



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

November 9, 2023 @ 10:30 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Thursday, November 9, 2023 | 10:30 a.m.*

NOTE: The TDLCB meeting will begin at 10:30 a.m. or immediately upon adjournment of the Annual Public meeting, whichever occurs first.

LOCATION:

MetroPlan Orlando

250 S. Orange Ave., Ste. 200, Orlando, FL 32801

Parking Garage: 25 W. South St.

CLICK HERE TO JOIN VIRTUALLY:

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

MEMBERS OF THE PUBLIC ARE WELCOME!

Participate at the location above or online from your computer, smartphone or tablet. Zoom meeting ID and dial-in info available here on web calendar.



WiFi available | Network: MpoGuest | Password: mpoaccess

I.	CALL TO ORDER	Chairperson Olga Castano
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Olga Castano
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	CONFIRMATION OF QUORUM	Ms. Rachel Frederick
VI.	PUBLIC COMMENTS ON ACTION ITEMS	

Comments on *Action Items* can be made in two ways:

1. In person at the meeting location listed at the top of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

If your comment does not pertain to action items on the agenda, you may comment at the general public comment period at the end of the meeting.

VII. ACTION ITEMS		
A.	Approval of August 10, 2023, TDLCB Meeting Minutes (Tab 1)	Ms. Virginia Whittington
B.	2024 Proposed QATF and TDLCB Meeting Schedules (Tab 2)	Ms. Virginia Whittington
C.	Review and Recommend Approval of Annual Expenditure Report (AER) (Tab 3)	Ms. Virginia Whittington
D.	Review and Recommend Approval of Annual Operating Report (AOR) (Tab 4)	Ms. Virginia Whittington
E.	Review and Recommend Membership <ul style="list-style-type: none"> Ms. Neika Berry, Citizen Advocate (Non-System User) Mr. Wendy Ford, representing an Area Agency on Aging Mr. Luis Nieves-Ruiz, SunRail Customer Advisory Committee 	Ms. Virginia Whittington
F.	Review and Approve ACCESS LYNX Customer Service Survey Questions (Tab 5)	Ms. Virginia Whittington

VIII. PRESENTATIONS & STATUS REPORTS		
A.	LYNX/Community Transportation Coordinator (CTC) Update	Mr. Norm Hickling ACCESS LYNX
B.	Brightline Update (INVITED)	Ms. Christine Kefauver Brightline

IX. GENERAL INFORMATION		
A.	Updated ACCESS LYNX How to Ride Guide (Tab 6)	
B.	Planning Grant Update (Tab 7)	
C.	Report of Operator Payments (Tab 8)	

X. UPCOMING MEETINGS/EVENTS OF INTEREST		
A.	Quality Assurance Task Force Meeting – January 30, 2024; 10:00 a.m.	
B.	Transportation Disadvantaged Local Coordinating Board Meeting – February 15, 2024; 10:00 a.m.	

XI. MEMBER COMMENTS		
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XII. PUBLIC COMMENTS (GENERAL)

Public comments of a general nature can be made in two ways:

1. In person at the meeting location listed on page 1 of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

XIII. 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.gov 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.gov por lo menos tres días antes del evento.

TAB 1



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

DATE: Thursday, August 10, 2023

TIME: 10:00 a.m.

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

Commissioner Olga Castano, Presiding

Members in attendance were:

Commissioner Olga Castano, Osceola County, Chairperson
Commissioner Mayra Uribe, Orange County, Vice-Chair
Ms. Dianne Arnold, Representing the Economically Disadvantaged
Ms. Marilyn Baldwin, Representing the Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, At-Large Alternate
Ms. Betsy Delano, Representing the Medical Community
Mr. Norm Hickling, ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Jamie Kersey Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Mayor Pat Bates, Seminole County, Immediate Past Chair
Ms. Janee Olds, Career Source CF
Ms. Karla Radka, Senior Resource Alliance
Ms. Cheryl Stone, Representing the Elderly
Ms. Alnita Whitt, Veterans
Vacant, For-Profit Operator
Vacant, EMS
Vacant, SunRail CAC

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Mr. Mighk Wilson, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Rachel Frederick, MetroPlan Orlando

Others in Attendance

Mr. Juan A. Lopez, Office of Congressman Darren Soto
Ms. Tiffany Homler Hawkins, LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Mohammed Gad, ACCESS LYNX
Mr. W.C. Pihl, Transdev
Mr. William Spraul Transdev
Mr. Joey Hogan, Transdev

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

I. CALL TO ORDER

Chairwoman Olga Castano called the meeting to order at 10:00 a.m. and detailed how a physical in person quorum is required to take action on any item that requires a vote. She also shared how the meeting was being streamed online and how public comments could be made.

II. PLEDGE OF ALLEGIENCE

Ms. Sharon Jennings led the Pledge of Allegiance.

III. CHAIR ANNOUNCEMENTS

Chairwoman Castano noted that there was no Quality Assurance Task Force meeting in July. She announced the next QATF meeting would be held at MetroPlan Orlando on October 24th at 10 a.m.

Commissioner Castano introduced Mr. Mighk Wilson of MetroPlan Orlando to share a 'Safety Moment' which be a part of all MetroPlan Orlando meetings. Mr. Wilson presented 'Safe Teen Driving Month'

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington, Director of Regional Partnerships – MetroPlan Orlando, thanked everyone for their participation and stated there were no changes to the agenda. She introduced Ms. Rachel Frederick, Board Services Coordinator.

Ms. Whittington also welcomed Ms. Tiffany Homler Hawkins, CEO of Lynx, Mr. Juan Lopez, Outreach Representative/Administrative Assistant to Congressman Darren Soto, and additional members of the Transdev team. She highlighted that MetroPlan Orlando had completed an organization wide

graphics update which also included the website domain and emails becoming .gov, a more secure and recognizable government agency.

Ms. Whittington congratulated the MetroPlan Orlando Communications Team – Ms. Cynthia Lambert, Ms. Mary Ann Horne, and Ms. Leilani Vaiaoga – who, this week, won a Florida Public Relations Golden Image award of Distinction.

Lastly, she announced that the Commission for Transportation Disadvantaged annual conference would be held in Orlando on August 29-30, 2023. She thanked Ms. Marilyn Baldwin and Ms. Neika Berry who were scheduled to attend the conference.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. Public Comments on Action Items

None.

VII. ACTION ITEMS

A. Approval of May 11, 2023, TDLCB Minutes

Approval of the May 11, 2023, meeting minutes was requested.

MOTION: Commissioner Uribe moved approval of the May 11, 2023, meeting minutes.
Mr. Bob Melia seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, Director Mobility Services - LYNX, provided the Lynx Mobility Services Quarterly CTC Report. He confirmed that Lynx completed a service provider transition with Transdev as the newly appointed provider on June 1, 2023. He added that the transition was completed in 29 days. He shared the statistics - for the fiscal year October 2022 to current, the total number of trips completed stands at 429,143, with 47,787 of them being in June 2023. On-time performance increased to 86% in June 2023. Mr. Hickling shared that 10,211 trips were more than 30+ minutes late and they are very focused on improving this. In the Call Center there were 55,822 calls in June 2023 with an average time of 4 minutes 44 seconds to answer a call and an average of 55 calls being answered per agent per shift, stating 84% of all calls were answered and but they are aiming for 90%.

Mr. Hickling noted that the facility they are now using at 4950 L B McLeod Rd had been vacant and they had installed new air conditioning, new tiling, new electrical circuits etc. Mr. Hickling shared his appreciation of the Facilities Team. He confirmed that they are looking to procure

several new vehicles in the coming months to replace some of the aging fleet, including the 46 caravans which have come to the end of their useful life.

Mr. Hickling noted the map upgrade in all 182 Lynx-owned vehicles which will be completed in the next week or so in addition to the map upgrade for reservations. He also confirmed Lynx & Transdev commitment to customer satisfaction and an emphasis on performance and system efficiencies.

Commissioner Uribe complimented Lynx and the Transdev team and inquired about the wellbeing of drivers in the current heat wave. Mr. Hickling stated that no vehicle will be used without air conditioning, and any with non-working air conditioning are taken straight to the shop for repair.

Questions were answered regarding the matrix Lynx presented of late trips and the on-time performance. It was detailed that the software can analyze and reconfigure schedules to enhance efficiency. In response to another question Mr. Hickling stated that to increase the percentage of calls answered, they hope to eliminate many calls by building trust and reliability. Planned are mobile apps to track your trip with, which will reduce the number of 'where is my ride' calls. He also stated that the intention is to always reach out to each client of a late trip (30 minutes+) by Customer Service or Scheduling and Dispatching to explain the reason why.

Ms. Virginia Whittington complimented the Transdev and Lynx team for the successful transition.

Ms. Tiffany Holmer Hawkins, CEO Lynx, thanked the Lynx team and Transdev for their work on the transition.

B. Meet the Transdev Team

Mr. W.C. Pihl, Senior Vice President of Business Development, Transdev, acknowledged the extraordinary partnership between Transdev, Lynx and all the communities they work with. He shared that Transdev is a global company with 32,000 employees in the U.S. and that customer service is their primary focus.

Mr. Bill Sprawl, Regional Vice President – Transdev, shared that they now have over 400 employees and 185 Lynx vehicles delivering the service locally. Transdev goal was to deliver a 'Seamless startup for our passengers and employees that provide immediate improved performance and confidence in ACCESS LYNX.' He noted the number of 9,400 training hours of team members, to include customer service and the hiring of maintenance, management, and support staff.

Mr. Joey Hogan, General Manager – Transdev, stated that on-time performance is improving. They are concentrating on increasing this and he is focused on being proactive to prevent poor performance.

Mr. W. C. Pihl then detailed the 'Command Console' which gives all the necessary information to the entire team on a real-time basis, allowing them to predict future delays and therefore reschedule a trip on a different vehicle for customer efficiency. He shared that coming soon is

the 'My Agency Portal', which is a web-based portal for trip generating facilities to track their client's journey. In addition, he detailed the 'My Transit Manager' which is a mobile app they will launch as a pilot program for customers, that allows them to see their vehicle journey on their phone. Both plan to be launched for all in October/November with a pilot program preceding that in September time.

Questions were raised concerning technology accessibility for blind and visually impaired, and it was shared that the automated call out will still happen in addition to the technology being compatible with readers. Also raised was the concern that some drivers - when asked, say that they cannot change the order of passenger drop off and that has made some customers late for events/appointments. In response, Mr. W. C. Pihl advised that they are increasing the number of drivers, are improving how they schedule passenger trips together, and that drivers are empowered to contact dispatch to request route alterations. Alongside the introduction of the new technology, he hopes that these occasions of prolonged trips are reduced. A concern was raised that a driver had commented about the need to pay to operate and then complete so many trips before he could 'break even'. This was responded to by explaining all Transdev drivers are employees, are paid by the hour, no matter how many trips they complete. Some smaller local business partners who are subcontractors may have different compensation packages and they do encourage drivers with any concerns to reach out to Transdev. Mr. W.C. Pihl noted that all drivers, whether directly employed or not, must meet the same requirements and undergo the same training.

A request was made to Transdev to share the list of subcontractors with committee members.

Ms. Virginia Whittington, Director of Regional Partnerships – MetroPlan Orlando, stated there will be a public meeting of the TDLCB in November and it would be a great opportunity then to provide an update on the technology launch and pilot programs undertaken. She also raised the possibility of doing a field trip with committee members to the Transdev facility in the future.

Mr. Norm Hickling commended Ms. Selita Stubbs – Senior Manager, Lynx, and Mr. Mohammed Gad, Manager of Mobility Services - Data, Lynx, who ensured that all 315 employee's credentials were checked, and training completed over the short transition period.

X. GENERAL INFORMATION

Chairwoman Castano called attention to the resolution in support of Blind Americans Day on October 15, 2023, and is being presented to the MetroPlan Orlando Board for approval in September.

Ms. Virginia Whittington shared that the MetroPlan Orlando Board is expected to adopt and approve this annual event, and in addition all of the counties and cities will be asked to adopt similar resolutions. MetroPlan Orlando is also working with the Florida Department of Transportation to potentially host an event during Mobility Week in conjunction with the BEEP demonstration project that is happening in downtown Orlando. Plans are yet to be solidified but committee members will be kept updated. It is also expected that a community partner will take the lead this year on The Blind Experience event and invitations will go out to all.

XI. UPCOMING MEETINGS OF INTEREST

- A. Commission for Transportation Disadvantaged Business Meeting, August 28, 2023; 2:00-4:00p.m., Sea World Renaissance Hotel, Orlando, FL
- B. 31st Annual CTD Training Workshop, Awards & Expo August 29-30, 2023 - Sea World Renaissance Hotel, Orlando, FL
- C. MetroPlan Orlando Board Meeting – Wednesday, September 13, 2023; 9:00 a.m.
- D. Quality Assurance Task Force Meeting – Tuesday, October 24, 2023; 10:00 a.m.
- E. Save the Date: 2023 Mobility Week – October 27-November 4, 2023
- F. Annual Transportation Disadvantaged Public Workshop – Thursday, November 9, 2023; 10:00 a.m. (*Location to be announced*)
- G. Transportation Disadvantaged Local Coordinating Board – Thursday, November 9, 2023; 10:30 a.m.* (*Location TBA; This meeting will immediately follow the TD Public Workshop.*)

XII. MEMBER COMMENTS

None

XIII. PUBLIC COMMENTS (GENERAL)

None

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:08 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 9th day of November 2023.

Commissioner Olga Castano, Chairperson

Rachel Frederick
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



Proposed
QATF and TDLCB
2024 Quarterly Meeting Schedule
(All meetings are scheduled to begin at 10:00 a.m.)

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

QATF

January 30, 2024

April 23, 2024

July 23, 2024

October 29, 2024

TDLCB

February 15, 2024

May 9, 2024

August 8, 2024

November 14, 2024

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



TAB 3





250 SOUTH ORANGE AVENUE
SUITE 200
ORLANDO, FLORIDA 32801

PH: 407.481.5672
FX: 407.481.5680
WWW.METROPLANORLANDO.GOV

September 1, 2023

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 2022-2023 Actual Expenditure Report (AER) for Orange, Osceola and Seminole (OOS) Counties.

The report reflects actual trips and expenses for the FY 2022-23 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, 2023

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
22,035,580	359,325	12,477,596	2,499,461

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

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



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

COUNTY: Orange County
DUE: September 15, 2023

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
14,358,517	234,138	8,238,257.24	137,442

Transportation Alternatives

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

Other

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



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

COUNTY: Osceola County
DUE: September 15, 2023

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
3,507,512	57,196	1,906,097	28,777

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, 2023

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
4,169,551	67,991	2,333,241.71	37,248

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 4





Data Submission Summary

County Name	Fiscal Year	Section	CTC Status	CTC Status Date	CTD Status	CTD Status Date
Orange	07/01/2022 - 06/30/2023	Organization	Submitted	09/12/2023	Under Review	09/12/2023
Orange	07/01/2022 - 06/30/2023	Coordinated System	Submitted	09/12/2023	Under Review	09/12/2023
Orange	07/01/2022 - 06/30/2023	Trips	Submitted	09/12/2023	Under Review	09/12/2023
Orange	07/01/2022 - 06/30/2023	Vehicles & Drivers	Submitted	09/12/2023	Under Review	09/12/2023
Orange	07/01/2022 - 06/30/2023	Revenue Sources	Submitted	09/12/2023	Under Review	09/12/2023
Orange	07/01/2022 - 06/30/2023	Expense Sources	Submitted	09/12/2023	Under Review	09/12/2023
Osceola	07/01/2022 - 06/30/2023	Organization	Submitted	09/12/2023	Under Review	09/12/2023
Osceola	07/01/2022 - 06/30/2023	Coordinated System	Submitted	09/12/2023	Under Review	09/12/2023
Osceola	07/01/2022 - 06/30/2023	Trips	Submitted	09/12/2023	Under Review	09/12/2023
Osceola	07/01/2022 - 06/30/2023	Vehicles & Drivers	Submitted	09/12/2023	Under Review	09/12/2023
Osceola	07/01/2022 - 06/30/2023	Revenue Sources	Submitted	09/12/2023	Under Review	09/12/2023
Osceola	07/01/2022 - 06/30/2023	Expense Sources	Submitted	09/12/2023	Under Review	09/12/2023
Seminole	07/01/2022 - 06/30/2023	Organization	Submitted	09/12/2023	Under Review	09/12/2023
Seminole	07/01/2022 - 06/30/2023	Coordinated System	Submitted	09/12/2023	Under Review	09/12/2023
Seminole	07/01/2022 - 06/30/2023	Trips	Submitted	09/12/2023	Under Review	09/12/2023
Seminole	07/01/2022 - 06/30/2023	Vehicles & Drivers	Submitted	09/12/2023	Under Review	09/12/2023
Seminole	07/01/2022 - 06/30/2023	Revenue Sources	Submitted	09/12/2023	Under Review	09/12/2023
Seminole	07/01/2022 - 06/30/2023	Expense Sources	Submitted	09/12/2023	Under Review	09/12/2023

TAB 5



2022 ACCESS LYNX Customer Survey

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?

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?

Q3

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

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?

Q5

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

Q6

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

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 Web ACCESS to manage your ACCESS LYNX rides?

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?

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?

Q11

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

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.)

Q13

What is your age?

Q14

What is your gender?

Q15

In which county do you live?

- Orange County - Osceola County - Seminole County

Q16

How is your ACCESS LYNX eligibility classified?

- ADA - TD - Unsure

TAB 6





ACCESS LYNX HOW TO RIDE GUIDE

This booklet is designed to “help you ride”
ACCESS LYNX, our paratransit service.

In it you will find a wealth of information regarding
policies and procedures that are pertinent to making your
trip as convenient and hassle-free as possible.






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OVERVIEW:

ACCESS LYNX is a shared ride paratransit, door-to-door origin to destination transportation under the supervision of the Mobility Services Division of Central Florida Regional Transportation Authority, d/b/a LYNX. The program provides service for eligible individuals who are not able to use the regular bus service (also called fixed route) because of a disability or other limitations.

Currently, the Mobility Services ACCESS LYNX paratransit program provides more than 2,300 scheduled passenger trips per day, using vehicles equipped for individuals with various disabilities. Due to the high demand for paratransit services, it is vital that each customer carefully follow the guidelines in this brochure. Your flexibility and cooperation will allow Mobility Services to better serve you.

SERVICE PROVIDERS AND SERVICE AREA:

LYNX contracts with several local providers for the delivery of services. Mobility Services ACCESS LYNX staff handles the Customer Call Center, which takes all reservation requests and customer service calls (where's my ride, cancellations, etc.). Rides are provided within our three-county area of Orange, Osceola and Seminole counties.



ELIGIBILITY:

Individuals interested in using ACCESS LYNX paratransit service must apply through a written application process. ACCESS LYNX is responsible for determining eligibility for paratransit service. ACCESS LYNX provides transportation under various programs. Program determination is based on application verification and may include a functional assessment. One-on-one Travel Training is also provided to those who can access the fixed route bus system at no cost to the customer.

IMPORTANT NOTE: Paratransit eligibility is not automatic, nor is the recertification. Once expired, you must reapply for eligibility. The customer must submit a completed application to re-apply at least 30 days before your eligibility expires to avoid service disruption. While eligibility extension requests are highly discouraged, they may be granted based on extenuating circumstances determined by Mobility Services management.

ADA PARATRANSIT SERVICE PROVIDED TO:

Any individual with a disability who is unable, as the result of a physical or cognitive impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

ADA customers, who have current eligibility, are also eligible for the ACCESS Plus+ program. The customer may ride alone or take a free guest each time they ride the LYNX fixed route system.

For more information, please call Mobility Services at 407-423-TRIP (8747), option 7 for more information.



TRANSPORTATION DISADVANTAGED PARATRANSIT SERVICE IS PROVIDED TO:

Customers who cannot access a fixed route bus service or obtain their own transportation due to either disability, distance, and/or income. It is a coordinated statewide effort to group customers for a shared ride service.

For eligibility information, contact ACCESS LYNX at 407-423-TRIP (8747), option 6 (Monday – Friday, 8:00 a.m.- 4:00 p.m.).

CUSTOMER SERVICE HOURS:

ADA Reservations can be made seven (7) days a week between 8 a.m. and 5 p.m. To check on your trip or to cancel a trip, Mobility Service representatives are available 24 hours a day, seven (7) days a week. The best time to make trip requests or travel is between 10 a.m. and 2 p.m.

For reservations, call:

Phone: 407-423-TRIP (8747), option 4

TTY Relay calls are accepted by dialing 711 or 800-955-8771 or for Spanish dial 877-955-8773. Fax: 407-236-1501.

To check on arrival time or cancel a trip: 407-423-TRIP (8747), option 3

Listen carefully to all options. To reach Eligibility, please dial 407-423-TRIP (8747), option 6, Monday – Friday 8 a.m. – 4 p.m. Fax eligibility documents to 407-849-6759.

If you have any concerns regarding the service, please contact Mobility Service ACCESS LYNX Customer Relations at 407-423-TRIP (8747), option 7.

For fixed route information, dial: 407-841-LYNX (5969) or go online and utilize WebACCESS at myaccesslynx.golynx.com.



WEBACCESS:

WebACCESS is a secure website that allows ACCESS LYNX customers to manage their trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations and access and edit the customer's information 24 hours a day, seven (7) days a week.

To reserve, confirm, cancel, or change a trip using WebACCESS go to www.golynx.com to the ACCESS LYNX page, then WebACCESS. Please note a simple, one-time registration process will be required for first time users. ACCESS LYNX trips can be scheduled at www.golynx.com. The system allows ADA customers to schedule trip(s) up to seven (7) days in advance or Transportation Disadvantaged (TD) customers to book one day prior to the day of service. No more waiting on hold for a Mobility Service Representative. To request a trip, go online to www.golynx.com. Click on ACCESS LYNX, then on WebACCESS.

The customer will be able to schedule and manage trips (request, change, and cancel) online. By calling 407-423-TRIP (8747), option 4, an Mobility Service Representative can provide the login credentials and the client ID password.

- Online trip requests must be submitted before 5:00 p.m. one (1) day prior to the trip.



MAKING A RESERVATION BY PHONE:


ACCESS LYNX cannot provide same-day service.

Call 911 if you have an actual emergency.

Customers who are certified under ADA can book as many trips as needed for a rolling 7-day period. Customers who are certified under the Transportation Disadvantaged (TD) Program can only book trips the day prior to traveling. When you call, please have the following information ready:

- Customer's name, home address, telephone number and date of birth.
- Date transportation needed
- Complete name of origin (example: facility, complex, nursing home, etc.), correct address, including zip code.
- Complete name of destination, correct address, zip code, and telephone number.
- Time the customer needs to be at their destination (appointment time).
- Time customer needs to be picked up from their destination.
- Whether the customer uses a wheelchair or other personal mobility device.
- Any other special considerations such as companions, service animals, personal care attendants, etc.
- Detailed drop-off and pickup location information such as the name of the location, office phone number, etc.

The Mobility Service Representative will give you an estimated pickup time. This is the time you can expect the operator to arrive. You will need to be ready to travel at your pickup time as the ACCESS LYNX operator will only wait a maximum of five (5) minutes after arrival at your location. Please know the operator may arrive up to thirty (30) minutes after the pickup time and still get you to your scheduled destination on time. The pickup time is based on the necessary ride time on the vehicle, which will be a direct result of the following:

- 
- The distance you are traveling – longer distances will require more ride time.
 - The time of day you are traveling – peak traffic times and number of people requesting to travel at the same time you request may result in a longer ride time.
 - Inclement weather – rain will decrease the speed our vehicles, and other vehicles can travel, resulting in a longer ride time.
 - Ride share – picking up and dropping off other customers along the way to your destination and increase your ride time.

When you schedule your originating trip, you must also schedule your return trip, if needed. Be sure to schedule it late enough in case your appointment runs over. If you don't schedule a return trip in advance, you may not get a return trip.

FARES:

The Mobility Service Representative will tell you the amount of your fare when scheduling your trip. The operator will collect your fare when you board the vehicle. The customer must have exact change and must pay the fare to be transported from his/her home. Operators do not carry money and are not able to make change. Operators do not accept tips. Please notify Mobility Services if any operator asks for or accepts a tip. Fares are determined by your eligibility funding source. Each trip is a one-way fare and must be paid to the operator upon boarding the vehicle.

Prepaid fare tickets may be purchased online at www.golynx.com/fares-passes. To purchase by phone, please dial 407-254-6077.

You may also purchase fare tickets at the LYNX Central Station Customer Service Window Monday-Friday 6 a.m.- 7 p.m.; Saturday and Sunday 8 a.m.- 5:30 p.m.

Prepaid fare tickets are sold in 50¢ and \$1 increments at a 10% discount. \$20 books are sold for \$18 and \$50 books are sold for \$45.

FARES:

	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	One (1) day before trip	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles = \$2.50 5-9.9 miles = \$3.50 10+ miles = \$4.50	\$4 for ADA trips \$7 for Premium ADA
Attendant	No	Yes, one attendant at no charge
Companion	Same fare as primary rider; Only one companion allowed	Yes, Same as rider



PAWPASS:

LYNX has developed a mobile fare app allowing you to purchase your bus fare directly on your mobile device. Whether you need to buy a single ride fare, All-Day pass, 7-Day pass or 30-Day pass, you can purchase it and store it on your mobile device. Just activate your ticket when you need it, show it to your operator and you are on your way. Customers also may access their accounts through lynxpawpass.com to conduct self- service transactions.

How to Use PawPass for ACCESS LYNX

- Download the LYNX PawPass in Google Play or App Store.
- Create an account.
- Enter ACCESS LYNX ID for approval.
- Customers can add value to their accounts using credit or debit cards.
- Cash value will be stored in their account in a virtual wallet. Customers will be able to enter the value of the fare to be paid from the virtual wallet.
- Show the operator fare has been paid.
- Ride.

SUBSCRIPTION REQUEST:

A subscription request is for customers who travel to the same place at the same time on the same day(s) of the week. If you have a regular appointment that you need to go to, you may want to ask the Mobility Service Representative to submit a subscription request for service. Please remember that you cannot change your standing request more than once per month or this privilege will be revoked. If you have a subscription request and will not use it for one or multiple days, you must contact us to cancel or suspend services to avoid having no-shows recorded in your file. Excessive no-shows will result in the immediate cancellation of the subscription service.

Subscription requests on ACCESS LYNX are automatically canceled on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The customer must call to reserve a trip, if needed, for these holidays.



HURRICANE, NATURAL DISASTERS, AND OTHER STATE OF EMERGENCY:


It is the responsibility of the customer to be aware of facility closings or other facility changes during hurricanes, natural disasters, or other state of emergencies. For example, many facilities close, doctors change appointment times, dialysis change chair times, or facilities change their hours of operation. The customer should proactively cancel trip reservations or make changes to their trip at least one day in advance to avoid service disruption. Please note during a State of Emergency, LYNX will transition to life-sustaining transportation until the emergency has been lifted. Always visit our LYNX website at www.golynx.com for current updates.

CANCELLATIONS:

ACCESS LYNX is a shared ride system that requires everyone's cooperation to run smoothly. If you must cancel your reservation, it is imperative that you inform the ACCESS LYNX Mobility Services at 407-423-TRIP (8747), option 3, or by utilizing WebACCESS. You must notify us at least one (1) hour before your scheduled pickup time or risk having a "no-show" recorded on your file.

LATENESS AND NO-SHOW:

Because you will be sharing your ride, it is important that you are ready to go when your vehicle arrives. ACCESS LYNX will only wait five (5) minutes because there are other customers either on board or waiting for their scheduled ride. If you decide not to ride with us, it is very important that you cancel your trip at least one (1) hour prior to your scheduled pickup time. If a vehicle arrives to pick you up and you are not there, or you do not board the vehicle as scheduled, you will be considered a "no-show". Excessive no-shows may cause your services to be suspended according to the policy.



You may receive a letter of warning, a notice of suspension for excessive “no show” occurrences, or notice of subscription cancellation. You may appeal this decision if you have information that is contrary to that noted above, please contact Customer Relations at 407-423-TRIP (8747), option 7.

TIP: When you are making a reservation, you must tell the Mobility Service Representative exactly where you will be waiting. However, at larger facilities, we may ask you to wait in a common pickup area pre-arranged with the facility. The operator will be given the same information you supply to Mobility Services and will look for you there. Do not leave the area, as you may miss your ride. If the operator is not able to find you within five (5) minutes of arriving, or if you did not cancel at least one (1) hour before your scheduled pickup time, you will be considered a “no-show”.

NO SHOW POLICY:

The No Show Policy can be found at www.golynx.com/accesslynx. An offense is defined as five or more No Show occurrences. The first offense will trigger ACCESS LYNX to identify riders and send a warning letter. If the No Show occurrences are more than 50% of the rider’s scheduled rides for the month, the rider will be suspended for three (3) days. If the second offense within a calendar year is more than 25% of the scheduled trips, the rider will be suspended for seven (7) days. The third offense will trigger a ten (10) day suspension and/or loss of subscription service. ACCESS LYNX will also review the customer’s history and re-evaluate services for the customer.

To avoid receiving “no show” offenses, the rider should contact Mobility Service at least one (1) hour, via phone call or WebACCESS, prior to your scheduled pickup time and notify us that you will not be using the service that day. The rider must avoid canceling at the door. Advance cancellation allows other riders to use the service and enables ACCESS LYNX to provide quality service.

You may call 407-423-TRIP (8747), option 3, to cancel a reservation or a subscription.



CHANGING RETURN TIMES:

Because so many people rely on ACCESS LYNX, changes in the scheduled return time are strictly limited. If you are ready to return two (2) hours earlier than originally scheduled, you may call and ask for an early pickup. ACCESS LYNX will try to accommodate your request, but we cannot guarantee an early pickup.

WILL CALL:

ACCESS LYNX operators are scheduled to pick up multiple customers and can only wait five minutes for customers to be ready to travel. If the operator waits longer than five minutes or must look for customers at the pickup point, they risk delaying other customers scheduled for pickup. If you are at your residence and cannot travel when the operator arrives, you will be considered a “no-show”.

If you are not able to travel for your return trip at the time the operator arrives, you will be considered a no-show and must contact Mobility Services at 407-423-TRIP (8747), option 4 to reschedule a return trip.

We will try to send someone as quickly as possible. However, it may be at least 60 minutes before an operator is available.

BOARDING EARLY:

If your vehicle arrives before your scheduled pickup window and you are ready, you may board immediately (for example, your ACCESS LYNX vehicle arrives at 9:40 a.m. for a pickup window of 9:45 a.m.-10:15 a.m.).

If you are not ready and the vehicle arrives early, the operator must wait five (5) minutes into the pickup window before leaving. Using the example above, that means the operator will stay until 9:50 a.m. before departing.



LATE PICKUPS:

Please wait at least thirty (30) minutes past your scheduled pickup time before calling ACCESS LYNX Mobility Services at (407) 423-8747 option 3. Your operator may arrive up to 30 minutes after the scheduled pickup time and still be considered on time as long as you get to your destination on time. Please remember the pickup time is based on factors such as the time you need to be at your destination, traffic delays, inclement weather, and multi-loading of other customers.

CUSTOMER'S RESPONSIBILITIES AND SAFETY TIPS:

- Proper dress is required, including shirt and shoes.
- You may not eat, drink, vape, or smoke inside the vehicle.
- All personal belongings are the customer's sole responsibility. You must load and unload your items, three (3) bag limit.
- Disruptive behavior is not tolerated. You may risk suspension from the service.
- Do not use audio or visual equipment that may distract the operator.
- No special requests for operators will be honored and no unscheduled stops will be made.
- Choose a safe and well-lit pickup location that allows the operator to keep sight of the vehicle while assisting you to and from the door.
- The vehicle must come to a complete stop before you approach it.
- Allow the operator to assist you when boarding and exiting the vehicle. Ask for special assistance if you need it.
- Always wear your seatbelt.
- You must provide the following for children: children five (5) years old or younger must be secured in a federally approved child restraint system. Children three (3) years or younger must use a separate car-seat.
- If your personal information has changed (i.e. legal name, home address, special requirements or needs, etc.) contact the eligibility section of Mobility Services.



WHEELCHAIR SERVICE:

When making your reservation notify the Mobility Service Representative if you use a wheelchair, mobility device, or have difficulty walking. Wheelchairs must be provided by the customer and be on the ground floor at the time of pickup.

AMBULATORY CUSTOMERS:

Ambulatory customers may ride the wheelchair lift if they request it to assist them in boarding the vehicle.

SERVICE ANIMALS:

Any animal trained to work or perform tasks for an individual with a disability may travel with the customer. This includes but is not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items.

OXYGEN EQUIPMENT:

Traveling with oxygen equipment is permitted, but the equipment must be small enough that the operator does not have to assist with the loading and unloading of it. The safety and use of oxygen equipment is the responsibility of the customer.



ACCESS LYNX OPERATOR STANDARDS:

ACCESS LYNX operators are trained according to LYNX specifications and guidelines. Operators must have a safe driving record, pass a criminal background check, be able to pass a Department of Transportation physical and test negative for drugs and alcohol. Also, they are trained in defensive driving to safely assist and be sensitive to customer's special needs. Operators are selected based on their ability to provide the specialized service needed for the ACCESS LYNX program.

Operators are not required to carry the customer's belongings, assist wheelchairs down more than one step, push wheel-chairs through grass or sand, or do any lifting of the passenger into or out of their mobility device.

ACCESS LYNX Operators are expected to adhere to the following standards:

- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down wheelchairs
- Have an ACCESS LYNX photo I.D. attached to their uniform that can be easily seen by customers
- Be properly uniformed
- Make a good faith effort to find a customer (horn honking to notify a customer of arrival is not acceptable)

Traffic delays, tight schedules, weather conditions, passengers running late and other factors can cause stressful situations that may affect the quality of service for ACCESS LYNX customers. If a operator or passenger acts in an unreasonable manner (or contrary to the policies and procedures) the problem should be reported by dialing 407-423-TRIP (8747), option 7.



REPORTING CONCERNS / COMPLIMENTS / SUGGESTIONS:

If you have a concern about ACCESS LYNX ADA or Transportation Disadvantaged (TD) services, please contact Customer Relations at 407-423-TRIP (8747), option 7 or submit your concerns at www.golynx.com under the “contact us” customer comment form. Most issues can be handled within a matter of days, while others may require extensive investigation and can take several weeks to resolve.

ACCESS LYNX also provides a public forum to address the concerns, suggestions, and compliments of our ADA or TD customers at LYNX Board meetings, public meetings, or LYNX website. ADA or TD concerns may also be reported via email at inquiry@golynx.com.

Any individual who believes that they have been denied the benefits of, excluded from participation in, or subject to discrimination based on their disability may file a formal complaint with LYNX. The ADA Complaint form is available on the website at www.golynx.com and should be mailed or emailed to:

Central Florida Regional Transportation Authority d/b/a/ LYNX
Attn: Amber Johnson
455 N. Garland Ave. Orlando, FL 32801
Phone: 407-254-6171
ajohnson@golynx.com

The Transportation Disadvantaged Local Coordinating Board (LCB) meets quarterly to assist in the development of policies and guidelines for the Transportation Disadvantaged Program (TD). Public comments are also received to address the concerns of ACCESS LYNX customers. For meeting dates, times and locations, please contact MetroPlan Orlando at 407-481-5672.

If, after notifying ACCESS LYNX, filing your concerns and receiving your response, your comments have not been adequately addressed, you may contact the Local Coordinating Board at MetroPlan Orlando, 407-481-5672. As a final step, contact the State’s Transportation Disadvantaged Helpline at 800-983-2435.



LOST ITEMS:

If you have lost a personal item and believe it may be in an ACCESS LYNX vehicle, please contact Customer Service at 407-423-TRIP (8747), option 2, to report it. If the item is found, you may be asked to travel to a central pickup point to retrieve it. ACCESS LYNX, the service provider, nor the operator will be held responsible for replacement, should the item not be located on the vehicle the customer rode in.

HELP SOMEONE GET A RIDE:

Remember to check the box to donate \$1, or more, to the Transportation Disadvantaged Trust Fund the next time you (or a friend or family member) purchase your auto/truck/boat tags. Donated funds will be used to provide transportation services in the local service area where they are collected.



 **Like us:** facebook.com/golynx

 **Tweet us:** [@lynxbusorlando](https://twitter.com/lynxbusorlando)

 **Watch us:** channelLYNX

 **Follow us:** instagram.com/golynx

 **Visit us:** golynx.com

 **Call us:** 407-841-LYNX (5969)

TAB 7





SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G2J09 Q1

INVOICE DATE:

October 3, 2023

QUARTER SERVICE DATES:

July 1 - September 30, 2023

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)	No activity this reporting period.
B.	Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	No activity this reporting period.
C.	Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Agenda for the August TDLCB meeting is provided as deliverable.
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)	Copy of August draft minutes, meeting attendance record, and meeting notice/announcement provided as deliverable.
E.	Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No activity this reporting period.
F.	Provide staff support for committees of the local coordinating board. (Task 3)	MetroPlan Orlando provides a staff liaison and board services coordinator to support the TDLCB and its committees.
G.	Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	No activity this reporting period.
H.	Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	No activity this reporting period.
I.	Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	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)	Copies of legal advertisements published in accordance with the Coordinating Board and Planning Agency Operating Guidelines, are provided as deliverables.
K.	Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	The Annual Operating Report was submitted in accordance with the established guidelines. The report will be presented to the LCB at their November 9th meeting.

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)	Annual Expenditure Report was approved and submitted to the CTD in accordance with established guidelines.
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)	No activity this reporting period.
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)	This is an ongoing activity.
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)	This is an ongoing activity.
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)	The LCB received a copy of the latest quarterly report at their August meeting.
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)	Commission-sponsored training was cancelled due to Hurricane Idalia. To be rescheduled at a later date.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	Staff attended the virtual TD meeting held o September 15, 2023.
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.	Newly selected paratransit provider was invited to present at the August TDLCB meeting to meet the LCB members. They will also attend the annual public meeting in November to be introduced to the public.
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)	Annual evaluation kick-off will begin in November 2023.

I. Assist the CTD in joint reviews of the CTC.	Ongoing activity.
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.	Ongoing activity.
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 8





October 24, 2023

Honorable Olga Castano, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Commissioner Castano,

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, Transdev Services, Inc., 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, 2023 to September 30, 2023.

Sincerely,



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)