



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD
AGENDA**

February 13, 2025 @ 10:00 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Tuesday, February 13, 2025 | 10:00 a.m.

LOCATION:

MetroPlan Orlando
250 S. Orange Ave., Ste. 200, Orlando, FL 32801
Parking Garage: 25 W. South St.

[CLICK HERE TO JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

Participate at the location above or online from your computer, smart phone 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 Pat Bates
II.	PLEDGE OF ALLEGIANCE	
III.	CHAIR'S ANNOUNCEMENTS	Chairperson Pat Bates
IV.	AGENDA REVIEW & ANNOUNCEMENTS	Ms. Virginia Whittington
V.	ROLL CALL & CONFIRMATION OF QUORUM	Ms. Lisa Smith
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.	Election of 2025 the Transportation Disadvantaged Local Coordinating Board (TDLCB) Vice-Chairperson	Ms. Virginia Whittington MetroPlan Orlando
B.	Acknowledgement of Summary of Public Comments Received at November 14, 2024 TDLCB Workshop (Tab 1)	Ms. Virginia Whittington
C.	Approval of the November 14, 2024 TDLCB Meeting Minutes (Tab 2)	Ms. Virginia Whittington
D.	Approval of the 2025 TDLCB Membership Certification (Tab 3)	Ms. Virginia Whittington
E.	Approval of the 2025 Quality Assurance Task Force (QATF) Members (Tab 4)	Ms. Virginia Whittington
F.	Approval of the 2025 QATF Officers <ul style="list-style-type: none"> • Mr. Wayne Olson, Chairperson • Ms. Marilyn Baldwin, Vice Chairperson 	Ms. Virginia Whittington
G.	Approval of the 2025 TDLCB Bylaws (Tab 5)	Ms. Virginia Whittington
H.	Approval of the 2025 Grievance Procedures and Grievance Committee Members (Tab 6)	Ms. Virginia Whittington

VIII. PRESENTATIONS & STATUS REPORTS		
A.	Florida Sunshine Law Refresher (Tab 7) A refresher presentation on the Florida Sunshine Law. This training is provided to advisory committees annually during the first meeting of each year.	Ms. Virginia Whittington
B.	Health Services Transportation Plan (HSTP) Update (Tab 8) The presentation will provide an overview of plan requirements, updated regional demographics, outreach efforts, updated needs/strategies, and next steps. A copy of the full HSTP can be accessed here: Heath Services Transportation Plan Update	Mr. Sarah Goolsby, Benesch
C..	LYNX/Community Transportation Coordinator (CTC) Update (Tab 9) Mr. Norm Hickling will provide a CTC update highlighting ACCESS LYNX trip demand, performance, and customer service activity.	Mr. Norm Hickling ACCESS LYNX
D.	Community Partner Highlight: Florida Dialysis Center Orlando (FDCO) At the request of LCB members, Ms. Betsy Delano will provide an overview of the Florida Dialysis Center Orlando.	Ms. Betsy Delano, LCSW FDCO

IX. GENERAL INFORMATION

A. Report of Operator Payments (Tab 10)

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 provided for information purposes.

B. Planning Grant Report – October-December 2024 (Tab 11)

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

C. 2025 QATF and TDLCB Meeting Schedule (Tab 12)

D. 2025 MetroPlan Orlando Legislative Position Statements (Tab 13)

E. 2024 Attendance Report (Tab 14)

F. CTC Adverse Incidents Model Procedures (Tab 15)

At its business meeting on December 11, 2024, the Commission approved its Model Procedures for Receiving and Investigating Reports of Adverse Incidents Related to Paratransit Services for Persons with Disabilities, along with the Adverse Incident Report Form. Please note that this applies to any governmental agency that contracts for their paratransit services, regardless of whether they are the CTC. A copy of the procedures is provided for information purposes.

G. Reports Presented to the Florida Senate Committee on Transportation (Tab 16)

- Transportation Disadvantaged Services Report
- Center for Urban Transportation Research (CUTR)
- I-STREET Living Lab at the University of Florida (UF)

During the 2024 Legislative Session, two reports relating to paratransit delivery were to be delivered by January 1, 2025: (1) The Center for Urban Transportation Research (CUTR) was directed to deliver a report to the department on **model policies and procedures or best practices** for paratransit providers to complete trips within an acceptable time after pickup. (2) Required the I-STREET Living Lab at UF to deliver a comprehensive report on technology and training improvements to better support persons with disabilities using paratransit services and provides a list of items to be reviewed and for I-STREET Living Lab to provide recommendations. These reports were presented in Committees on January 14, 2025. Copies of these presentations are provided for information purposes.

X. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Board Meeting – March 12; 9:00 a.m.

B. Quality Assurance Task Force – April 29; 10:00 a.m.

C. Transportation Disadvantaged Local Coordinating Board Meeting – May 15; 10:00 a.m.

XI. MEMBER COMMENTS

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:

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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.org por lo menos tres días antes del evento.

TAB 1



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

DATE: November 14, 2024

LOCATION: Heart of West Lakes Wellness Center
710 S Tampa Ave,
Orlando, FL
32805

TIME: 10:00 a.m.

Those that attended the meeting in person were:

Ms. Marilyn Baldwin, representing the Disabled
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, At-Large Alternate
Ms. Betsy Delano, representing the Medical Community
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Rob Gilts for Ms. Wendy Ford, Osceola Council on Aging
Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Angela Hunter for Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Yvette Reyes, Economically Disadvantaged
Mr. Calvin Smith, AHCA
Ms. Cheryl Stone, representing the Elderly
Commissioner Mayra Uribe, Orange County, Chairperson
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members Not in Attendance

Commissioner Olga Castano, Osceola County
Mr. Luis Nieves-Ruiz, SunRail CAC
Vacant, State Coordinating Council of Early Childhood
Vacant, For-Profit Operator
Vacant, EMS

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Joey Hogan, TransDev
Ms. Gail Holley, FDOT
Mr. Gary Huttman, MetroPlan Orlando

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Rachel Frederick, MetroPlan Orlando

A complete list of other attendees is available upon request.

Commissioner Mayra Uribe, Chairperson, called the public meeting to order at 10:00 a.m. and welcomed everyone. Mayor Pat Bates led attendees in the Pledge of Allegiance. Ms. Rachel Frederick called roll. Chair Uribe thanked the board members and the public for attending. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public meeting and that, upon completion, it will be immediately followed by the regular Transportation Disadvantage Local Coordinating Board (LCB) meeting. Ms. Whittington provided the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual features. In addition, she confirmed that the meeting had been properly noticed. She shared that representatives from ACCESS LYNX and Transdev were in attendance – and that a complete copy of the comments would be provided to ACCESS LYNX for follow-up. Lastly, Ms. Whittington thanked attendees for participating and providing their comments and detailed that any person wishing to speak would have two minutes to do so. Chair Uribe confirmed that comments could also be made in Spanish.

Public Comments:

- Ms. Whittington acknowledged that a copy of public comments received via email and/or voicemail was provided to the members of the LCB, and a summary of each would be read into the record.

Online Commenters

- Mr. Michael Lincoln-McCreight, Orange County resident, President of Self Advocacy and also a member of Orange County Disability Board. He commented that Orlando residents with disabilities have been struggling to get to and from work with ACCESS LYNX, particularly those working at theme parks. He stated that some people have had to walk home as ACCESS LYNX will not pick them up when they work into the early hours.
- Ms. Alyssa Cheeseman, Osceola, commented on the delays with ACCESS LYNX, and also ensuring the vehicle dispatched to pick up riders has the capacity to fit everyone one. She also noted that the GPS on the buses needs to be updated, meaning riders end up being on the bus for 3-4 hours.

In person Comments

- Mr. Sunil Yajnik, Osceola County – submitted a speaker card but was not in the room when recognized to speak
- Ms. Sheila Young, Orange County, commented on how grateful she is for the service, especially UZERV. She requested an on-demand service which would allow riders to attend events/needs on the same day.

- Ms. Marsha Bukala, Orange County, commented that she also would like the service to be on demand and noted several Florida counties who already provide an on-demand service. She highlighted personal situations including medical treatments, when on-demand rides would have been critical. She provided a list of locations across the United States where on-demand paratransit is provided and encouraged ACCESS LYNX to look at options for making the service available in Orlando.
- Ms. Janeen Lea, Osceola County, is very grateful for the service and agreed that an on-demand service would be great. She noted that the vehicles can be uncomfortable. Also, as a rider, if she is 5 minutes late, she can get a 'no-show' against her whereas ACCESS LYNX can be 30 minutes early or late and she has to just accept it. She also requested that drivers do not go through drive-thru's when passengers are on a vehicle.
- Ms. Alma Rhees, Seminole County, commented on safety, with some drivers not securing her scooter properly. She also gave thanks to many of the drivers for their great job.
- Mr. Eric Lutz, Orange County, stated he was very impressed with the service this year. He uses UZERV and experiences clean vehicles and polite staff. He also commended any decision to extend the hours of the service which allows him to get to and from his job and other activities efficiently. He requested there be an option to contact the driver through the app when they arrive. He continued to thank individual ACCESS LYNX team members including Customer Service and Dispatch.
- Ms. June Aldrich, Seminole County. She was representing her daughter who uses ACCESS LYNX for all her trips including to and from her work. She has been dropped off at the wrong location and has been excessively late to work many times, sometimes an hour late, and is on the verge of losing her job. Ms. Aldrich stated she left messages with dispatch 3 times to discuss the issues and had not received a call back. She appreciates the service, but some things need addressing.
- Ms. Lynda Sands, Seminole County, commented that she had fallen out of her seat and seatbelt on a recent ride when a driver was making a turn. This meant she broke 3 of her dentures. She complimented customer service and the dispatch team, however said that when being picked up at her home address they sometimes go to the wrong apartment and record her as a no-show. Also, she noted that she can be on the phone for 45 minutes trying to book a ride.
- Mr. Darryl Perry, Orange County. Commented on the service and bringing improvements to the service.
- Ms. Catherine Velasquez, Orange County. She uses the service to attend physical and occupational therapy and they are often late, meaning she misses some of the appointment time she has paid for. She says sometimes she sits outside her house for an hour waiting for her ride and no-one calls to say they are running late. She also commented that the buses and seatbelts are dirty and un-sanitized, and she ends up driving all around town rather than on a direct route.
- Mr. Locksley Cameron, Orange County. He commented that he calls in to complain or suggest things, but he hears no response. He also stated that he lives very close to his place of work, but the driver ends up taking him on a 10-mile trip. He said that some of the drivers need training in how to treat people with respect.
- Ms. Johnetta Batts, Orange County. She had a medical emergency and was unable to cancel a booked trip. Then she received communication in the mail that she thought indicated she as a

rider was cancelled and did not want this to happen. Ms. Whittington advised a member of the ACCESS LYNX team in the room would speak with her.

- Ms. Felecia Bristol, Orange County. She commented on the long waits for the rides to her medical appointments and that she had to cancel surgery due to the late vehicles. She is thankful for the service.
- Ms. Dipti, Orange County. She stated that sometimes she books multiple rides and if she misses the first ride then is it possible to book another vehicle for the first ride? Also asked how she books rides to the airport, and thanked the people and service.

Ms. Virginia Whittington then read comments received via email and phone message, prior to the meeting into the record. She also noted that comments concerning the LYNX fixed route had also been received and were forwarded to LYNX. (A copy of the email and phone messages received is attached.)

Member comments:

Commissioner Mayra Uribe thanked the public for their comments and the Board and ACCESS LYNX for attending today. She recognized that many experiences voiced today were not good enough, however she understands the service has improved over time and all involved have a common desire to provide a good service. She invited other members to make comments.

Mrs. Cheryl Stone thanked people for speaking today, acknowledged the mix of good and bad comments, and asked people to have faith that together they will improve the service.

Mr. Bob Melia, board member and ACCESS LYNX rider, acknowledged the service is not a perfect service. Using it 5 or 6 times a week (round-trip) he knows they are often impacted by crashes on roadways, but they are trying to make the service better.

Mr. Calvin Smith, reassured people that the board is working on fixing issues.

Ms. Marilyn Baldwin, a rider and board member, stated she understands the frustrations. However, the majority of the trips are good. She requested the public to reach out to their elected officials to request more funding for paratransit services.

Ms. Neika Berry thanked everyone for their comments. She confirmed that everyone involved really cares about improving the service.

Presentation:

Ms. Gail Holley, Safe Mobility for Life Program & Research Manager, FDOT presented on 'How to Achieve Safe Mobility for Life in Central Florida.' She stated that FDOT had partnered with The Pepper Institute and identified those organizations who have formed a coalition to improve the safety, access and mobility of Florida's aging population.

Ms. Holley stated that the goal is Target Zero – to eliminate fatalities and serious injuries for Florida's aging road users to include drivers, passengers and all transit users, and identified a variety of implementations that are already added to the roadway to assist road users. She shared that they encourage people to have mobility independence and be used to using different types of modes of transport.

Ms. Holley shared the resources of FindaRideFlorida.org which can assist people in planning their trip and gives options of transport modes to use. She highlighted the materials available on how to use each mode safely, the resources for families and caregivers and also for people with memory loss.

In conclusion, Ms. Holley reminded people that you hold the key to your transportation future and the Safe Mobility for Life Program is here to help.

Chair Uribe thanked Ms. Holley and shared what it felt like when she took part in the Blind Experience. She also thanked Orange TV for its involvement today.

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

The public meeting adjourned at 11:25 a.m.

TD Public Meeting Comments 2024
Received via Email/Phone Prior to Meeting

Name of Commenter	Date Received	Email/Phone
Rich Prehart	11/02 10.42 p.m.	Email: rangers89mets@aol.com

1.

SUMMARY: I express my appreciation for Access Lynx and the improvements made since partnering with Uzurv. I do have concerns about the communication process regarding ETAs and I suggest direct access be given to the Uzurv rider app. I would also like improvement in the technology that pinpoints a rider location for pick up and have had experience when a driver was unable to locate me because of this issue. Customer service has also been inconsistent. Some ETA representatives have been unclear or unpleasant, and phone wait times are excessively long, particularly when transferred to Uzurv.

I do want to emphasize that Uzurv drivers have been exceptional and friendly, and it is the communication system that can make it hard. (end of summary)

I wanted to start by expressing my appreciation for the services provided by Access Lynx and acknowledging the improvements that have been made since partnering with Uzurv. However, I do have some concerns that I believe require attention.

One of the primary issues I've encountered is the inefficient communication process for obtaining ETAs. Currently, riders must call the ETA line, which then contacts dispatch, and subsequently Uzurv. This lengthy process can be streamlined by providing direct access to Uzurv's rider app.

Another area for improvement is pinpointing rider locations. Implementing pinpoint technology would significantly reduce instances of drivers getting lost, despite provided instructions. This enhancement would greatly alleviate frustration.

Unfortunately, customer service has also been inconsistent. Some ETA representatives have been unclear or unpleasant, and phone wait times are excessively long, particularly when transferred to Uzurv. Some will say your eta is between 1040-1050 that's not an ETA

Additionally, I've experienced issues with the address listed for Disney's Animal Kingdom (400 Bus Shelter Road) on the Lynx website and Uzurv's GPS. Some reason lynx sends Uzurv the address and becomes coordinates not an actual address and the

coordinates were wrong and the one time the driver gave up looking for me and I didn't get home.

The incorrect coordinates have led to pickup issues, which I've reported multiple times without resolution.

To enhance services, I recommend improving communication links between Access Lynx, Uzurv, and riders. Implementing direct ETA access through Uzurv's app and enhancing GPS coordinates for precise rider locations would greatly improve efficiency. Furthermore, addressing customer service concerns through training and streamlined phone services is essential.

I want to emphasize that Uzurv drivers have been exceptional and friendly, making the partnership promising. However, without meaningful changes, frustration persists. I have made some amazing friendships with the drivers and they are great it's the entire communication system which makes it hard

Today Nov 2nd I had a ride booked for 945pm clear as day on the website tell me how Uzurv got the wrong time as 1045 I called dispatch and no one was able to help me I was stuck waiting and I've been up since 5am I could of been home sooner instead of waiting yet again till 1045 COMMUNICATION is key

I'm wondering if I'm wasting my time writing this because I feel like since last year's meeting nothing really got fixed. Everything just went over everybody's head and I hardly saw any improvements adding Uzurv is great and all. We just need a better communication link

I also want to mention that some of the dispatchers when we speak to them can be kind of nasty at times they need to tone it down because we are again people with disabilities. Lots of us deal with anxiety issues and the way they talk to us can just trigger the way somebody acts as in getting more anxious and that's not good for people with disabilities

Thank you for considering my feedback.

Sincerely,
Richard Prehart

Name of Commenter	Date Received	Email/Phone
Willie Maye	11/04 10:44 am	Phone (407) 352-7519
2. The service that I received is very courteous, professional, and the best of the best of the best drivers. I appreciate. Thank you.		

Name of Commenter	Date Received	Email/Phone
Michelle Roberts	11/04 11:48 am	Phone (407) 274-1777
<p>3. I am a recipient of ACCESS Lynx and have a disability with restrictions. So there is a known document that substantiates the fact that I need to ride with Uzurv. And in the past, I've had threats from some of your employees regarding this issue, which I did not appreciate. I assured your employees that I must stay within those guidelines and restrictions and that its part of my disability and that any other ride outside of Uzurv would be cancelled. I do appreciate them. They're a great service and I look forward to moving forward with that provider. If you have any questions, please give me a call. Thank you.</p>		

Name of Commenter	Date Received	Email/Phone
Roanna Bacchus	11/04 3:02pm	Email: broanna49@gmail.com
<p>4. Access Lynx is a great service. I appreciate the fact that all of the drivers have been very helpful to me. They often ask if I need help with my seatbelt or putting down my backpack.</p>		

Name of Commenter	Date Received	Email/Phone
Joel Cohen	11/06 5:44pm	Phone: (321) 972 5175
<p>5. I can't say enough on ACCESS Lynx, either their service or their drivers. They are all superb. They've given me one thing - they've given freedom. I can't medically drive anymore. I'm all alone. My husband passed away in January and if it wasn't the ACCESS Lynx, I would be a prisoner in my own home. So thank you them, thank you to ACCESS Lynx, which is a wonderful, wonderful life saving service, to many people who are like me, a senior citizen. I'm 83 years old and they're a Godsend and a blessing. I can't say enough for that service. I hope that they continue for many years to come.</p>		

Name of Commenter	Date Received	Email/Phone
Helen Varnell	11/07 9:24am	Phone: (407) 374 4568
<p>6. The only problem I have with the ACCESS Lynx is the amount of time you have to hold when you're calling in. It's usually 30 to 45 minutes. Occasionally, it's less than that, but usually it's 30 to 45 minutes. And I want to say that all the drivers are absolutely wonderful. They come out, they're very helpful. They're very kind and I really appreciate the rides.</p>		

Name of Commenter	Date Received	Email/Phone
Chantal de Wallis	11/7 11:00 a.m.	Email:chantal.leopoldo@gmail.com
7. Estoy muy satisfecha con el servicio de Acces Lynx		
Translation provided by Google: I am very satisfied with the service of Access Lynx		

Name of Commenter	Date Received	Email/Phone
June Denigris Hagood	11/7 11:18 am	Email:nycity58@yahoo.com

8.

SUMMARY:

ACCESS Lynx has allowed me to keep my independence and not rely on friends. My concerns are presented as pro-active steps towards improvements for all.

- a) **When calling Option 3 to check the status of my vehicle, outside of the 30 minute wait time. I am placed on hold for up to 18 minutes. This never happened prior to COVID, as a dispatcher would call me to tell me of a delay. Please remedy this situation.**
- b) **The GPS System needs to be updated with current and reliable maps that recognize new roadways and most efficient routes.**
- c) **The fees for trips as it relates to zones. I recently changed a ride to take me to a different location and was told it would be an increase in cost due to the zone change, that had recently happened. What usually cost me \$4 now costs me \$7. The agent politely informed me of this and also let me know of a nearby city bus route, but I have to use ACCESS Lynx for my main transportation as I have a lifelong medical condition that means I can never use a regular city bus.**

Thank you all for reading and listening to my Concerns. (end of summary)

My concerns are based on my experiences being a Rider since 2014. I appreciate that my drs, told me of the Access Lynx Service, since I could no longer drive. The Service has kept my Independence and Self Reliance, which is paramount, because friendships with people should not be based on Dependence and Obligations to Help Others at the drop of a hat, but based on Shared interests and being there in times of turmoil, happiness, celebration, etc.

My concerns presented are in the hopes that each will not result on deaf ears or closed eyes to these situations, but rather pro-active steps toward Improvements for both the Clients, the Reservationists, Dispatchers and the Para-Transit Drivers, in lessening the undue frustrations, which are encountered on a daily basis. Thank you in advance for reading and listening to my viewpoints.

#1: When calling into: Option #3, To Check the Status of My Vehicle Arrival, given that it is outside the 30 minute wait time. I nor any other Rider should not be placed on a 10-15-18 minute hold. This adds to potential anxiety because, as the Recorded Phone Message States, “ You can check on the status of your Ride at anytime.” Apparently

Not. I plan my trips well in advance, with extra time allotted for arrival before my set appointments. And, therefore, do not want to be charged a late fee from the Drs. Offices or miss other important appointments, which have time constraints. *This Never happened prior to COVID, I would Always get a call from a Dispatcher to tell me of a delay and the New Arrival Time. (And, no driver has ever had to come looking for me, I am always waiting for them, 10 minutes ahead of the 30 minute window.) So, please remedy this situation. *Let's Not Allow, a Break in Routine from the Travesty of COVID, affect the Future of Returning to the Normalcy of The Familiarity of Routines*
#2: The GPS Systems in the Mini Buses, Car Vans Desperately Need to be Updated with Current and Reliable Maps which have newer Roadways, More Efficient Routes from Point A to Point B. Monies/Funds should be allocated to the Software for every Vehicle. *Let's Not Allow, a Break in Routine from the Travesty of COVID, affect the Future of Returning to the Normalcy and Efficiency of The Familiarity of Routines.*

The route from My pick up point to the Next, was 7 miles Out of the Way and took The patient Driver and Myself on a Ride to the Swamp of Black Hammock Reserve. I, having driven for 32 years and being in FL since 1977, had to redirect (definitely not a problem, I will always be helpful) the driver to the location since that pick-up was usual following my pick up. (This was the 3rd time) There, is No Earthly Reason why any Driver should deal with this frustration at any point on any day. Especially, when the Driver is not supposed to use their Cell Phones (A Good Idea) for More Up to date GPS systems. The GPS Systems in their Vehicle of the Day, is Their Tool to give the Most Reliable, Most Efficient Service to their Clients, Your Clients.

A Company's Professional Reputation is Dependent on the Efficiency of The Tools (in this instance) the GPS Systems in their Company's Vehicles.

It would increase Time Effectiveness for Arrival at Destinations for this to be implemented sooner rather than later. And, would alleviate The Drivers from having to Call into the Dispatch to get that information. Ultimately, having the Dispatch Persons staying on track with their Responsibilities. Time Effectiveness and Time Efficiency at its finest.

#3: The Fee for Trips as it relates to Zones. I always make my Reservations Week in advance. Therefore, one Trip made for October 25th, was made on the 18th, and like Always, it was going to be \$4.00 or 4 Tix, as I use tix. In this way, I am not dependent on carrying exact change. Fine. Well, I decided to go to another point instead of going to my home. And, the agent said it would be \$7.00 now, when it was always \$4.00. I was astonished, to say the least. I stated I was not told this when I made my reservation. The agent very politely stated, the 'Zones,' have recently changed. There is a bus line 3/4 block away from your pick up point. I then stated, we'll, apparently, I cannot load the city bus, no less know if it would go in my direction of my home (as the next stop was near my home) hence, the secondary reason for having the Access Lynx Service for my main transportation. Personally, The 'Zone Changes.' is not in my realm of understanding. Knowing that in No Earthly Way can I Safely Embark the City Bus Steps due to the Steepness of those steps and my handicap is my concern. Therefore, The Zone Changes Should Not Affect my rate to pay, since the city bus line is not feasible for my mode of transportation, as assessed when being evaluated for Access Lynx Service. And, a Birthday Defect (The Cerebral Palsy Leg Brace, arm affected, inclusive of continual Peripheral Vision Loss Decline over time, and other related

issues) does not suddenly go away nor remedy itself, it's a Lifelong Journey, which I have had to Embrace as part of my demeanor. Therefore, the City Bus Line in any point of a Route, should not be a factor for anyone on Access Lynx Service.

Thank you all for reading and listening to my Concerns, which will be beneficial and appreciated to the Clients, to the Reservationists, to the Dispatchers and to the Drivers.

Name of Commenter	Date Received	Email/Phone
Nylda Lopez	11/7 12:34 pm	Phone: 708-691-5928
<p>9. I am very grateful for you guys for this service that you are providing to the elderly and disabled. I've been with you for many, many, many years and I cannot say there was one driver that was not nice and courteous and very, very helpful. All of them have been and I'm very grateful for that.</p> <p>The only day I had problems was when your computer went down. And that is understandable - I was late to be picked up. That's the only time. I had never had any problem with anybody and I really appreciate that very much. My concern is when I get an appointment with links (<i>unintelligible</i>) it comes as no shows. So I really appreciate if there is a way to help with that. You have a wonderful day and thank you very much. God bless everyone.</p>		

Name of Commenter	Date Received	Email/Phone
Janet Lehto	11/7 2:21 pm	Email:janetlehto@gmail.com
<p>10. My daughter is developmentally disabled and uses the transportation to get to work and appointments.</p> <ul style="list-style-type: none"> • It has been difficult at times to schedule a ride. We've been told to use the website to schedule but there are not always available times. It sometimes requires a phone call to get the needed time. Wait times are better but you can still be on hold 5-10 minutes for someone to pick up the call. • There have been many times that the bus arrives 1/2-1hr late. We've needed to set her pick up time 1 1/2 hours before her job start time to avoid her getting to work late. • There have been times that the bus was in the area of my daughter's house but drove past it to drop someone else off 1st making her stay on the bus an extra hour instead of just dropping her off then proceeding to the next drop off. 		

Name of Commenter	Date Received	Email/Phone
Wanda Buislay	11/7 8:10 pm	Email:wandabuislay1975@gmail.com

11.

SUMMARY

My concerns are when calling about delays, they always have excuses. A courtesy call would be appreciated to advise if a ride is running late. A rider can loose privileges if we miss our rides but what happens when ACCESS Lynx are the problem? I have complained many times about my son being late at his destination and I never hear back from anyone.

The GPS is old and takes the drivers the long way. Whenever I call it takes so long for someone to answer.

I hope these comments are heard and changes are made. *(end of summary)*

My concerns in regards to AccessLynx is that although having transportation is very convenient it can also be a pain in the behind, especially when you call about delays on their behalf and they always have excuses to every problem. A courtesy call would be appreciated when the driver is having issues and/or they will be running late. The client can loose transportation privileges if they miss their ride alot but who addresses the problem when it comes from AccessLynx personnel? I have called so many times to complain about my son arriving late to his destination and I never hear back from anyone in regards to my complaint. Either the company does not take care of their drivers enough to keep them as employees or the company does not know how to discipline the drivers to be responsible. I have also seen some drivers be rude to their clients (not in AccessLynx vehicles), which some of the people they transport can't speak for themselves. Calling to complain is no use when no action is taken. The GPS the drivers use is another issue, they are so old that they take the driver the long way to the client's destination which makes the trip much longer. The waiting for someone to answer your call is also ridiculous. Is as if there's only one person taking all the call, which is funny how I always talk to the same person all the time. I hope that these feedbacks are taken into consideration and changes are made to better not just the client's experience but also the company's business reputation. Thank you for your time and I hope to see some changes in the future.

Name of Commenter	Date Received	Email/Phone
Matthew Jaworski	11/10 11:34 am	Email: blindjustice371@gmail.com

12. I use access lynx for my transportation needs. I know things cannot be perfect but a lot of people have similar complaints, like getting dropped off late. I'm blind - I go to lighthouse Orlando several times a month. When I am getting my return ride it has taken anywhere from one hour up to three hours. I've been asked if I'm just going home. I do some work from home. I have my appointments but I have been treated like garbage when I complained. This is not just me - several people from lighthouse have stated the same thing. I do not know if you will respond to this but I hope it can be addressed.

Name of Commenter	Date Received	Email/Phone
AGZepeda	11/10 11:56 am	avg9298@gmail.com

13.

SUMMARY

I refer to a specific complaint that I submitted to ACCESS Lynx in October regarding an incident involving my father, who is a client of Lynx. I have not received a response yet and I look forward to hearing back from someone promptly.

The incident involved ACCESS Lynx not being able to drop my father off at his home address due to vehicles blocking the entrance to the sub-division and then how ACCESS Lynx responded to that situation. My father was returning home after finishing dialysis treatment and should not have had to walk to his home. My mother, also elderly and of unsteady gait felt compelled to help due to fear of him being left on the bus or not being able to walk home. I had called 911 when alerted to this situation and unfortunately my father had managed to walk home before the police arrived.

I do not wish to see the driver penalized, but I kindly request that Lynx educate its drivers on the importance of keeping the client's safety, especially for clients who have undergone sensitive treatments. Drivers should be resourceful and take all necessary measures to ensure passengers are safely dropped off at their destination, even in unforeseen situations. (end of summary)

I submitted a Customer Comment Form (Reference: L003253-102124) on October 21, 2024, regarding an incident involving my father, who is a client of Lynx. It's disappointing that I haven't received any response up to this point. I hope this matter is addressed soon, as it's important that concerns are not overlooked, especially when they involve customers' safety. I look forward to hearing back from someone promptly.

As a regular client, my 83-year-old father depends on Access Lynx for safe, roundtrip transport to and from his dialysis treatments, which are physically exhausting for him. On October 19, 2024, I received a call from Lynx advising me that the bus was unable to enter Valencia Pointe neighborhood for my father's drop-off due to cars blocking the entrance of the subdivision. Given my father's weakened condition after dialysis and his unsteady gait, I immediately called 911 for assistance and contacted Lynx again to inform them. I emphasized the importance of not allowing my father to walk because his house is far from the neighborhood entrance, and his physical condition makes walking unsafe after dialysis treatment. It's important to note that no one other than my mother could check on my father as she was the only one available in my family at that time. Despite being elderly and having an unsteady gait herself, my mother felt compelled to walk to the entrance of the neighborhood out of concern for my father. She was afraid he may have been stuck on the bus or left in an unsafe situation. Additionally, my mother was concerned due to my father's heart condition, which makes ensuring his safe return home even more critical. I even asked my mother, while I was on the phone, to tell the bus driver not to let my father walk when she arrived at the bus, even though she was speaking in limited English. I followed up with Lynx and again stressed that my father should not be allowed to walk. Unfortunately, the representative informed me that they were unable to contact the dispatch or the driver after trying multiple times. As a result, my father walked home in his weakened condition before the police arrived. While I understand the challenge caused by the blocked road, I want to stress that my father's Lynx subscription is for door-to-door service. It is essential that drivers take the necessary steps to ensure passengers, especially those in vulnerable conditions after medical treatments like dialysis, are dropped off safely. This could include honking the horn, knocking on doors where the cars are parked, or even contacting authorities directly. The driver could have explored alternative solutions to ensure my father's safety, as he should not have been put in a position to walk, given his condition. My father also stated that he felt guilty because he was aware that the driver had been waiting, which is why he decided to walk home despite his restriction, however, the driver should have ensured that he did not have to walk under those circumstances. I do not wish to see the driver penalized, but I kindly request that Lynx educate its drivers on the importance of keeping the client's safety, especially for clients who have undergone sensitive treatments. Drivers should be resourceful and take all necessary measures to ensure passengers are safely dropped off at their destination, even in unforeseen situations. Thank you for your attention to this matter. I appreciate your time and consideration and look forward to hearing how this can be addressed to improve future transportation experiences for my father and other clients in similar circumstances.

Name of Commenter	Date Received	Email/Phone
Donald Jones	11/11 10:05 am	407-580-7818
<p>14. I just wanted leave a comment and say how great your service is for me since I've been using it. I am handicapped and use a walker and the drivers have always been good to me. I've only had maybe one incident where one wasn't good to me. But I thank you very much for your service. I hope you continue to provide it for people like myself. Thank you very much.</p>		

Name of Commenter	Date Received	Email/Phone
Steven Benz	11/11 12:40 pm	732-575-4944
<p>15. The only your request I would request with ACCESS Lynx - If the vehicles can be a little bit more clean and that's about it. Thank you.</p>		

Name of Commenter	Date Received	Email/Phone
Aida Gonzales Campbell	11/11 12:54 pm	407-884- 7799
<p>16. I've been using ACCESS Lynx for a couple of months now. The drivers are very polite, they help with the bags, the cars are clean. I like it as it is reasonable also. So the only thing I'm going to complain about is the waiting times. Sometimes it takes 15 minutes for someone to pick up the phone, but I do understand you're very busy. And I appreciate that we have the service we can use. so I'm giving you 90 % and that's pretty good because everything is good. I use close caption to call as I need to read what you are saying, I am mostly deaf. I have a closed caption number. And I think this is marvellous that you can use this service if you have some kind of disability, that you can take us safely where we go and then pick us up, I think is awesome. Thank you very much.</p>		

Name of Commenter	Date Received	Email/Phone
Dayshena Cleare	11/11 2:22 pm	dayshenaclear35@gmail.com
<p>17. I am a dialysis patient who use Lynx's service's. I often wonder if I lived in a more affluent neighborhood will I be treated better. Who's mapping out the travel schedules? Passengers are not taken into consideration when picked up from a dialysis facility; for example, a patient just getting off a machine is weak and tired and doesn't want to ride around town picking passengers up from Disney's and Walmart etc.. They want to go home, they want to pick up riders within their route home since it is a shared ride.... not ride all over the place. I approximately live 7 minutes from my dialysis facility (Airport DaVita) but sometimes I don't get home until 2 to 3 hours later after dialysis, and also have to travel to Kissimmee and other cities on occasions when I have just completed dialysis, which I feel is very inhumane to be scheduled in that order riding the bus or van that length of time. We are patients, treat us better please.</p>		

Name of Commenter	Date Received	Email/Phone
Brenda Nicely-Meade	11/11 6:21 pm	804-229-4999
<p>18. I am a user of Access Lynx paratransit in Orlando Florida. I travel many places with the service and it is so helpful to me as a blind person.</p> <p>I am writing to request on demand service be added to the paratransit program. Recently, I lived in Richmond Virginia, and GRTC/ CARE offered on-Demand Paratransit Programs such as UZURV as part of their paratransit services.</p> <p>The on demand service was so very appreciated for several reasons. It allowed me to be more independent. As a rider, I don't always know 24 hours in advance that I need a ride. Events and appointments arise quickly and we really need an on demand service.</p> <p>I think that Access Lynx should introduce a service here in Orlando. If you have any questions, or need to speak to me, please call me.</p>		

Name of Commenter	Date Received	Email/Phone
Cheryl McInnes	11/12 3:33 pm	mcinnescheryl3@gmail.com
<p>19. Good afternoon to you am posting my comment hope it will improve the service. I like the service. I need the service to help me and to improve some things with the service I will need you all to improve the reservation times to 6:00pm to give us more tim...<i>(unfortunately they had typed their comment in the subject field so we only got this much text)</i></p>		

Name of Commenter	Date Received	Email/Phone
Gloria Mendez	11/12 4:33 pm	407-376-7427
<p>20.</p> <p>SUMMARY</p> <p>My concern is it takes too long to answer the phone. Also a trip that takes only 10 or 20 minutes to get back home and I have waited up to 2 hours to get back home. I am handicapped and have diabetes, so I cannot wait standing up too long. I have been using the bus for years and it is always the same problem, and it has got worse with the new company. (end of summary)</p> <p>One of my concerns is it takes too long to answer the phone. Right now I spend half an hour trying to get (<i>unintelligible</i>), most of the time. They pick you up real late to take you back home. And also To take you back home, the one this a truck that only takes 10 or 20 minutes to get back home. And I have way there like 2 hours to to To get back home. And I'm a patient of diabetes and handicap so I can be waiting send the not too long because I'm handicapped and I gotta sit down. Oh, I could stand up for 10 minutes. But that's it. Like the What else? On The side, the 33 or 4 things that I had to say, you know, because I've been taking the bus for a year already and it has never change. It's always the same problem. Even though they change company a transportation company and they still the same, i believe they're even worse now. So I don't know if there's a lack of employee, so lack of training. You know, what is it? But there's something wrong with this bad to so I don't know giving you a trip that it takes to to sightsee no, all land though before they take you home. Okay, so thank you and have a wonderful day.</p>		

Name of Commenter	Date Received	Email/Phone
Nicole Hugues	11/12 6:35 pm	Email via Sheilayoung125@att.net
<p>21.</p> <p>Since the neighborhood link is accessible to people with disabilities and only requires a 2 hour reservation, why can't ACCESS Lynx have the same reservation option. You do not always know when you are done at a doctors appointment also using the current paratransit is a challenge.</p>		

We also received 2 comments concerning the fixed route which have been forwarded to Lynx.

TAB 2



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

DATE: Thursday, November 14, 2024
TIME: 10:00 a.m.
LOCATION: Heart of West Lakes Wellness Center
710 S Tampa Ave,
Orlando, FL 32805

Commissioner Mayra Uribe, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, At-Large Alternate
Ms. Betsy Delano, representing the Medical Community
Ms. Sharon Jennings for Ms. Jeannette Estes, Agency for Persons with Disabilities
Mr. Rob Gilts for Ms. Wendy Ford, Osceola Council on Aging
Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Angela Hunter for Janeé Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Yvette Reyes, Economically Disadvantaged
Mr. Calvin Smith, AHCA
Ms. Cheryl Stone, representing the Elderly
Commissioner Mayra Uribe, Orange County, Chairperson
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Commissioner Olga Castano, Osceola County
Mr. Luis Nieves-Ruiz, SunRail CAC
Vacant, State Coordinating Council of Early Childhood
Vacant, EMS
Vacant, For-Profit Operator

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Taylor Laurent, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Rachel Frederick, MetroPlan Orlando

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Lendy Castillo, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. Joey Hogan, TransDev
Ms. Gail Holley, FDOT

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

I. CALL TO ORDER

Chair Uribe called the meeting to order at 11:26 a.m. and welcomed members.

II. PLEDGE OF ALLEGIENCE

Already acknowledged in the public meeting.

III. CHAIR ANNOUNCEMENTS

Chair Uribe recognized Ms. Neika Berry for her update regarding the contents of the QATF meeting held on October 29, 2024.

Chair Uribe thanked everyone who participated in the Blind Experience and a short video was shown of the event. She continued to describe her experience at the event and acknowledged how everyone needs to feel safe. Chair Uribe thanked the partners and staff who made the event happen including Ms. Sheila Young and Ms. Marilyn Baldwin. Ms. Baldwin appreciated the involvement of Orlando Police Department and reminded people of the White Cane law requiring drivers to yield the right-of-way to those who are blind and mobility impaired pedestrians.

Chair Uribe commended staff for inviting the Spanish media to attend the Blind Experience to ensure the message reaches all communities including those whose first language is not English.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington thanked all for attending and recognized TransDev for providing the refreshments. She shared the news of the departure of Ms. Cynthia Lambert from MetroPlan Orlando. She thanked her for her years of service and dedication, announced that Ms. Mary Ann Horne had been promoted to the position of Public Information Manager. Ms. Whittington announced the Florida Commission for the Transportation Disadvantaged awarded MetroPlan Orlando the 2024 Designated Official Planning Agency of the Year and she congratulated the TD Board for the work they do.

The following staff of ACCESS LYNX were recognized for their tenure and service. As requested by Ms. Marilyn Baldwin, these awards will be presented annually:

- Alisha Cross (Driver) 22 +years
- Raphael Ortiz (Driver} 22 +years
- Michael Brooks (Maintenance) 22+ years
- Shirley Witherspoon (Dispatch) 22+ years

Ms. Whittington recognized Ms. Cheryl Stone, outgoing TDLCB member, for her years of volunteer service on the TDLCB and Community Advisory Committee.

Chair Uribe echoed the appreciation to all those recognized.

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 August 8, 2024, TDLCB Meeting Minutes

Approval of the August 8, 2024, meeting minutes was requested.

MOTION: Mayor Pat Bates moved approval of the August 8, 2024, meeting minutes. Ms. Berry seconded the motion, which passed unanimously.

B. Approval of 2025 QATF & TDLCB Proposed Meeting Schedule

Approval of the 2025 QATF & TDLCB proposed meeting schedule was requested.

MOTION: Ms. Baldwin moved approval of the proposed 2025 QATF and TDLCB meeting schedules. Ms. Whitt seconded the motion, which passed unanimously.

C. Request for Approval of the Annual Expenditure Report (AER)

Approval of the Annual Expenditure Report (AER) was requested.

MOTION: Mayor Bates moved approval of the AER. Mr. Olson seconded the motion, which passed unanimously.

D. Request for Approval of the Annual Operating Report (AOR)

Approval of the Annual Operating Report (AOR) was requested.

MOTION: Mayor Bates moved approval of the AOR. Ms. Whitt seconded the motion, which passed unanimously.

E. Approval of QATF Recommendations for Membership

Ms. Neika Berry reported that the QATF reviewed all applications received from candidates interested in filling three (3) open seats on the TDLCB. After consideration and discussion, the QATF unanimously recommended the following:

- Ms. Charlotte Campbell, who is currently serving as the At-Large Alternate, assume the seat Representing the Elderly (over 65)
- Ms. Tashara Cooper (Orange County resident) for the At-Large Alternate, and
- Ms. Cena Underwood (Seminole County resident) also to serve as an At-Large Alternate

A discussion ensued regarding receiving more applications from Osceola County in the future.

MOTION: Ms. Baldwin moved approval of the QATF membership recommendations. Ms. Stone seconded the motion, which passed unanimously.

VIII. PRESENTATIONS & STATUS REPORTS

A. Status Update on 2050 MTP

Ms. Taylor Laurent, MetroPlan Orlando, presented on the recommended goals and objectives of the long-range vision of transportation over the next 25 years. She shared the public engagement that had taken place and planned events. Ms. Laurent detailed the update on the technical analysis including three technical workshops and two work sessions, and the meetings held with local jurisdictions to complete the needs assessments. She shared the

purpose of prioritization and noted where things stand on the 2050 MTP schedule with the plan due to be adopted in December 2025.

B. 2024 Public Opinion Survey Results

Dr. Sara Strickhouser presented the results of the 2024 Regional Transportation Survey and began by outlining the survey methodology. She noted that 94% of respondents stated that planners should prioritize pedestrian-friendly communities and that 32% do not believe they live in a pedestrian friendly community. Dr. Strickhouser shared some stats related to risky driver behavior citing that one in three drivers reported habitually driving 10 mph over the speed limit. Moving on to new technologies she shared reasons people gave for wanting or not wanting to travel in driverless vehicles.

Dr. Strickhouser noted the reasons pedestrians/cyclists/transit users gave as challenges when trying to travel, and also noted those who missed doctor's appointments due to not having reliable transportation. She concluded by sharing the community outreach that had taken place and called attention to the link to the full report: [Public Opinion Research | MetroPlan Orlando](#)

Chair Uribe commented on a recent experience where she found drivers to be very distracted and not even see pedestrians.

Ms. Neika Berry asked if the survey respondents could be broken down by zip code. Chair Uribe commented on the importance of transportation planning & infrastructure on any new development.

Mr. Adam Zubritsky, Orange County Schools, stated he is a pedestrian more often than not and frequently comes across impediments on the sidewalk. He also noted the gaps in sidewalks and bicycle lanes, and the danger that brings when bike riders have to then share the sidewalk with pedestrians.

C. Lynx/Community Transportation Coordinator (CTC) update

Mr. Norm Hickling presented the latest update, showing a 9.3% increase in demand over the same period the previous year. He shared on-time performance, with an average YTD of 89% and broke down the number of trips by purpose with employment and medical being the highest reasons.

Next, Mr. Hickling broke down the trip durations with an emphasis on 'not to exceed' duration thresholds in relation to miles travelled. He continued reporting that customer service agents answer an average of 59 calls per day, and encouraged riders to call between 10:00 a.m. and 3:00 p.m., which avoids the busiest times and therefore the call should be answered more quickly.

Mr. Hickling detailed the funding sources for the TD program, and demonstrated how the funding from the state has been reduced consistently over recent years, despite the increase in trip demand. He explained that the deficit in costs are covered by Orange, Osceola and Seminole county taxpayers. He explained the focus for the future is efficiency of scheduling, delivery of new vehicles, customer service enhancements and the introduction of a mobile fare payment app.

Ms. Baldwin requested research be done on the possibility and the cost of introducing an on-demand service. Chair Uribe discussed suggestions of helping with the call volume and also asked if she could ride along one day as a 'secret rider'. Ms. Berry inquired about the statistics regarding the trip duration thresholds with an average of 1.3 riders per hour and requested these statistics be a permanent feature in each quarterly report. Mr. Hickling noted that he would follow-up with the person who made a public comment regarding having to walk home after working late at Universal Studios in the previous meeting.

Discussion ensued regarding ACCESS LYNX's complaint procedures, raising awareness of the opportunity available to donate to the Transportation Disadvantaged trust fund when renewing automobile license plates, and follow up to comments made about driver behavior and riders being able eat on the vehicles.

D. Update on the SWAN Shuttle Autonomous Vehicle Demonstration – Lessons Learned

The update on the SWAN Autonomous Vehicle Demonstration was postponed due to time constraints.

IX. GENERAL INFORMATION

Chair Uribe called attention to the following general information items found in the agenda packet.

- A. Planning Grant Update
- B. Report of Operator Payments
- C. Title VI Non-Discrimination Plan and Limited English Proficiency (LEP) Plan

X. UPCOMING MEETINGS OF INTEREST

- A. Quality Assurance Task Force Meeting – January 28, 2025; 10:00 a.m.
- B. Transportation Disadvantaged Local Coordinating Board Meeting – February 13, 2025; 10:00 a.m.

XI. MEMBER COMMENTS

Chair Uribe thanked the LCB for their engagement and contributions.

Ms. Cheryl Stone thanked the members for the work they do, the public for their comments and how she had enjoyed her time on the LCB. She suggested a wheelchair convoy along the sidewalks to highlight the challenges they encounter. Chair Uribe thanked Ms. Stone for her dedication to improving transportation for those in need.

XII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counelis, Seminole County, commented that a bus stop is needed on Lake Mary Boulevard and on Sundays and holidays. She requested 24/7 bus and train services including holidays.

Ms. Janeen Lea, Osceola County requested that in future meetings, acronyms be used less or explained more. She also noted that sidewalks can be very tricky with her cane getting stuck, and she also recalled a time when ACCESS LYNX did not find her at the pickup point after a late-night concert. She mentioned that drivers going through drive-thru's happens often and requested extended SunRail hours of operation. In conclusion she gave appreciation for the free LYMMO bus service offered downtown.

Mr. Michael Lincoln-McCreight, Orange County stated that he has been advised more than one person has had to walk home from work at Universal, as dispatch has told them the ACCESS LYNX service has stopped for the evening. He requested more talking notices to voice that the walk sign is on, to assist those who are visually impaired when crossing roads. He also stated that House Bill 73: Supported Decisionmaking Authority has been passed and signed by the Governor in Florida, and that he will advocate for more funding from Tallahassee for Orange County.

XIII. ADJOURNMENT

Chair Uribe thanked everyone for attending and wished all a Happy Christmas and New Year.

There being no further business the meeting adjourned at 1:00 p.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 13th day of February 2025.

Mayor Pat Bates, 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 3



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

Date: March 12, 2025

Name (DOPA): MetroPlan Orlando

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

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

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

Signature: _____
Honorable Bob Dallari

Title: Chairperson of MetroPlan Orlando

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Pat Bates (Seminole) Hon. Jackie Espinosa (Osceola) Hon. Mayra Uribe (Orange)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jamie Kersey Ledgerwood	-
AGENCY FOR PERSONS WITH DISABILITIES	Jeanette Estes	-
MEDICAL COMMUNITY	Betsy Delano	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-

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

ECONOMICALLY DISADVANTAGED	Yvette Reyes	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Vacant Alternate: Vacant	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds Alt: Shinara Hughes	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Wendy Ford Alt: Rob Gilts	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Charlotte Campbell	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Neika Berry	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	One Year
FOR-PROFIT OPERATOR	VACANT	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	VACANT, Emergency Medical Services Alt: Vacant	-
	Luiz Nieves, SunRail CAC	-
	Tashara Cooper, At Large Alternate	One Year
	Cena Underwood, At Large Alternate	One Year
	Frances Collazo-Rivas, Alternate representing the Medical Community	-

TAB 4



2025 Quality Assurance Task Force Members

Ms. Marilyn Baldwin, representing the Disabled

Ms. Betsy DeLano, representing the Medical Community

Ms. Charlotte Campbell, representing the Elderly

Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation

Mr. Bob Melia, Citizen Advocate (System User)

Ms. Neika Berry, Citizen Advocate (Non-System User)

Mr. Adam Zubritsky, Public Education/Orange County Public Schools

Ms. Wendy Ford, representing an Area Agency on Aging

TAB 5



The Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

ARTICLE I: Preamble

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

ARTICLE II: Name and Purpose

SECTION 1: NAME

The name of the Coordinating Board shall be the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board, hereinafter referred to as the "TDLCB".

SECTION 2: PURPOSE

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

ARTICLE III: Local Coordinating Board Membership

SECTION 1: VOTING MEMBERS

In accordance with Section 41-2.012, Florida Administrative Code, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

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

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

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

SECTION 2: ALTERNATE MEMBERS

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

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

SECTION 3: TECHNICAL ADVISORS - NON-VOTING MEMBERS

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

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

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

SECTION 4: TERMS OF APPOINTMENT

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

SECTION 5: TERMINATION OF MEMBERSHIP

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

SECTION 6: ATTENDANCE

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

ARTICLE IV: Officers and Duties

SECTION 1: APPOINTMENTS

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

SECTION 2: CHAIRPERSON

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

The Chairperson shall serve a term of one (1) year or until a successor is appointed by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

SECTION 3: VICE CHAIRPERSON

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

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

ARTICLE V: Administration of the Local Coordinating Board

SECTION 1: REGULAR MEETINGS

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

Meetings may also be held in a hybrid virtual environment as long as a physical in-person quorum is met as applicable by Florida Sunshine laws. Upon establishment of a physical, in -person quorum, TDLCB members joining remotely may participate (and vote) action items.

SECTION 2: MEETING NOTICES

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

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

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

SECTION 3: QUORUM

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

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

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

SECTION 4: VOTING

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

1. Voting Procedures. Voting shall be by voice unless a member specifically requests a roll call vote on a particular matter. In instances where dissenting votes are cast, a roll call must be conducted.
2. Code of Ethics. Members, Officers, and Employees are required to comply with Florida Statute 112, Part III, Code of Ethics for Public Officers and Employees. Members are expected to abide by the ethical rules which govern their service on the organization they represent.

All members (designated or alternates) shall avoid any professional conflict of interest and prevent the appearance of undue influence. Any member who becomes aware of any type of conflict or attempt to influence shall make it known to the staff liaison and either excuse himself/herself from the proceedings, and/or file a conflict-of-interest form into the record.

SECTION 5: BYLAWS AND PARLIAMENTARY PROCEDURES

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

SECTION 6: PLANNING AGENCY RESPONSIBILITIES

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

ARTICLE VII: Local Coordinating Board Duties

SECTION 1: BOARD DUTIES

The TDLCB shall:

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

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

ARTICLE VIII: Committees

SECTION 1: QUALITY ASSURANCE TASK FORCE

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

SECTION 2: GRIEVANCE COMMITTEE

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

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

SECTION 3: OTHERS

Other committees may be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members

appointed to the committees shall be voting members of the Coordinating Board. Committee members shall elect all committee chairpersons each calendar year.

ARTICLE IX: Communication with Other Agencies and Entities

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

ARTICLE X: Amendments

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

CERTIFICATE

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

Honorable Pat Bates, Chairperson

Passed and duly adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board at its meeting on the 13th day of February 2025.

ATTEST:

Rachel Frederick, Board Services Coordinator

TAB 6



2025 TDLCB Grievance Committee

Mr. Calvin Smith, representing Agency for Healthcare Administration

Ms. Yvette Reyes, representing Economically Disadvantaged

Ms. Janeé Olds, representing Regional Workforce Development

Ms. Alnita Whitt, representing Veterans

Mr. Adam Zubritsky, representing Public Education

Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate



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

**GRIEVANCE PROCEDURE FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 13, 2025

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

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

II. DEFINITIONS

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

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

III. OBJECTIVE

- a. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- b. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- c. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

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

V. GRIEVANCE PROCEDURES

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

STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the most recent **Orange, Osceola And Seminole Counties Local Coordinating Board Grievance Procedure For Transportation Disadvantaged Services**. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

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

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

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

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

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

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.
 - a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10)

working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.

- c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

STEP THREE

- 1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
- 2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
- 3. The MPO will update the file and the Grievance Log Tracking Form.
- 4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.
- 5.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedures of the TDLCB as adopted the 13th day of February, 2025.

Honorable Pat Bates, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

**GRIEVANCE TRACKING FORM
(FOR OFFICE USE ONLY)**

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

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

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

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

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

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

Please send completed form and any supporting documentation to:

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

TAB 7

Florida's Government in the Sunshine Refresher

January 2025

Virginia L. Whittington, MetroPlan Orlando



Three Basic Requirements

1

meetings must be
open and accessible

2

reasonable notice of such meetings
must be given

3

record of the meeting



PUBLIC MEETINGS

(F.S. 286.011)

“All meetings of any board or commission of any state agency or authority or of any agency or authority of any county, municipal corporation...at which official acts are to be taken.”

It applies equally to elected or appointed boards or commissions.



Sunshine Law Applies to:

Community Advisory Committee (CAC)

Technical Advisory Committee (TAC)

Municipal Advisory Committee (MAC)

**Transportation Systems Management &
Operations Advisory Committee
(TSMO)**

**Transportation Disadvantaged Local
Coordinating Board**

**Special Purpose Task Forces and
Working Groups**



What qualifies as a meeting?

The Sunshine law applies to all discussions or deliberations as well as the formal action taken by a board or commission. The law, in essence, is applicable to ***any gathering, whether formal or casual, of two or more members of the same board or commission to discuss some matter on which foreseeable action will be taken by the public board or commission.*** There is no requirement that a quorum be present for a meeting to be covered under the law.




 Boca Raton Magazine

[Delray Officials in Violation of Sunshine Law](#)

Delray Beach City Commissioner Thomas Markert has acknowledged that he violated the Sunshine Law. In Florida, two or more members of the...

Aug 13, 2024

 WUFT

[The Point, Dec. 5, 2024: Legal experts say UF board meetings violated state law](#)

The Point newsletter brings local, state and national news directly to your email inbox every morning at 8 a.m..

1 month ago

 Pensacola News Journal

[Commissioner calls for state to investigate Bergosh for possible Sunshine violation](#)

Escambia Commissioner Mike Kohler and other citizens are calling for an investigation into possible Sunshine Law violations over Jeff...

Dec 8, 2023

 WPBF

[Former Florida city council member turns himself into jail on Sunshine law violations](#)

Former city councilman Damien Gilliams turning himself in, convicted of holding a non-publicized Sebastian city meeting but says he was...

Jun 6, 2023

 Sarasota Herald-Tribune

[Did North Port City Commission 'retreat' violate Sunshine Law?](#)

An April 20 North Port City Commission team-building retreat was not advertised as an open public meeting and may have violated state...

May 10, 2022

Forms of Communication



Sanctions for Violations

- **Unintentional violations. Civil.** A fine of up to \$500.
- **Knowing violations. Criminal.** A 2nd second degree misdemeanor, with penalties of up to \$500 in fines and up to 60 days in jail or both.
- **Payment of Attorney's Fees**
- **Removal from office, board or committee.**
- **Nullify Actions or Recommendations**



What should you do?

When in doubt, please reach out!



Your **Board Services** team is here to help!



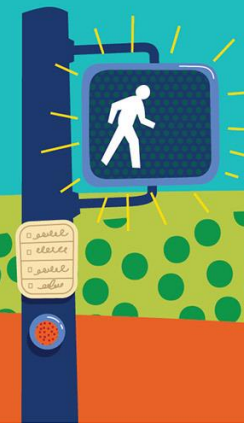


Thank you!

MetroPlanOrlando.gov | 407-481-5672

Virginia L. Whittington | Director of Regional Partnerships

Virginia.Whittington@MetroPlanOrlando.gov



TAB 8

Human Services Transportation Plan

FY 2025 Update

Quality Assurance Task Force

January 28, 2025



Presentation Overview

- Coordinated Plan Overview
- LYNX Service Area
- Public Outreach Summary
- Need Assessment
- Strategies to Address Needs
- Implementation Plan
- Next Steps



Plan Overview

The LYNX Coordinated Plan aims to enhance transportation services for **seniors, individuals with disabilities, low-income individuals, those with limited vehicle access, and veterans** within the LYNX service area.



LYNX Human Services Transportation Plan Update



FY 2022 Update
June 16, 2022
Final

Prepared for:
LYNX

What is a Coordinated Plan?



LYNX Service Area

Public Transit

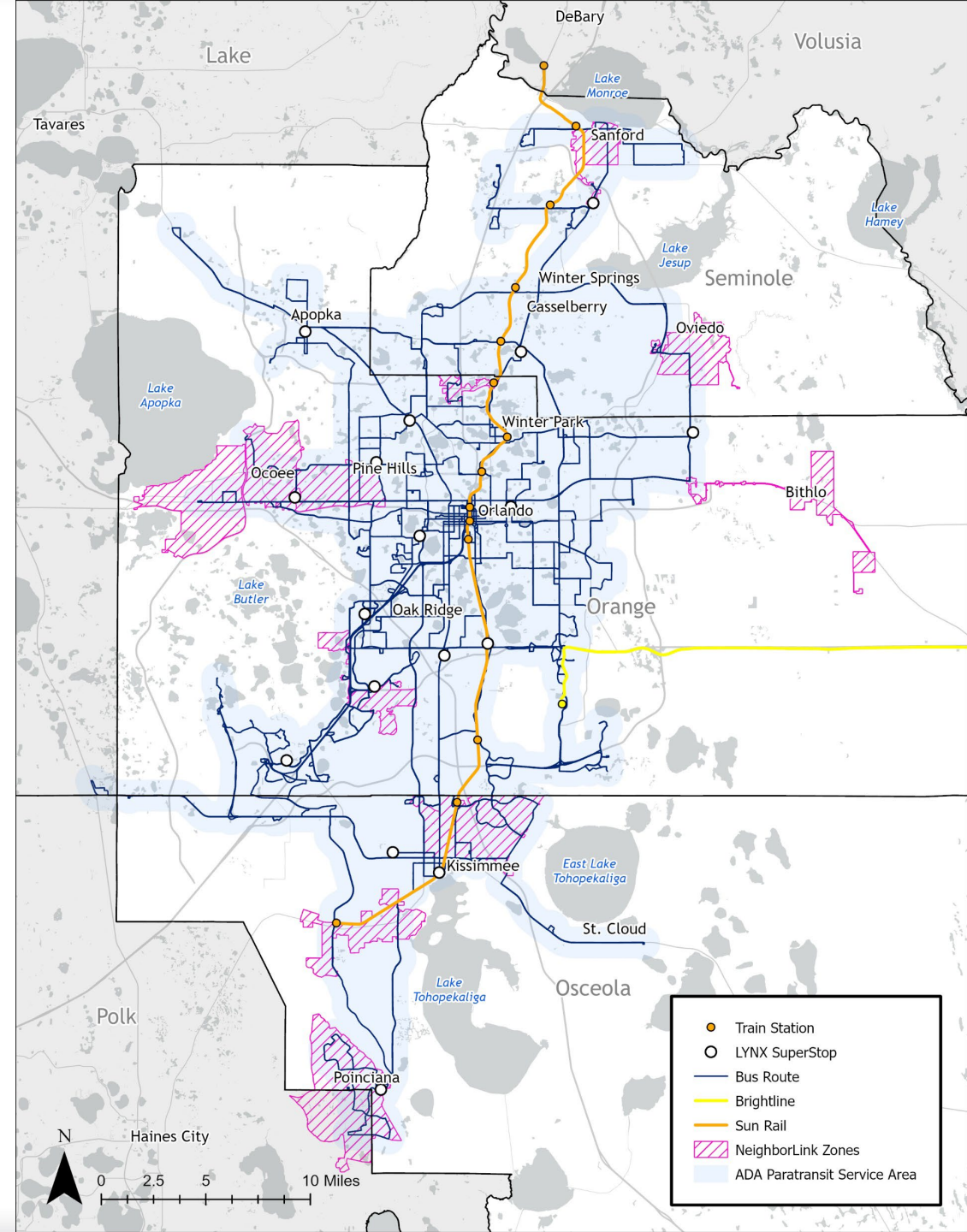


- Fixed Route
- NeighborLink
- ACCESS LYNX
- Vanpool
- LYMMO
- FastLink
- SunRail

Service Area Demographics

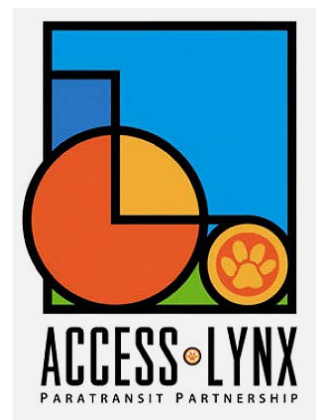


- Population: 2.29M
- Age 65+: 13.3% (20.9% FL)
- Disability: 11.7% (13.5% FL)
- Low-Income: 12.7% (12.9% FL)
- Vehicle Access: 4.8% (7.9% FL)
- Veteran: 6.0% (7.9% FL)



Outreach Summary

- NeighborLink Onboard Survey
- Stakeholder Working Group Meetings
- 2023-24 ACCESS LYNX Customer Satisfaction Survey
- TDLCB November Public Meeting



Stakeholder Working Group



Stakeholder Working Group #1

- 10 participants from 9 organizations
- Polling Questions
 - What should a coordinated plan encapsulate to best meet needs?
 - How should 5310 funding be prioritized?
 - What transportation needs do your clients have?
 - What barriers to transportation do your clients experience?

Long wait times

Financial costs

Same day scheduling

More vehicles

Lack of real-time info

Faster service

Closer/more bus stops

Reliable service



Stakeholder Working Group #1

- **Activity #1: Points of Interest**

- High demand within connections to health centers
- Limited service in Apopka, St. Cloud, and outside of Poinciana
- West side of Orlando needs better connectivity



- **Activity #2: Project Prioritization**

Group #1

1. New/more vehicles for vanpool
2. Expanding ACCESS LYNX/operations
3. Improvement to technology
4. Marketing available services
5. Bus stop improvements

Group #2

1. New buses
2. Operating funds
3. Door-to-door support
4. NeighborLink Awareness
5. Partnerships with third-party services



Stakeholder Working Group #2

- 17 participants from 15 organizations
- Polling Questions
 - Priority strategies
 - Evaluation criteria
 - Prioritization methodology

- **Key Outcomes**

- Top 3 strategies
 1. Expand access to reliable and accessible fleets
 2. Improve efficiency through technology
 3. Increase financial accessibility to services
- Quality of Life Improvement is most important thing to consider
- Strategy prioritization addresses the needs of seniors and individuals with disabilities well



Public Support	9% (2)
Quality of Life Improvement	31% (7)
Connectivity	18% (4)
Financial Feasibility	9% (2)
Ease of Implementation	13% (3)
Impact to Safety	13% (3)
Weight them all the same	0% (0)
_Other	4% (1)

Unmet Transportation Needs

Service



- Same day scheduling for ACCESS LYNX users
- Service expansion to key points of interest
- Reliable/on-time service
- Later LYNX service

Capital/Infrastructure



- More/new vehicles and operators
- More bus stops/bus stops with amenities

Technology/Innovation



- Real-time tracking
- Fare technology

Program/Policy



- More marketing/outreach
- Affordable transportation



Strategies to Address Unmet Needs Process

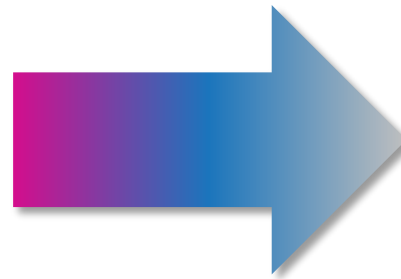
Stakeholder Input



Public Input



Service Area
Assessment



Strategies

A Strategy 1

B Strategy 2

C Strategy 3

D Strategy 4

E Strategy 5

Strategies to Address Needs

A Expand access to reliable and accessible fleets

Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.

Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.

Encourage the sharing of vehicles among sub-recipients to leverage the resources available.

B Improve service efficiency and coordination

Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.

Increase flexibility of scheduling ACCESS LYNX trips by leveraging the use of TNCs where practical.



Strategies to Address Needs

C

Improve efficiency through technology

Enhanced ACCESS LYNX app to provide access to reliable real-time tracking data.

Allow ACCESS LYNX customers to select their preferred means of communication.

Automate Section 5310 grant application process to be submitted through a web portal/grant management web application.

D

Increase financial accessibility to services

Create a sponsorship or donation program to allow other entities to provide bus passes at no or low cost to individuals or non-profit agencies.

E

Enhance customer service experience

Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.



Strategies to Address Needs

F

Deliver new or extended services

Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.

Increase frequency of fixed route services.

Increase span of service for NeighborLink and fixed route services.

G

Increase accessible infrastructure

Support and advocate for local and county governments to increase accessible infrastructure.

Enhance amenities at existing stops near senior communities/medical facilities.

Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.



Strategies to Address Needs

H Increase marketing and distribution of information

Review and update LYNX website to ensure accurate 5310 program information is provided.

Continue to promote travel training information to human service agencies and notify the general public that the service is available, if needed.

Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.

I Identify other funding opportunities

Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.




Priorities for Implementation – Evaluation Categories




Public Support 15%

Findings from public outreach efforts and input from stakeholders will be reviewed to gauge public interest.



Quality of Life Improvement 25%

Assesses strategy's ability to improve the well-being and satisfaction of current and potential riders.



Connectivity 20%

Potential connectivity to new points of interest will be reviewed to measure the level of connectivity.



Financial Feasibility 10%

The estimated cost of implementation will be assessed together with the likelihood of policy support.



Ease of Implementation 15%

The level of simplicity and feasibility associated with implementing a strategy will be evaluated.


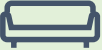








Impact on User Safety 25%

The impact of a strategy to improve user safety, with an emphasis on seniors and individuals with disabilities, will be evaluated.


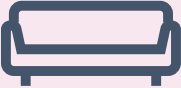


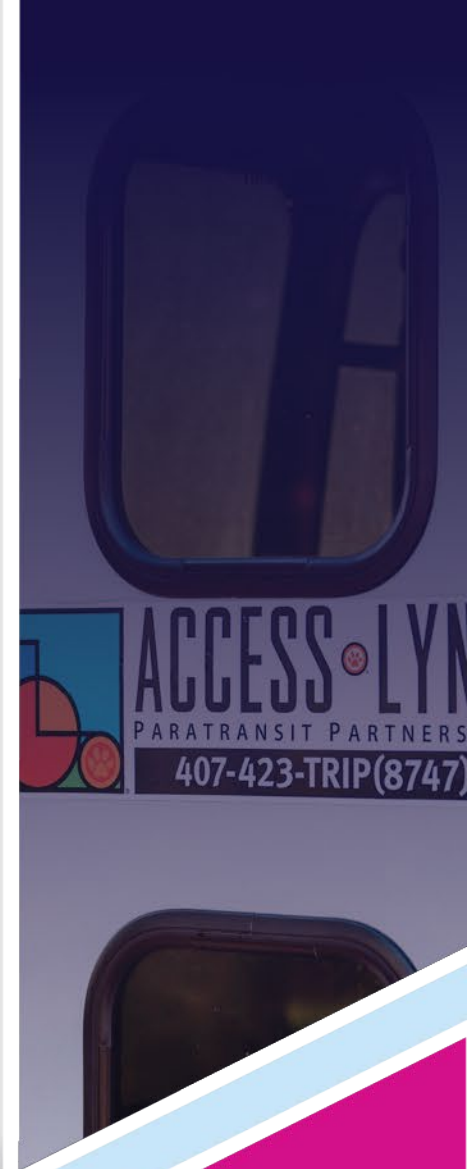
Prioritization Results

Strategy	Priority
 Improve service efficiency and coordination	High
 Increase accessible infrastructure	High
 Deliver new or extended services	High
★★★★ Enhance customer service experience	High
 Expand access to reliable and accessible fleets	Medium
 Increase financial accessibility to services	Medium
 Improve efficiency through technology	Medium
 Increase marketing and distribution of information	Low
 Identify other funding opportunities	Low

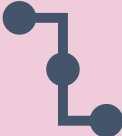



Implementation Plan Near-Term (1-3 Years)

Strategy	Action Item
	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
	Increase flexibility of scheduling ACCESS LYNX trips by leveraging the use of TNCs where practical.
	Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.
	Establish partnerships with local and county governments to increase accessible infrastructure.
	Enhance amenities at existing stops near senior communities/medical facilities.
	Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.





Implementation Plan Near-Term (1-3 Years)

Strategy	Action Item
	Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.
	Increase frequency of fixed route services.
	Increase span of service for NeighborLink and fixed route services.
	Develop a formal sensitivity training program for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.



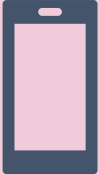
Implementation Plan

Intermediate-Term (4-6 Years)

Strategy	Action Item
	<p>Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.</p>
	<p>Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.</p>
	<p>Encourage the sharing of vehicles among subrecipients to leverage the resources available.</p>
	<p>Create a sponsorship or donation program to allow other entities to provide bus passes at no or low cost to individuals or non-profit agencies.</p>
	<p>Increase affordability of transit for seniors and individuals with disabilities.</p>





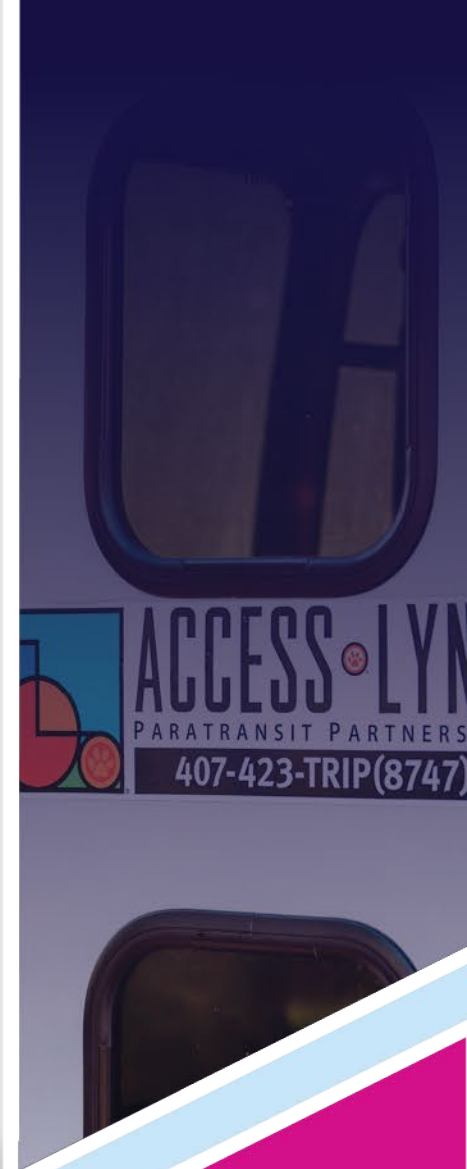
Implementation Plan Intermediate-Term (4-6 Years)

Strategy	Action Item
	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
	Increase flexibility of scheduling ACCESS LYNX trips by leveraging the use of TNCs where practical.
	Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.



Implementation Plan Long-Term (7+ Years)

Strategy	Action Item
	Review and update LYNX website to ensure accurate 5310 program information is provided.
	Continue to promote travel training information to human service agencies and notify the public that the service is available, if needed.
	Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.
	Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
	Explore CTD's Innovative Service Development Grant as a potential funding opportunity to provide on-demand services for TD-eligible individuals for medical appointments, employment, education, etc.



Next Steps

- TDLCB Presentation – February 13, 2025
- Final Presentations
 - Quality Assurance Task Force – April 29, 2025
 - TDLCB Presentation – May 15, 2025

Questions?



TAB 9



LYNX Mobility Services Quarterly CTC Report



Table of Contents

- Overview
- ACCESS LYNX Trip Demand
- ACCESS LYNX Performance
- Trip Duration
- Customer Service Activity
- Service cost and funding
- Opportunities
- Summary
- Questions and Close



Overview



- **ACCESS LYNX Increasing Trip Demand**
 - 8% increase in calendar year 2024 compared to 2023
- **On-Time Performance (OTP) Improving**
 - Maintaining a good performance at goal
- **Call Center addressing “Speed of Answer”**
 - Inundated with Paw Pass transit calls
 - High volume of ETA calls
- **Cost of service challenges**
- **Paratransit Fleet Status**
 - FY24/25 New/Replacement Procurement process
 - 16 new vehicles in fleet
 - Additional deliveries weekly

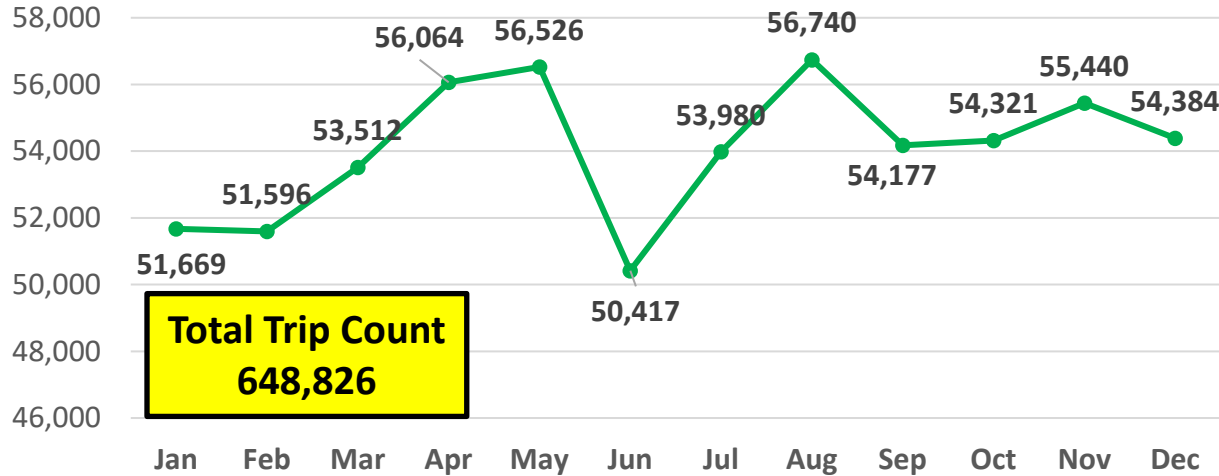
ACCESS LYNX Trip Demand



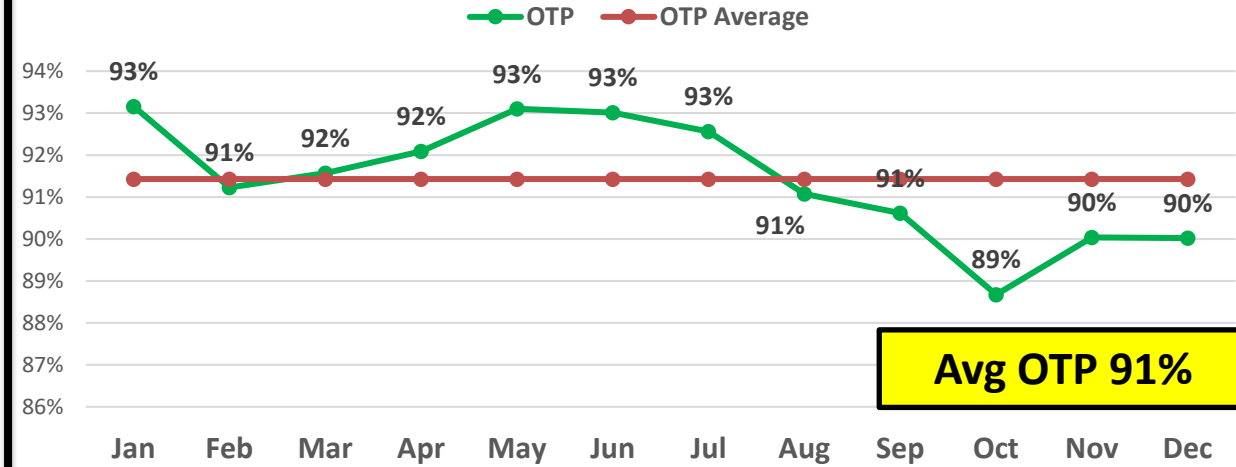
	CY - 2023	CY - 2024
January	46,995	51,669
February	46,016	51,596
March	52,725	53,512
April	48,929	56,064
May	50,204	56,526
June	47,787	50,417
July	47,306	53,980
August	51,862	56,740
September	51,803	54,177
October	54,436	54,321
November	51,624	55,440
December	50,342	54,384
YTD	600,029	648,826

Performance 2024

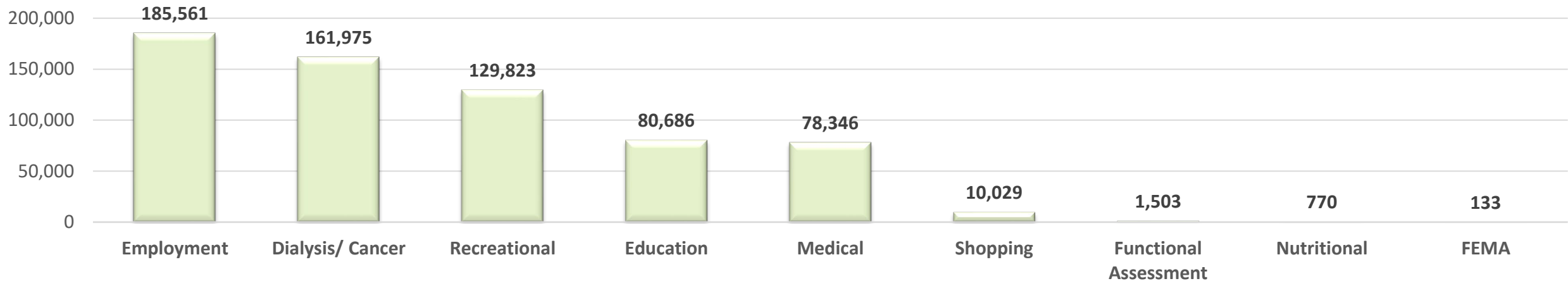
Performed Trips



On Time Performance



Trip Count by Purpose



Trip Duration

Mileage Classification	Duration Thresholds (Not to Exceed)	Average Distance (Miles)	Average Duration
1-5 Miles	1 hr.	2.9	00:20:59
5-9 Miles	1 hr. 15 Mins	6.9	00:33:51
9-13 Miles	1 hr. 30 Mins	10.9	00:44:58
13-18 Miles	1 hr. 45 Mins	15.2	00:55:46
18-22 Miles	2 hrs.	19.8	01:01:37
22-28 Miles	2 hrs. 15 Mins	24.5	01:12:06
28-32 Miles	2 hrs. 30 Mins	30.1	01:16:41
32+ Miles	2 hrs. 45 Mins	37.2	01:33:17

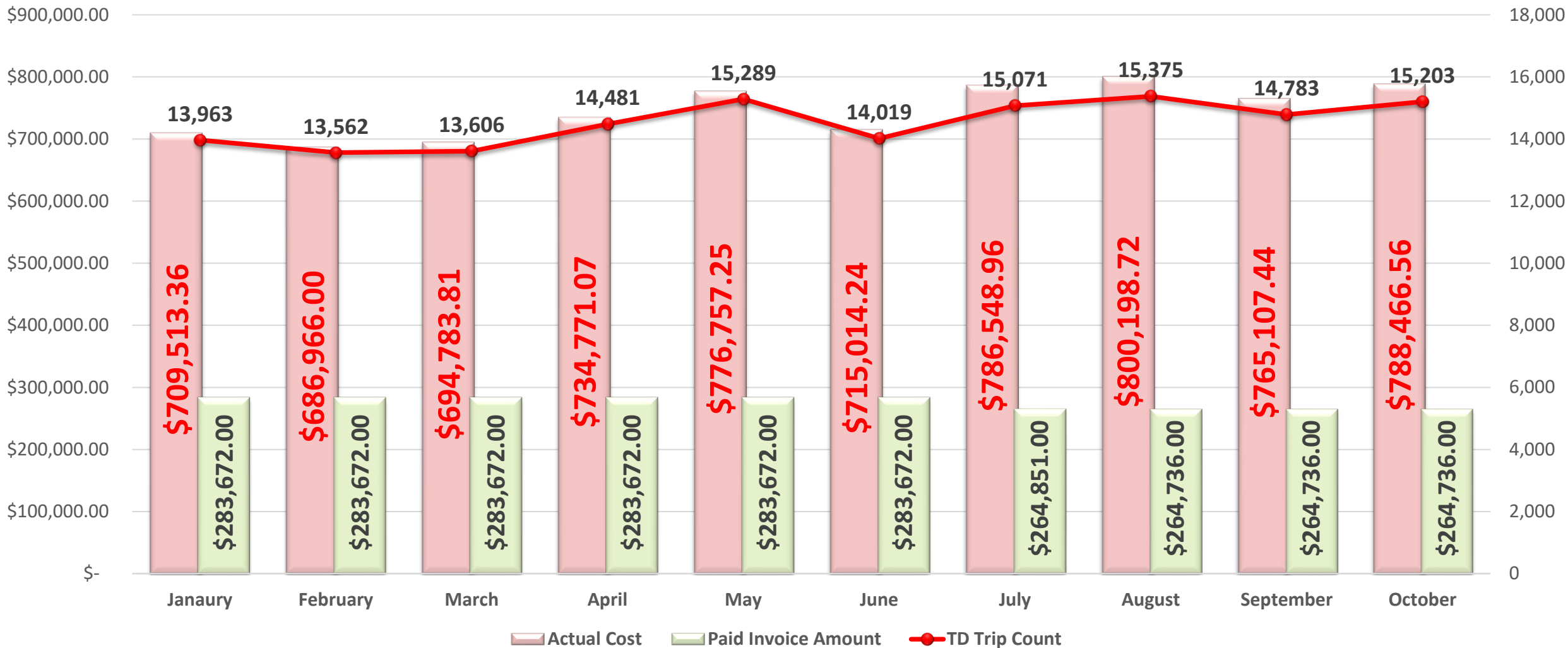
Customer Service Activity

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Average Speed of Answer	4:32	4:50	5:40	4:01	4:40	3:18	3:37	5:22	6:07	6:28	5:20	7:47
Average Calls Answered Per Agent	54	54	57	53	54	55	56	57	59	59	57	56

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Total Calls	51,447	49,803	53,092	52,205	52,850	48,566	52,578	55,410	54,978	56,618	49,630	57,959
Calls Answered	43,182	41,175	43,682	44,975	44,704	42,434	45,354	45,114	43,533	45,131	41,337	43,616
Calls Answered Percentage	84%	83%	82%	86%	85%	87%	86%	81%	79%	80%	83%	75%

Service Cost and Funding

Comparison of Actual Cost vs. Paid Invoice Amounts



Opportunities



- **Paratransit Vehicles**
 - New vehicles
 - 13 in revenue service
 - 6 awaiting documentation
 - Analysis of Fleet type
- **Call Center Changes**
 - Paw Pass calls and instructions
- **Funding for program**

Summary

- **Demand for trips is robust**
 - Consistent 54,000+ trips performed/month
- **On-Time Performance (OTP) steady**
- **FY24/25 vehicle procurement**
 - 19 out 85 delivered
- **Aggressively maintaining existing fleet** – Extending life with new engines and transmissions
- **Call Center overwhelmed with call during period**
- **TD Program Changes** – Adverse incidents reporting and Training



Questions and Close



TAB 10



January 30, 2025

Commissioner Mayra Uribe, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Commissioner Uribe,

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

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

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

407-841-2279

www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

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

Our contractor, 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 October 1, 2024 to December 31, 2024.

Sincerely,



Selita Stubbs
Senior Manager, LYNX Mobility Service

cc: Norman Hickling, Director – LYNX Mobility Services
The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)

TAB 11



SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G3032 Q2

INVOICE DATE:

January 3, 2025

QUARTER SERVICE DATES:

October 1 - December 31, 2024

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)	Ongoing activity
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	The agenda for the October QATF and November TDLCB meetings are provided as deliverables.
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 draft minutes from the November 2024 TDLCB 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)	The annual public workshop was held on November 14, 2024. A copy of comments received as well as the meeting notice/announcement are provided as deliverable.
F. Provide staff support for committees of the local coordinating board. (Task 3)	Ongoing activity. 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 TDLCB reviewed and approved the Annual Operating Report at its November 14, 2024 meeting. Signed cover sheets were submitted to the CTD, with a copy attached to this report as deliverable.
L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this reporting period.

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	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 activity is ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	This activity is ongoing.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	The LCB received a copy of the latest quarterly report at their November 14, 2024 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)	No activity this reporting period.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	No activity this reporting period.
D. Notify CTD staff of local TD concerns that may require special investigations.	No activity this reporting period.
E. Provide training for newly-appointed LCB members. (Task 3)	No activity this reporting period.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	Staff Liaison attended stakeholder meetings for the update of the Human Services Development Plan.

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)	No activity this reporting period.
I. Assist the CTD in joint reviews of the CTC.	No activity this reporting period.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this reporting period.
K. Implement recommendations identified in the CTD's QAPE reviews.	We have not been informed of the scheduled review.

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 12

QATF and TDLCB 2025 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 28, 2025

April 29, 2025

July 29, 2025

October 28, 2025

TDLCB

February 13, 2025

May 15, 2025*

August 14, 2025

November 13, 2025

* Date adjusted due to conflict.



TAB 13



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

2025 Legislative Position Statements

Approved December 11, 2024



WE SUPPORT

INNOVATION

SAFETY

INVESTMENT

MetroPlan Orlando is the metropolitan planning organization (MPO) for Orange, Osceola and Seminole counties in Central Florida. MPOs were created under federal law to direct urban transportation planning and the allocation of federal and state funds. As a regional transportation planning agency, MetroPlan Orlando provides a forum for local elected officials, transportation experts, and members of the community to work together to improve mobility for residents, businesses, and visitors.

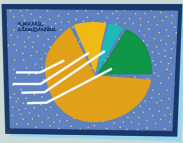
CONTACTS:

GARY HUTTMANN
EXECUTIVE DIRECTOR
(407) 481-5672 x319

VIRGINIA L. WHITTINGTON
DIRECTOR OF REGIONAL PARTNERSHIPS
(321) 732-8284

SAFETY FIRST

METROPLAN ORLANDO SUPPORTS:



- ✓ Advancing innovative transportation mobility solutions and policies that position Florida as the national leader in addressing transportation needs through creative approaches, including Autonomous, Connected, Electric, and Shared vehicle technologies, as well as leveraging Artificial Intelligence (AI) to enhance safety.



- ✓ Statewide safety initiatives that protect all transportation network users and save lives across all modes of travel.

- ✓ Legislation that boosts transportation investment through dedicated, sustainable funding and innovative financing options; fosters public-private partnerships; and accelerates project delivery. This includes: (1) Establishing flexible, predictable transit funding by removing State Transportation Trust Fund (STTF) limitations, (2) Increasing flexibility in local discretionary taxes, such as the Charter County & Regional Transportation System and Local Government Infrastructure Surtaxes, (3) Ensuring consistent annual funding for the Transportation Regional Incentive Program (TRIP), and (4) Protecting current local option transportation revenue sources.



- ✓ Creative solutions like the Moving Florida Forward initiative that facilitate the expedited delivery of projects.

METROPLAN ORLANDO WILL MONITOR:

- ✓ Legislative efforts as it relates to MPO efficiencies and consolidation. MetroPlan Orlando will support and advocate for the preservation of its current structure, authorities, and function as the legislature investigates both the current statewide impact of MPO's and/or the potential need for consolidation of existing entities.
- ✓ Legislative efforts that seek to alter, revise, or rescind Red Light Camera legislation (Monitor and oppose, if needed)
- ✓ Legislative efforts that seek to address safe operation of E-bikes.



TAB 14



Transportation Disadvantaged Local Coordinating Board Attendance Record 2024

	NAME	ORGANIZATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	% attendance
1	Calvin Smith	AHCA/Medicaid		P			P			R			P		100%
2	Cheryl Stone	Elderly		P			P			P			P		100%
3	Marilyn Baldwin	Disabled		P			P			P			P		100%
4	Adam Zubritsky	Public Education		P			P			P			P		100%
5	Wilfredo Raices	4C's		A			P								50%
6	Neika Berry	Citizen Advocate		A			P			P			P		75%
7	Robert Melia	Citizen Advocate, System User		P			P			P			P		100%
8	Alnita Whitt	Veterans		P			P			P			P		100%
9	Comm. Mayra Uribe	Orange County		P			P			P			P		100%
10	Jeannette Estes	Agency for Persons w/Disabilities		R			R			R			R		100%
11	Wendy Ford	Osceola Council on Aging		R			R			R			R		100%
12	Mayor Pat Bates	Seminole County		A			P			P			P		75%
13	Wayne Olson	Division of Vocational Rehabilitation		A			A			A			P		25%
14	Jamie Kersey Ledgerwood	FDOT		P			P			P			P		100%
15	Comm. Olga Castano	Osceola County		P			A			A			A		25%
16	Vacant	For-Profit		V			V			V			V		0%
17	Yvette Reyes	Economically Disadvantaged		V			V			P			P		100%
18	Janeé Olds	Career Source CF		P			R			P			P		100%
19	Betsy Delano	Medical Community		A			A			P			P		50%
Non-Voting Members															
20	Charlotte Campbell	At-Large Non-Voting Member		P			P			P			P		100%
21	Vacant	Emergency Management Services		V			V			V			V		0%
22	Norman Hickling	LYNX		P			P			P			P		100%
23	Luis Nieves-Ruiz	SunRail CAC		P			P			P			A		75%
24	Vacant	LYNX TAC Designee		V			V			V			V		0%

A = Absent

V = Vacant

P = Present

R = Represented

TAB 15

COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

RECEIVING AND INVESTIGATING REPORTS OF ADVERSE INCIDENTS RELATED TO PARATRANSIT SERVICES PROVIDED TO PERSONS WITH DISABILITIES

MODEL PROCEDURES

INTRODUCTION

Section 427.021, Florida Statutes, directs the Commission for the Transportation Disadvantaged (CTD) to establish “model procedures” for local governments and transportation service providers to receive and investigate reports related to adverse incidents that occur during the provision of paratransit services. This document provides a model to assist local governments and their contracted transportation service providers in developing and implementing procedures within their own paratransit operations.

STATUTORY LANGUAGE

Chapter 2024-171, Laws of Florida, creates Section 427.021, Florida Statutes, which provides:

- (1) For purposes of this section, the term “transportation service provider” means an organization or entity that contracts with a local government to provide paratransit services to persons with disabilities. This term does not apply to the department.¹
- (2) The Commission for the Transportation Disadvantaged shall establish model procedures for transportation service providers to receive and investigate reports related to adverse incidents during the provision of services to persons with disabilities. The procedures must include a periodic review of ongoing investigations and documentation of final outcomes thereof. At a minimum, the investigation of an adverse incident must commence within 48 hours after receipt of the report.
- (3) Reports of adverse incidents received by the local government or the transportation service provider shall be submitted on a quarterly basis to the Commission for the Transportation Disadvantaged.

Section 427.011(9), Florida Statutes, defines “paratransit” as “those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, ‘dial-a-ride,’ buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.”

¹ “Department” refers to the Florida Department of Transportation
12/11/2024

PROCEDURES GUIDANCE

Pursuant to s. 427.021, F.S., each transportation service provider (henceforth referred to as “provider”) should develop and implement procedures regarding the receipt and investigation of adverse incidents that occur during the provision of paratransit services to persons with disabilities. The procedures should:

1. Describe the reporting mechanisms the public can utilize to report adverse incidents to the provider.
2. Describe the process used by the provider to monitor those reporting mechanisms for incoming reports. The provider should ensure that reporting mechanisms are monitored regularly to allow the provider to begin an investigation of an adverse incident as soon as possible.
3. Describe how the reporting mechanism is promoted to the public, including, at a minimum, to be displayed on the provider’s website and displayed on vehicles.
4. Describe the provider’s expectations of personnel (i.e., drivers, operators, leadership, etc.) when a report of an adverse incident is received, including documenting and internally sharing the report.
5. Identify how the provider trains its personnel to receive, document, share, investigate, and follow-up on reports of adverse incidents. The provider should document the content of the training, who receives the training and when, and maintain that documentation for a set period of time. The provider should assess the need for periodic refresher training.
6. Identify how a provider stores documentation related to reports, including the assigning of a tracking number for each report of an adverse incident and the retention period of documentation.
7. Identify the provider’s personnel (such as an “Adverse Incident Manager”) responsible for investigating reports of adverse incidents, documenting the investigation, reviewing the investigation, closing the investigation, and transmitting the reports to the CTD on a quarterly basis.
8. Include a statement that an investigation must commence within 48 hours of receipt of the report and include a requirement that the provider periodically review ongoing investigations.
9. Include a policy that requires the provider to review any available video, recordings, or photographs to establish facts surrounding a reported adverse incident.
10. Require the identification of causal and contributing factors that led to an adverse incident. Causal and contributing factors should be documented in the investigation report.
11. Require that the provider identify, and document mitigations taken to eliminate factors that contributed or caused an adverse incident.
12. Require that the provider document actions taken by the provider’s personnel during and after the adverse incident.
13. Require the provider document any corrective actions and their timelines that the provider identifies in response to an adverse incident.

REQUIRED QUARTERLY REPORTING:

The provider must compile documentation and summarize information for each reported adverse incident and complete the Commission for the Transportation Disadvantaged Adverse Incident Report form (attached). Exclude names and personal information, providing only information regarding the incident and any following action as needed. An Adverse Incident Report must be submitted for each qualifying incident.

Adverse Incident Report forms must be submitted to the CTD no later than the last day of the month following the end of the quarter. The first report due is for the quarter of January 1 through March 31, 2025, which must be submitted to the CTD no later than April 30, 2025. Reports should be emailed to: FLCTDAdverseIncidentReport@dot.state.fl.us.

TAB 16



Transportation Disadvantaged Services Report

Florida Senate

Senate Committee on Transportation

Melissa Smith, FDOT Chief of Modal Development

January 14, 2025



- Introduction
- Purpose
- Approach
- Transportation Disadvantaged Services
- Challenges
- Recommendations





Florida Commission for the Transportation Disadvantaged Florida's Coordinated System



8
Purchasing
Agencies



30
Planning
Agencies



58
Local
Coordinating
Boards



46
Community
Transportation
Coordinators



190
Transportation
Operators and
Coordination
Contractors

- SB1380/Chapter 2024-171 F.S. requires FDOT to report on Transportation Disadvantaged (TD) services in Florida.
- The report:



Provides a current assessment



Identifies key challenges and opportunities



Evaluates alternative formats for delivering services





**Data
Collection**



Analysis



**Recommendation
Development**

Sources:

- Chapter 427, Florida Statutes
- Rule 41-2, Florida Administrative Code
- Community Transportation Coordinator (CTC) Annual Operating Reports
- Transportation Disadvantaged Service Plans & National Reports
- Interviews with CTD, State & Local Agencies, and the Community Transportation Association of America
- Literature review of Transit Cooperative Research Program (TCRP) reports and other state practices
- Surveyed CTCs and transit agencies around the nation identifying best practices



Medical



Employment



Education

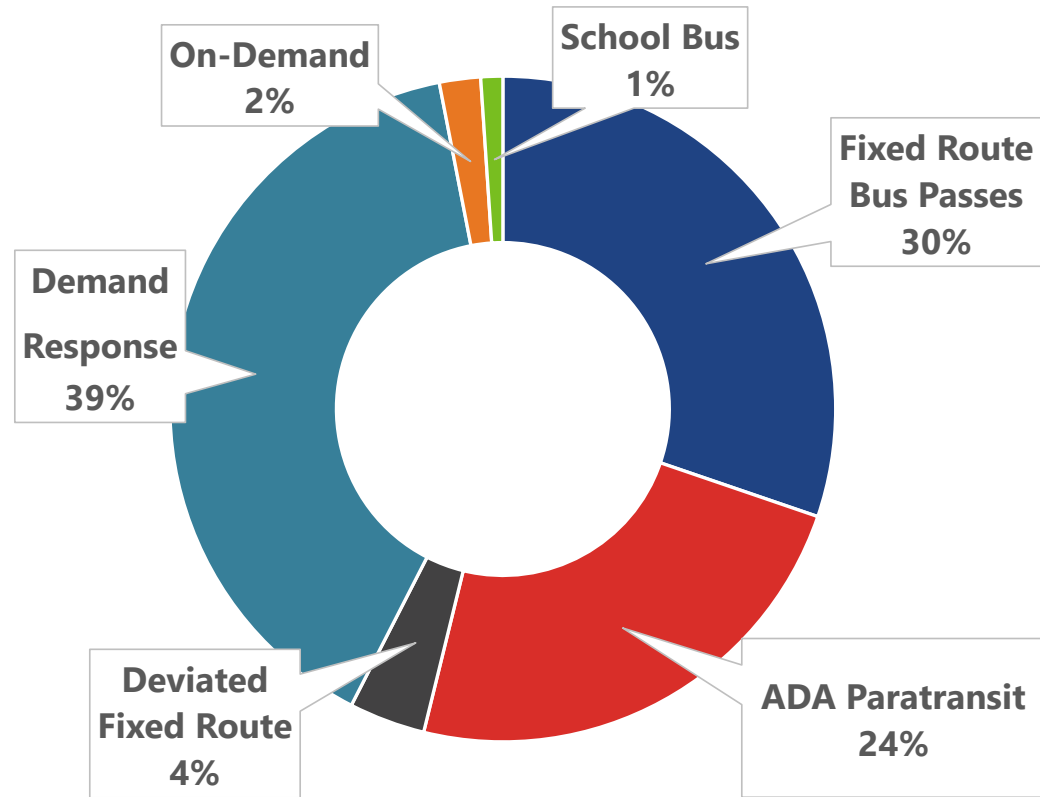


Nutrition



Personal Trips

11,624,269 trips served in FY2023





Inconsistent System



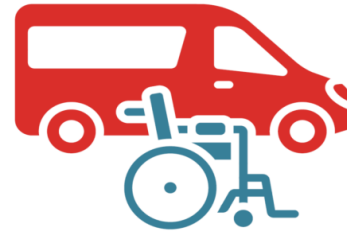
Paratransit Services are Costly to Provide



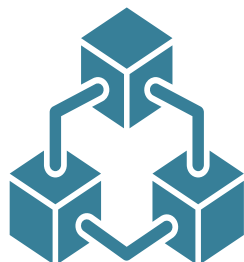
Inconsistent Performance Reporting



Slow Adaptation of Innovation



Urban and Rural Challenges



**Optimize
Program Structures
and Resources**
(6 recommendations)

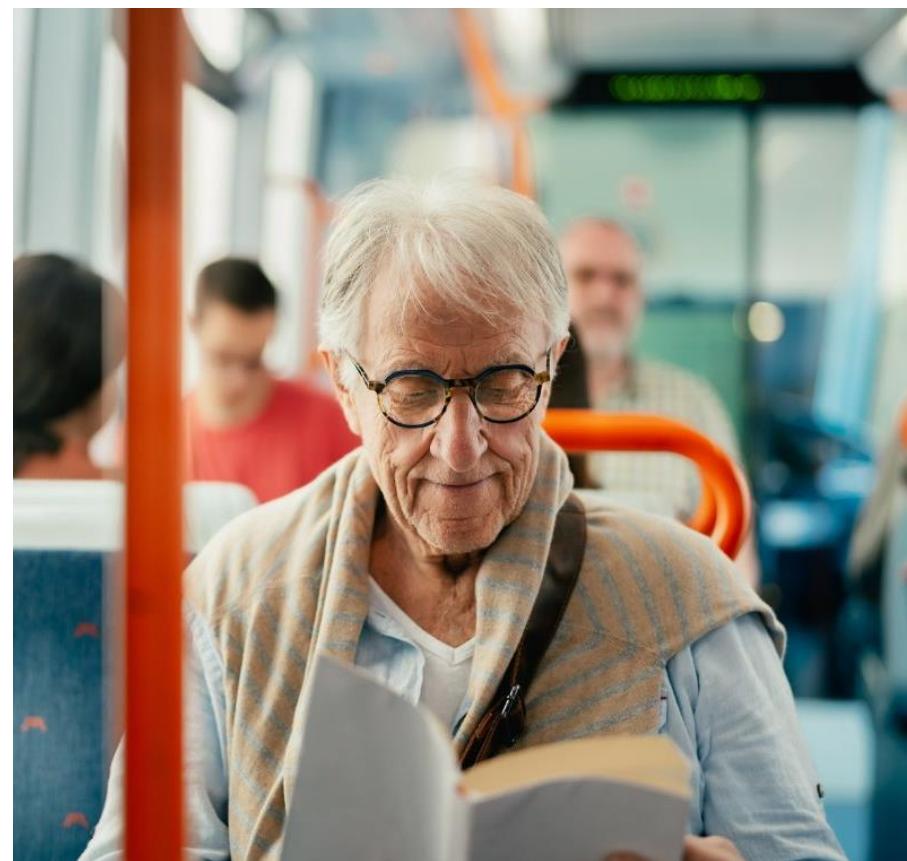


**Leverage Alternative
Delivery Models,
Practices, and Technology**
(7 recommendations)



**Enhance Performance
Management & Overall
Delivery Model**
(5 recommendations)

1. Consider the use of statewide or regional brokers to coordinate TD services statewide.
2. Avoid duplication in service delivery.
3. Consider establishing regional partnerships or resource pooling in rural areas.
4. Re-evaluate state block grant allocations to better support rural CTCs.
5. Re-assess local match requirements for rural CTCs for all grant programs, including the Innovative Service Development program.
6. Update Florida Statutes to clarify that TD funding is truly the funding of last resort.



Leverage

Alternative Delivery Models, Practices, and Technology

1. Leverage technology and travel training programs that educate riders on accessing and navigating fixed-route services to reduce reliance on costly ADA services.
2. Consider alternative methods for tracking, reporting, and funding fixed-route services for TD services with emphasis on tracking, assessing, and developing policies for the use of bus passes.
3. Promote alternative delivery models.
4. Shift more TD eligible clients using ADA paratransit services to fixed-route services where possible.
5. Connect ambulatory clients using demand response services to broker-driven, fixed-route, or TNC services where possible.
6. Leverage applications of advanced technologies promises to improve safety, reduce travel times, and enhance operational efficiencies and customer experience.
7. Maintain rural-specific programs for those seeking or in need of longer trips.



1. Implement an approach to provide uniformity locally, regionally, and statewide.
2. Publish an Annual Performance Report with enhanced performance metrics that includes county-level performance data and a comprehensive analysis of the TD program.
3. Implement driver training, vehicle maintenance, and substance abuse policies for health care transportation providers outside of the Coordinated System.
4. Develop a comprehensive employee training program for CTC staff who handle TD client eligibility, trip scheduling, and complaint resolutions.
5. Consider shifting away from a Commission model, and to a simplistic state and/or regional model through specified legislative authority and governing procedures.





Jack Rogers

Legislative Affairs Director

Jack.Rogers@dot.state.fl.us

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Best Practices and Model Policies for Paratransit Service

Travel Time Policies

January 14, 2025



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Presentation Overview

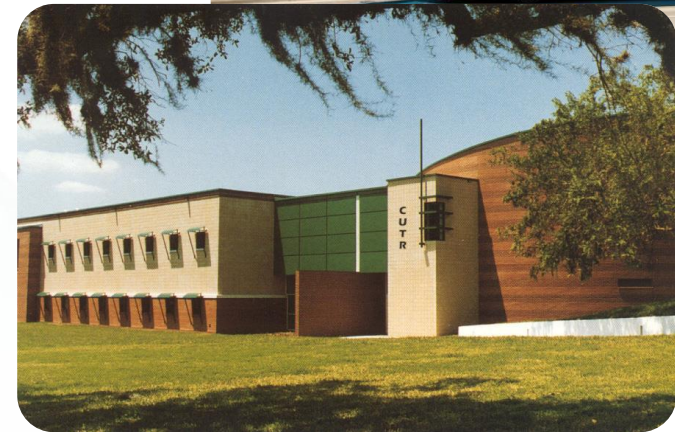
- Introduction
- About CUTR
- Context
- Model Practices
- Emerging Approaches



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CUTR – Who We Are

- Created by the Florida Legislature in 1988
- Housed within USF's College of Engineering
- USDOT designated University Transportation Center
- Multi-disciplinary
- Over 200 active research projects
- Real world experience for students
- Over 160 employees
- USF affiliated faculty across multiple disciplines



Research Programs

Advanced Air Mobility (AAM)	Transit Management and Innovation
Autonomous-Connected Mobility Evaluation (ACME)	Transit Research
Driver Behavior, Human Factors and Safety Analytics (DHS)	Transit Safety and Workforce Development
Intelligent Transportation Systems (ITS), Traffic Operations & Safety	Transportation Demand Management
Motorcycle Injury Prevention	Transportation Planning, Policy, and Processes (TP3)
Resilient Transportation Infrastructure Systems (R-TIS)	



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Strategic Partners

- Mostly self-supported through contracts and grants, \$36M in current contracts and grants
- Provides research, technical training/workforce development, and technical assistance to a wide range of sponsors at local, regional, state, and national levels
- **Local** clients include the Florida Department of Transportation (FDOT), City of Tampa, Hillsborough Area Regional Transit, Tampa Hillsborough Expressway Authority
- **Other clients** include the U.S. Department of Transportation and its modal administrations, U.S. Department of Energy, National Academy of Sciences, other state departments of transportation, public transportation agencies, quasi-governmental, and private industry



Federal Transit
Administration



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Legislative Language Guiding the Research

- Florida Statutes Section 334.065: The Center for Urban Transportation Research (CUTR) is directed to deliver a report to the department on **model policies** and **procedures or best practices** for paratransit providers to complete trips within an **acceptable time** after pickup.

Defining Services

- **Paratransit:** ADA-mandated transportation service for individuals with disabilities.
 - Door-to-door or curb-to-curb service.
 - Shared rides scheduled in advance.
- **Demand Response:** Flexible, on-demand transit service.
 - Serves the *general public*, including rural and underserved populations.
 - Trip scheduling based on rider requests.
- **Overlap:** Both aim to provide mobility options but cater to distinct needs.

Paratransit Operations

- Paratransit service is a civil right
 - No Refusal of Service
 - All Trips Regardless of Purpose
 - Service Area $\frac{3}{4}$ Mile Around Fixed Route
 - ADA Eligible

RESPONSE TIME (49 CFR 37.131 (b))

ADA Complementary Paratransit Service (CPS) must have response and travel times comparable to the fixed route system

Demand Response Operations

- Offered Where Fixed Route Service is Not Feasible
 - Rural Areas
 - Low Transit Demand Areas
 - Often Far from Resources
 - (Medical, Social Service, Employment, Community)
 - Open Door – Available to General Public

Paratransit Cost

- Significantly More than Fixed Route Service
 - 2x – 4x Costly
- Paratransit Service
 - No Trip Denials
 - Door-to-Door Service
 - Multiloading Improve Service Efficiency
 - Slower Boarding

Optimizing Paratransit Service

- Routing Optimization: Minimize travel times with advanced tools.
 - Software Platforms Leverage Algorithms Calculate Travel Time
- Scheduling Optimization
 - Real-Time traffic
 - Real-Time Monitoring
 - Dynamic Dispatching
- Travel Time Standards
 - Benchmarks for demand response trips.
 - Technology Systems to Monitor and Evaluate Compliance

Compliance Monitoring

- Monthly Audits
- Trip Monitors
- Vendor Accountability
 - Travel Time Standards
 - Pick-Up Window
 - Incentives and Penalties

Transportation Network Companies

- Costs Controls
 - Demand Response Options
 - TNC
 - Taxi
- Service Quality
 - Same Day Requests
 - No Trip Sharing
 - Direct Trips

TNC and On-Demand Service

- Mobile Applications
 - Improve Communication and ETA Information
- Popular with Riders
- Cost Containment
 - Trip Limits
- Dynamically Responds to Peak Demand

- Drawbacks – Limited Number of Wheelchair Accessible Vehicles

Mobility Management

- Coordinate Services and Rider Schedules
 - Work with Service Providers
 - Veterans Administration
 - Dialysis Centers
 - Senior Facilities and Homes
 - Develop Novel Approaches
 - Grocery Delivery

Supportive Program Development

- Encourage Pilot Programs
 - Veterans Example
 - Florida Commission for Transportation Disadvantage Innovation Service Development Grant Program
- Encourage Investments in Technology
 - Include Training Costs
- Purchase Vehicles – Driver and Vehicle Availability Increase Trip Opportunities and potentially Lower Travel Time

Thank You

Martin Catala

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Center for Urban Transportation Research (CUTR)

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A Comprehensive Report on the Technology and Training Improvements for the Paratransit Services in Florida

*In response to the Florida Senate Bill 1380 (2024)
Section 334.066*

Dr. Pruthvi Manjunatha

**I-STREET Emerging Technologies Program
at the
University of Florida Transportation Institute (UFTI)**

January 2025



The I-STREET emerging technologies program

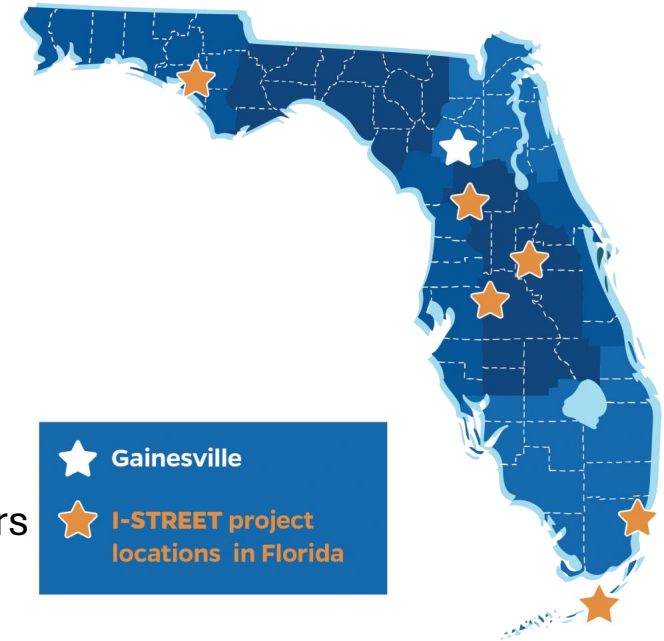
- Collaboration of UF, FDOT, City of Gainesville
- Unique real-world living lab
- Makes real and significant improvements to transportation safety and mobility
- Uses advanced technologies installed and embedded in the transportation infrastructure in Gainesville and across Florida.

Vision

Leading global living lab for transportation safety and mobility innovators

Mission

To provide a unique ecosystem for the collaboration, research, testing, and market delivery of innovative transportation safety and mobility solutions that scales to urban and rural areas around the world



The paratransit bill

SB 1380 (2024) requirements



Study approach



Study design

State of the art review

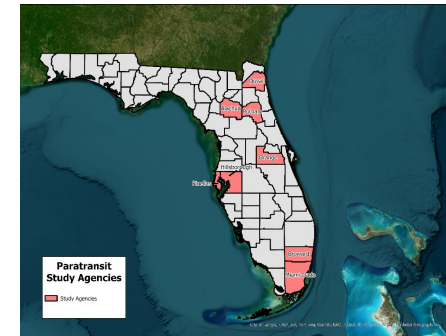
- Academic literature, transit agency resources, vendor manuals, expert and vendors interviews

State of the practice in Florida

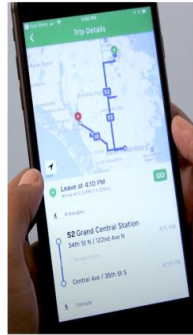
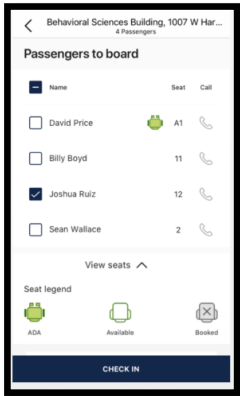
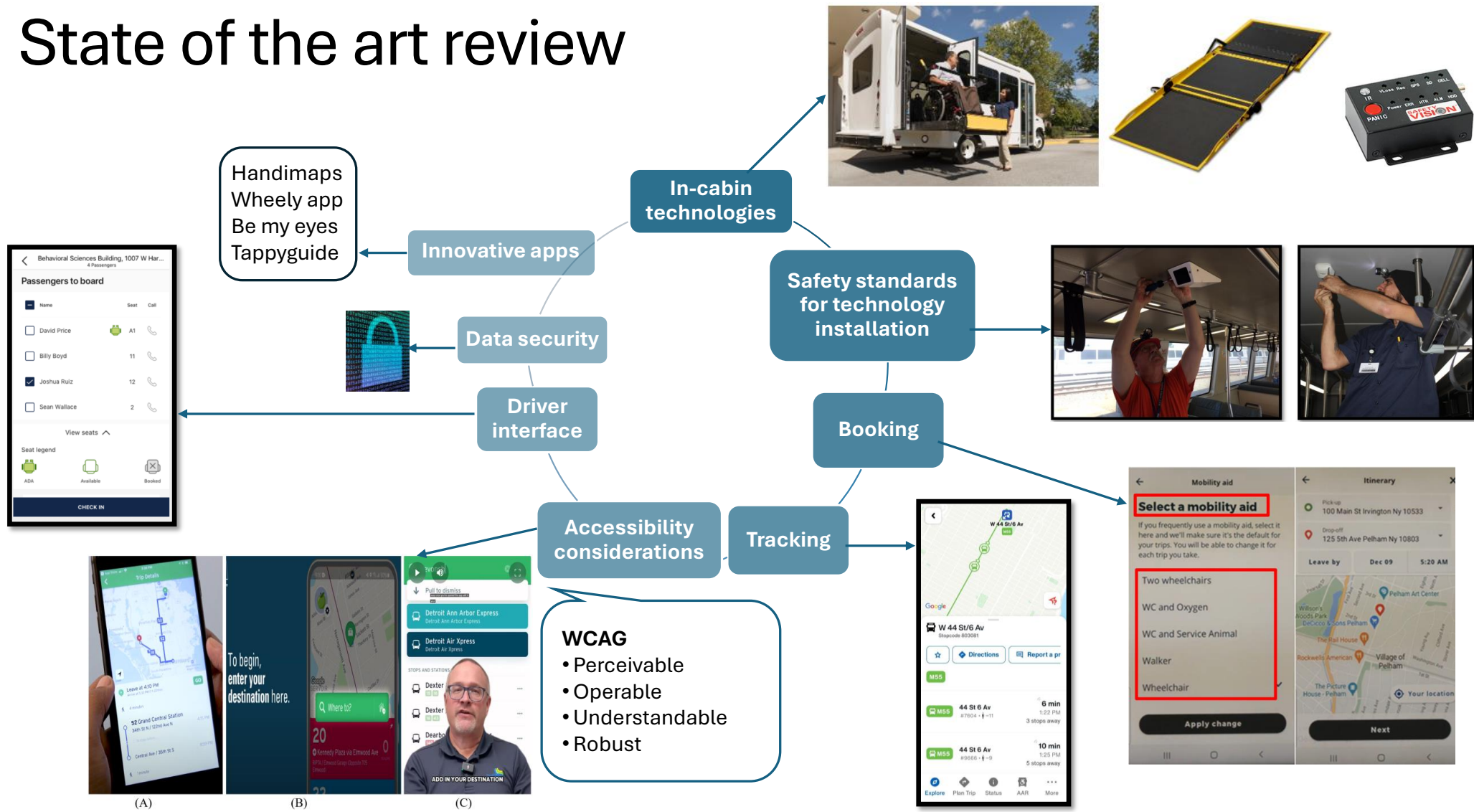
- Eight representative counties: Miami-Dade, Broward, Hillsborough, Orange, Putnam, Duval, Alachua and Pinellas

Interviews with Florida transit agencies

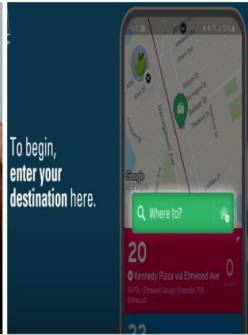
- Developed an interview questionnaire and reached out to the selected transit agencies. Five out of the eight agencies responded (Miami-Dade, Broward, Hillsborough, Alachua, and Pinellas)



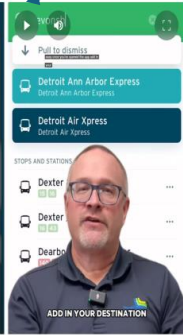
State of the art review



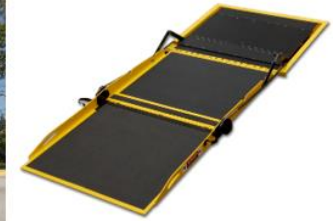
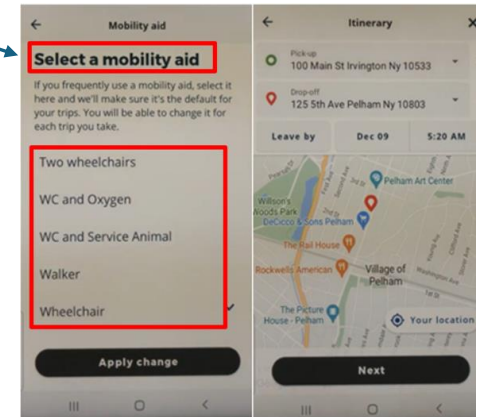
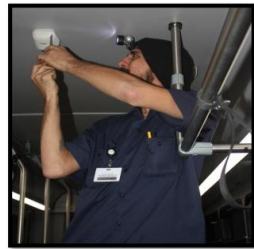
(A)



(B)



(C)



State of the practice in Florida

Availability

Accessibility

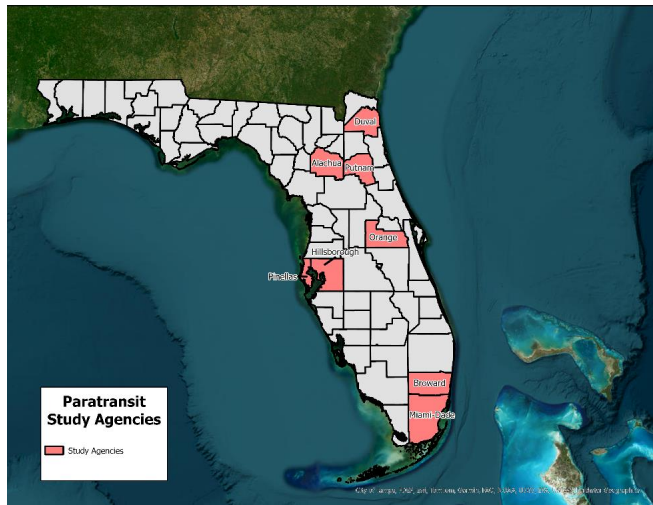
Acceptability

Affordability

Adaptability

County	Transit coverage	Paratransit coverage	Operating Hours	Booking methods	Tracking methods	Accessibility of Apps	Overall
Miami-Dade	2	2	1	1	2	1	2
Broward	1	1	2	2	2	2	2
Hillsborough	1	2	2	1	1	1	1
Orange	1	1	1	1	2	2	1
Putnam	3	2	3	3	3	3	3
Duval	3	1	2	1	2	1	2
Alachua	1	1	2	3	2	1	2
Pinellas	1	1	1	1	1	1	1

- Tier 1: Extensive; exceeds standards within the characteristic
- Tier 2: Satisfactory; meets standards within the characteristic
- Tier 3: Limited; meets standards within the characteristic in a limited manner



Transit agency interviews

Interviews were requested for all eight study agencies.

Five out of eight agencies responded:

- Miami-Dade
- Broward
- Alachua
- Hillsborough
- Pinellas

Most transit agencies were busy either preparing or recovering from the three hurricanes (Debbie, Helene, Milton).

Characteristic	Findings
Coverage and hours	<ul style="list-style-type: none">• Some agencies have limited-service coverage and operating hours
In-cabin technologies for safety and monitoring	<ul style="list-style-type: none">• Some agencies do not deploy in-cabin passenger monitoring systems.• Most agencies use manual occupant restraint systems
Safety standards	<ul style="list-style-type: none">• No state or federal safety standards for installation of in-cabin technologies.• Agencies rely on vendors to follow best practices.
Booking and tracking apps	<ul style="list-style-type: none">• Some agencies do not have booking apps, many agencies do not have tracking apps.• Among the agencies who provide the apps, the accessibility needs improvement
Operator/driver Interfaces	<ul style="list-style-type: none">• Limited features within state agencies as well as nationally.
Data security	<ul style="list-style-type: none">• Firewalls, VPNs, and password-protected software are used to keep records.• Some agencies also keep paper records.

Recommendations

Characteristic	Recommendations
Coverage and hours	<ul style="list-style-type: none">• Extended service coverage and hours through additional funding
In-cabin technologies for safety and monitoring	<ul style="list-style-type: none">• Increased deployment of in-cabin camera/monitoring systems likely to enhance user satisfaction and safety• Automatic occupant restraint systems could be a safer and efficient alternative requiring less training resources
Safety standards	<ul style="list-style-type: none">• Statewide safety standards for installation of in-cabin technologies
Booking and tracking apps	<ul style="list-style-type: none">• Multiple booking channels increase ease of use for passengers• Tracking apps increase reliability of the services• Accessibility standards for smartphone and web-based apps
Operator/driver interfaces	<ul style="list-style-type: none">• Passenger information on driver interface could be helpful for drivers
Data security	<ul style="list-style-type: none">• Technical safeguards such as firewalls, encryption, role-based access etc.
Future work	<ul style="list-style-type: none">• Affordability, acceptability and adaptability of transit agencies to be studied• Aspects such as mobility hubs, supplementary services through ride-hailing and ride-sharing programs, innovations like autonomous shuttles etc. need to be studied

Thank you

Dr. Pruthvi Manjunatha

pruthvim@ufl.edu

Acknowledgments:

The research team would like to thank the University of Florida Transportation Institute (UFTI) for partly funding this effort and Florida Public Transportation Association (FPTA) for providing the contact information of the transit agencies and the paratransit vendors.