliance (Virtual)  
Mr. Calvin Smith, AHCA  
Ms. Cheryl Stone, Representing the Elderly  
Ms. Alnita Whitt, Veterans  
Mr. Adam Zubritsky, OCPS

**Members not in attendance:**

Mayor Pat Bates, Seminole County, Chairperson  
Commissioner Jim Fisher, Osceola County  
Ms. Dianne Arnold, Economically Disadvantaged  
Mr. James Grzesik, SunRail CAC  
Ms. Marycell Rodriguez-Mabry, For Profit Operator  
Ms. Janee Olds, Career Source CF  
Vacant, Medical Community  
Vacant, EMS

**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. Taylor Laurent, MetroPlan Orlando  
Mr. Jason Sartorio, 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 Mayra Uribe called the meeting to order at 10: 00 a.m. She told TDLCB members that Chairperson Mayor Pat Bates and Vice Chair Commissioner Jim Fisher were both out of town and unable to chair the meeting.
- II. **PLEDGE OF ALLEGIANCE** - Mr. Adam Zubritsky 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 welcomed new members Ms. Jamie Kersey, FDOT, replacing Ms. Jo Santiago and Ms. Karla Radka, Senior Resource Alliance, who was returning after a brief absence. She called attention to recent staff changes at MetroPlan Orlando which included Mr. Nick Lepp who had taken a position with a national firm, and Mr. Alex Trauger promoted to Director of Transportation Planning. In addition, Ms. Taylor Laurent was promoted to Manager of Transportation Planning. She reported that Mr. Jason Sartorio and Mr. Slade Downs were new additions to the Transportation Planning team. Two additional staff members are expected in the near future. Ms. Whittington called attention to one change to the agenda, the addition of a public comment period for action items.

Commissioner Uribe congratulated staff and welcomed new TDLCB Members.

**V. QUALITY ASSURANCE TASK FORCE (QATF) Report**

Ms. Marilyn Baldwin, Chair of the QATF, provided a report from the July 26, 2022 QATF virtual workshop. Ms. Baldwin noted that in the absence of action items, the QATF meeting was held as a virtual workshop. She told TDLCB members that QATF members celebrated the 32<sup>nd</sup> ADA anniversary with a short video. Ms. Baldwin reported that QATF members received an update on ACCESS LYNX and their next meeting was scheduled on October 25<sup>th</sup>.

**VI. INFORMATION ITEMS FOR ACKNOWLEDGEMENT****A. Final CTC Evaluation Submitted to CTD**

Provided for information, was 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**

The minutes of the May 12, 2022 Transportation Disadvantaged Local Coordinating Board meetings were provided.

**MOTION:** Ms. Alnita Whitt moved approval of the May 12, 2022 Transportation Disadvantaged Local Coordinating Board meeting minutes. Mr. Robert Melia seconded the motion, which passed unanimously.

## **VIII. PRESENTATIONS & STATUS REPORTS**

### **A. Mobility Management Services Update**

Mr. Norm Hickling, Director of Operations, provided a CTC update. Mr. Hickling gave an overview of what he would be covering in his presentation. He reported that on time performance is improving, in part due to the effectiveness of trip negotiations. He stated demand is averaging 44,000 trips per month. Mr. Hickling provided information on performance, customer service activity and challenges. In addition, he reviewed process improvements. Discussion ensued regarding upgrades to GPS maps, staffing challenges, and benefits of the proposed Orange County sales tax for paratransit if passed. Mr. Hickling updated the board on the RFP process, and selection committee participants. Additional discussion ensued regarding drivers not speaking English, providing transportation for voting, including a TDLCB member on the RFP Selection Committee, RFP closing date and a driver waiting over an hour for a passenger at Disney. Staff confirmed that the RFP is scheduled to close September 12 and that members of the TDLCB would be included on the selection committee.

## **IX. GENERAL INFORMATION**

### **A. Planning Grant Update**

A copy of the 4th Quarter planning grant update was provided for use and information.

### **B Blind Americans Equality Day**

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

**C. Report of Operator Payments**

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

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

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

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

**X. UPCOMING MEETINGS AND EVENTS OF INTEREST**

- **2022 CTD Annual Conference** – August 30-31, 2022 – Orlando, FL  
Ms. Whittington noted that she and Commissioner Uribe were scheduled to conduct a session entitled, “How to Get Heard In a Crowded Room.” She also reported that TDLCB member, Bob Melia would be attending the conference.
- **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**

Ms. Cheryl Stone commented that the CTD Commission meets on the first day of the conference and there is no cost to attend that meeting.

**XII. PUBLIC COMMENTS (GENERAL)**

Supervisor Karolyn Campbell commented that she has experienced Silver Ride trips where the driver was on their cell phone the whole time.

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

#### XIV. ADJOURNMENT

Commissioner Uribe called attention to the upcoming board meeting on September 14<sup>th</sup>. She encouraged TDLCB members to attend and be recognized. She noted that the next QATF meeting is October 25<sup>th</sup>. Commissioner Uribe told committee members that she is advocating for additional funding for lobbying efforts.

There being no further business the meeting adjourned at 10:44 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 10<sup>h</sup> day of November 2022.

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Chairperson

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Cathy Goldfarb  
Senior Board Services Coordinator

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

**TAB 2**





metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

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**Proposed**  
**Quality Assurance Task Force**  
**2023 Quarterly Meeting Schedule**

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

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

**Date**

January 24, 2023

April 25, 2023

July 25, 2023

October 24, 2023

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



**DRAFT**

**MetroPlan Orlando**  
**2023 Board & Committee Meeting Schedule**  
 250 S. Orange Avenue, Suite 200  
 Orlando, FL 32801

	<b>MetroPlan Orlando Board</b>	<b>Community Advisory Committee (CAC)</b>	<b>Technical Advisory Committee (TAC)</b>	<b>TSMO***</b>	<b>TDLCB***</b>	<b>Municipal Advisory Committee (MAC)</b>
	2 <sup>nd</sup> Wednesday @ 9:00 a.m.	4 <sup>th</sup> Wednesday @ 9:30 a.m.	4 <sup>th</sup> Friday @ 10:00 a.m.	4 <sup>th</sup> Friday @ 8:30 a.m.	2 <sup>nd</sup> Thursday Quarterly @ 10:00 a.m.	Thursday prior to the Board meeting @ 9:30 a.m.
<b>January</b>		January 25	January 27	January 27		
<b>February</b>	February 8	February 22	February 24	February 24	February 9	February 2
<b>March</b>	March 8					March 2
<b>April</b>		April 26	April 28	April 28		
<b>May</b>	May 10	May 24	May 26	May 26	May 11	May 4
<b>June</b>	June 14	June 28	June 30	June 30		June 8
<b>July</b>	July 12					July 6
<b>August</b>		August 23	August 25	August 25	August 10	
<b>September</b>	September 13					September 7
<b>October</b>		October 25	October 27	October 27		
<b>November</b>	November 8				November 9	November 2
<b>December</b>	December 13	December 6*	December 1*	December 1*		December 7

No meeting
 \* Holiday Adjustment
\*\* Adjustment Due to Conflict

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

**TAB 3**



**Your Contact Information****Name**

Betsy DeLano

**Email**[edelano@americanrenal.com](mailto:edelano@americanrenal.com)**Phone**

(407) 648-9722

**Home Address**4251 Hemlock Lane  
Titusville, Florida 32780  
United States**Employer**

American Renal Associates

**Work Address**1711 35th Street  
Ste. 109-110  
Orlando, Florida 32839  
United States**County**

Orange County

**Date**

09/14/2022

**Your Transportation Interests**

Tell us about your transportation interests and habits.

**How often do you use the LYNX bus system?**

Not at all

**How often do you use SunRail?**

Not at all

**How often do you drive a car?**

Regularly

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

- persons with disabilities
- other

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

- Representing the disabled



## Demographics

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

### Gender

Female

### Race

White

### Do you have a physical disability?

No

### Your age range:

65-74

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

No

### Are you a student?

No

## Your Ability to Serve

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

Yes

### Can you serve a four-year term?

Yes

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

Yes

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

Yes

### If yes, which committee and when did you serve?

TDLCB From approximately 2000 to April 2013.

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

No

### Do you work in the transportation industry?

No

### Are you an elected official?

No

**Statement of Interest**

I would like to be an advocate who represents the dialysis community. I would provide insight and experiences gained from my 25 years of working in the dialysis community in the Orlando. I am a founding member of the local chapter of the Council of Nephrology Social Workers and I meet regularly with other dialysis social workers to discuss the needs of our patients. I have been a member of the TDLCB in the past and I would be honored to serve again. Thank you for your consideration.

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

**Your Contact Information****Name**

Frances Collazo-Rivas

**Email**[fcivas@cfkc.net](mailto:fcivas@cfkc.net)**Phone**

(321) 442-6710

**Home Address**

5073 Twin Lakes Blvd  
Saint Cloud, Florida 34772-7863  
United States

**Employer**

Central Florida Kidney Centers

**Work Address**

203 Ernestine Street  
Orlando, Florida 32801  
United States

**County**

Osceola County

**Date**

01/01/2003

**Your Transportation Interests**

Tell us about your transportation interests and habits.

**How often do you use the LYNX bus system?**

Not at all

**How often do you use SunRail?**

Not at all

**How often do you drive a car?**

Regularly

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

- pedestrian safety
- bus transit
- safe driving
- students
- business involvement in civic activities
- bicyclist safety
- rail transit
- persons with disabilities
- seniors (over age 65)

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

- Representing the disabled

- ACCESS LYNX system user

## Demographics

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

### Gender

Female

### Race

Hispanic/Latino

### Do you have a physical disability?

No

### Your age range:

55-64

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

### Are you a student?

No

## Your Ability to Serve

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

Yes

### Can you serve a four-year term?

Yes

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

Yes

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

No

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

No

### Do you work in the transportation industry?

No

### Are you an elected official?

No

**Statement of Interest**

As a lead social worker at Central Florida Kidney Centers - a non profit dialysis company, we work with the underinsured and underserved populations in Central Florida. We interact with Access Lynx multiple times a day. I'd like to be part of the solution on behalf of our patients and advocate for improvements.

With daily patient and family interactions, I can relay up to date information on progress being made across Lynx transportation services for our patients, our dialysis centers and the communities we serve.

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

**TAB 4**





## CTC Organization

County: Orange

Fiscal Year: 7/1/2021 - 6/30/2022

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/16/2022

**CTC Organization Name:** Central Florida Regional Transportation Authority  
**Address:** 455 N Garland Avenue  
**City:** Orlando  
**State:** FL  
**Zip Code:** 32801  
**Organization Type:** Public Transit Authority  
**Network Type:** Partial Brokerage  
**Operating Environment:** Urban  
**Transportation Operators:** Yes  
**Number of Transportation Operators:** 2  
**Coordination Contractors:** Yes  
**Number of Coordination Contractors:** 10  
**Provide Out of County Trips:** Yes  
**Local Coordinating Board (LCB) Chairperson:** Mayor Patricia Bates  
**CTC Contact:** Norman L. Hickling  
**CTC Contact Title:** Director of Mobility Services  
**CTC Contact Email:** NHickling@golynx.com  
**Phone:** (407) 254-6169

### CTC Certification

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

CTC Representative (signature): Norman L. Hickling

### LCB Certification

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

LCB Chairperson (signature): \_\_\_\_\_



## CTC Organization

County: Osceola

Fiscal Year: 7/1/2021 - 6/30/2022

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/18/2022

**CTC Organization Name:** Central Florida Regional Transportation Authority  
**Address:** 455 N Garland Avenue  
**City:** Orlando  
**State:** FL  
**Zip Code:** 32801  
**Organization Type:** Public Transit Authority  
**Network Type:** Partial Brokerage  
**Operating Environment:** Urban  
**Transportation Operators:** Yes  
**Number of Transportation Operators:** 2  
**Coordination Contractors:** Yes  
**Number of Coordination Contractors:** 3  
**Provide Out of County Trips:** Yes  
**Local Coordinating Board (LCB) Chairperson:** Mayor Patricia Bates  
**CTC Contact:** Norman L. Hickling  
**CTC Contact Title:** Director of Mobility Services  
**CTC Contact Email:** NHickling@golynx.com  
**Phone:** (407) 254-6169

### CTC Certification

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

CTC Representative (signature):

### LCB Certification

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

LCB Chairperson (signature):





## CTC Organization

County: Seminole  
Fiscal Year: 7/1/2021 - 6/30/2022

CTC Status: Approved  
CTD Status: Approved

Date Initiated: 8/18/2022

**CTC Organization Name:** Central Florida Regional Transportation Authority  
**Address:** 455 N Garland Avenue  
**City:** Orlando  
**State:** FL  
**Zip Code:** 32801  
**Organization Type:** Public Transit Authority  
**Network Type:** Partial Brokerage  
**Operating Environment:** Urban  
**Transportation Operators:** Yes  
**Number of Transportation Operators:** 2  
**Coordination Contractors:** Yes  
**Number of Coordination Contractors:** 4  
**Provide Out of County Trips:** Yes  
**Local Coordinating Board (LCB) Chairperson:** Mayor Patricia Bates  
**CTC Contact:** Norman L. Hickling  
**CTC Contact Title:** Director of Mobility Services  
**CTC Contact Email:** NHickling@golynx.com  
**Phone:** (407) 254-6169

### CTC Certification

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

CTC Representative (signature):

### LCB Certification

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

LCB Chairperson (signature):

**TAB 5**





250 SOUTH ORANGE AVENUE  
SUITE 200  
ORLANDO, FLORIDA 32801

PH: 407.481.5672  
FX: 407.481.5680  
[WWW.METROPLANORLANDO.ORG](http://WWW.METROPLANORLANDO.ORG)

September 9, 2022

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

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the 2021-2022 Actual Expenditure Report (AER) for Orange, Osceola and Seminole (OOS) Counties.

The report reflects actual trips and expenses for the FY 2021-22 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined). Subsequent pages are county by county.

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

Sincerely,

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

Enclosures



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

**COUNTY:** ORANGE, OSCEOLA, AND SEMINOLE COUNTIES

**DUE:** September 15, 2022

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
20,733,690	356,837	8,158,449	140,410

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

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



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**  
**ACTUAL EXPENDITURE REPORT FORM**  
 (One form for each county  
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**COUNTY:** Orange County  
**DUE:** September 15, 2022

**Coordinated Transportation**

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
13,775,914	237,090	5,404,954	92,335

**Transportation Alternatives**

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

**Other**

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



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**  
**ACTUAL EXPENDITURE REPORT FORM**  
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**COUNTY:** Osceola County  
**DUE:** September 15, 2022

**Coordinated Transportation**

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
3,090,072	53,182	1,223,471	21,387

**Transportation Alternatives**

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

**Other**

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



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

**COUNTY:** Seminole County  
**DUE:** September 15, 2022

**Coordinated Transportation**

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
3,867,704	66,565	1,530,024	26,688

**Transportation Alternatives**

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

**Other**

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

**TAB 6**







## Transportation Disadvantaged Service Plan (TDSP) Survey Questions

**1. How often do you use Access LYNX services?**

- ☐ Every day
- ☐ 3-5 times a week
- ☐ 1-2 times a week
- ☐ less than once a week

**2. What type of place(s) do you typically travel to using Access LYNX or TD services? Check all that apply.**

- ☐ Work
- ☐ Medical
- ☐ Training/school
- ☐ Recreational (parks/gym/other)
- ☐ Groceries/errands
- ☐ Other \_\_\_\_\_

**3. How do you typically make your trip reservations?**

- ☐ Call to ACCESS Lynx Reservationist
- ☐ Online (WebACCESS)

**4. How do you typically pay for your trip?**

- ☐ Cash
- ☐ Pre-paid
- ☐ Other \_\_\_\_\_

**5. Do you use Access LYNX text messaging?**

- ☐ Yes, Go to Question 6
- ☐ No, Go to Question 7

**6. What types of text updates would be most helpful?**

- ☐ Estimated time of arrival
- ☐ Ride status (on-time, delayed, canceled)
- ☐ Vehicle driver info
- ☐ Other \_\_\_\_\_

**7. On a scale of 1 to 10 (with 10 being the best), how satisfied are you with each of the following reservation elements?**

- Ease of making reservation
- Wait time for call to be answered
- Reservationist/customer service

Comments \_\_\_\_\_

**8. On a scale of 1 to 10 (with 10 being the best), how satisfied are you with each of the following trip elements?**

- Appropriate vehicle/vehicle type
- Condition of the vehicle
- Professionalism of the Driver (Courteous, Helpfulness)
- Pick up time
- Arrival time at your destination
- Travel time on-board the vehicle

Comments \_\_\_\_\_

**9. Would you consider riding LYNX fixed-route service if easily accessible?**

- ☐ Yes
- ☐ No
- ☐ Not Sure

**10. Would you consider using fixed-route if assistance was provided (travel trainer)?**

- ☐ Yes
- ☐ No
- ☐ Not Sure

**11. Indicate your overall satisfaction with Access LYNX service? 1 through 10 (with 10 being the most satisfied)**

**12. General Comments. what is ACCESS LYNX doing well, or Suggestions for Improving the Access LYNX service**

**13. List any other barriers to accessing transportation services?**

**TAB 7**





## SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

## INVOICE NUMBER:

G2970 Q1

## INVOICE DATE:

October 3, 2022

## QUARTER SERVICE DATES:

July 1 - September 30, 2022

## AGENCY

MetroPlan Orlando

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, <b>solicit and recommend a CTC</b> . 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)	Underway. RFP issued by CTC is scheduled to close September 23, 2022. Selection of new provider will commence consistent with procurement policies of LYNX.
B. Develop and maintain a process for the <b>appointment and reappointment of voting and non-voting members</b> to the local coordinating board. (41-2.012, FAC)	N/A
C. Prepare <b>agendas</b> for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Agenda prepared for the August 11, 2022 meeting of the TDLCB is provided as deliverable.
D. Prepare official <b>minutes</b> 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)	Draft minutes of the August 11, 2022 meeting of the TDLCB and highlights of the July 26, 2022 Quality Assurance Task Force meetings are provided as deliverable.
E. Provide at least one <b>public workshop</b> 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)	N/A
F. Provide staff support for <b>committees</b> of the local coordinating board. (Task 3)	MetroPlan Orlando continues to provide a staff liaison and board services coordinator to support the TDLCB and QATF.
G. Develop and update annually <b>by-laws</b> for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	N/A
H. Develop, annually update, and implement local coordinating board <b>grievance procedures</b> 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)	N/A
I. Provide the Commission with a current <b>membership roster and mailing list</b> 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 change.
J. Provide <b>public notice</b> of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Legal advertisements for the August 11, 2022 TDLCB meeting and July 27, 2022 QATF are provided as deliverable.
K. Review and comment on the <b>Annual Operating Report</b> for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	In progress.

L. Report the <b>actual expenditures</b> (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	The Annual Expenditure Report was submitted to the CTD as required. Will be presented to the TDLCB at its November 9, 2022 meeting.
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II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the <b>Transportation Disadvantaged Service Plan (TDSP)</b> following CTD guidelines. (Task 1)	N/A
B. Encourage integration of “transportation disadvantaged” issues into <b>local and regional comprehensive plans</b> . 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 activities continue to encourage the integration of transportation disadvantaged issues into local and regional comprehensive planes.
C. Encourage the local community transportation coordinator to work cooperatively with <b>regional workforce boards</b> 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)	A member of Career Source serves as a member on the TDLCB. Additionally, this member serves on a transportation workforce task force.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with <b>quarterly reports</b> 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 report is provided as deliverable.
B. Attend at least one <b>Commission-sponsored training</b> , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	MetroPlan Orlando staff attended a commission-sponsored training during the Commission for Transportation Disadvantaged Annual Expo on August 31, 2022.
C. Attend at least one <b>CTD meeting</b> each year within budget/staff/schedule availability.	Staff attended the CTD meeting held February 16, 2022 in Tallahassee, and the Vision Summit in Stuart, Florida in May 23-24, 2022.
D. Notify CTD staff of local <b>TD concerns</b> that may require special investigations.	N/A
E. Provide <b>training</b> for newly-appointed LCB members. (Task 3)	No activity this reporting period.
F. Provide <b>assistance</b> 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.	Ongoing.
G. To the extent feasible, collect and review <b>proposed funding applications</b> 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, <b>an annual evaluation</b> of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	No activity this reporting period.

I. Assist the CTD in <b>joint reviews</b> of the CTC.	No activity this reporting period.
J. Ensure the LCB annually reviews <b>coordination contracts</b> to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this reporting period
K. Implement recommendations identified in the CTD's <b>QAPE</b> 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:

Revised: 06/30/2021



November 10, 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](http://www.golynx.com)

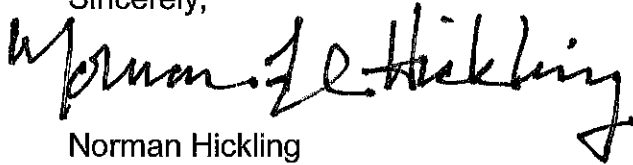
455 North Garland Avenue  
Orlando, FL 32801-1518

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

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Norman L. Hickling". The signature is fluid and cursive, with a large initial "N" and a stylized "L".

Norman Hickling  
Director of Mobility Services

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