



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED LOCAL
COORDINATING BOARD
AGENDA**

May 16, 2024 @ 10:00 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Thursday, May 16, 2024 | 10:00 a.m.

LOCATION:

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

[CLICK HERE JOIN VIRTUALLY](#)

MEMBERS OF THE PUBLIC ARE WELCOME!

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



WiFi available | Network: MpoGuest | Password: mpoaccess

| | | |
|------|-------------------------------------|-----------------------------|
| I. | CALL TO ORDER | Chairperson Mayra Uribe |
| II. | PLEDGE OF ALLEGIANCE | |
| III. | CHAIR'S ANNOUNCEMENTS | Chairperson Mayra Uribe |
| IV. | AGENDA REVIEW & ANNOUNCEMENTS | Ms. Virginia L. Whittington |
| V. | CONFIRMATION OF QUORUM | Ms. Rachel Frederick |
| VI. | QUALITY ASSURANCE TASK FORCE REPORT | Ms. Neika Berry, QATF Chair |
| VII. | 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.

VIII. ACTION ITEMS

A. Approval of February 15, 2024, TDLCB Meeting Minutes (Tab 1) Ms. Virginia Whittington
MetroPlan Orlando

B. Review and Recommendation of Draft TDSP Minor Update (Tab 2) Mr. Cody Johnson, LYNX

Mr. Cody Johnson will review the proposed minor updates to the 2024 Minor Update to the Transit Development Services Plan (TDSP) and request QATF recommend approval to the full TDLCB.

Due to the size of the document, a link is being provided to view the Draft TDSP Major Update online: [LYNX TDSP - Minor Update 2024 \(metroplanorlando.gov\)](https://metroplanorlando.gov)

C. Review and Recommendation of Annual Rate Calculation Worksheet (Tab 3) Mr. Norm Hickling, LYNX

Mr. Norm Hickling will review the proposed Rate Calculation worksheet and request that the LCB accept the rate calculations. The Rate Calculation Worksheet has been reviewed and approved by the Commission for Transportation Disadvantaged.

| ACCESS LYNX TD RATES | | | |
|-----------------------------|------------------|------------------|-------------------|
| Type of Trip | FY 2023-24 Rates | FY 2024-25 Rates | Percentage Change |
| Ambulatory | \$40.45 | \$41.40 | +02 ▲ |
| Wheelchair | \$69.34 | \$70.96 | +02 ▲ |

IX. PRESENTATIONS & STATUS REPORTS

A. 2050 Metropolitan Transportation Plan Update (Tab 4) Ms. Taylor Laurent
MetroPlan Orlando
Taylor Laurent, MetroPlan Orlando, will provide information on the 2050 Metropolitan Transportation Plan, which is now underway. More information is attached in Tab 4.

B. Organizational PPP and 2050 MTP PPP Ms. Mary Ann Horne
MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando, will provide an overview of MetroPlan Orlando’s Organizational Public Participation Plan (PPP) and the 2050 MTP PPP. This presentation is for information purposes only.

C. Community Transportation Coordinator Evaluation Ms. Virginia Whittington
MetroPlan Orlando
Ms. Virginia Whittington, MetroPlan Orlando, will share the results of the 2023 CTC Evaluation. The evaluation period covers June 1, 2023-December 31, 2023.

D. LYNX/Community Transportation Coordinator (CTC) Update (Tab 5)

Mr. Norm Hickling
LYNX

X. GENERAL INFORMATION

Tab 6

A. Planning Grant Report – January-March 2024

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

B. Report of Operator Payments

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

XI. UPCOMING MEETINGS OF INTEREST

A. MetroPlan Orlando Safety Speaker Series – May 23, 2024

B. LYNX Board (at LYNX Central Station) – May 23, 2024

C. SunRail/CFCRC Board (at LYNX Central Station) – May 23, 2024

XII. MEMBER COMMENTS

XIII. PUBLIC COMMENTS (GENERAL)

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

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

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.gov/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be given 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.

XIV. ADJOURNMENT

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

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

TAB 1



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

DATE: Thursday, February 15, 2024

TIME: 10:00 a.m.

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

Commissioner Mayra Uribe, Presiding

Members in attendance were:

Ms. Marilyn Baldwin, representing the Disabled
Ms. Charlotte Campbell, At-Large Alternate
Commissioner Olga Castano, Osceola County
Ms. Kori Blowers for Ms. Wendy Ford, Osceola Council on Aging
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Jamie Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Luis Nieves-Ruiz, SunRail CAC
Ms. Janeé Olds, Career Source CF
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:

Vacant, Economically Disadvantaged
Mayor Pat Bates, Seminole County
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Betsy Delano, representing the Medical Community
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Vacant, For-Profit Operator
Vacant, EMS

Staff in Attendance

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

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX

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

I. CALL TO ORDER

Chairwoman Mayra Uribe called the meeting to order at 10.00 a.m. and welcomed members.

II. PLEDGE OF ALLEGIENCE

Commissioner Olga Castano led the Pledge of Allegiance

III. CHAIR ANNOUNCEMENTS

Chair Uribe reminded members of the importance of attending in person and how members of the public can participate in person or virtually.

IV. AGENDA REVIEW & ANNOUNCEMENTS

Ms. Virginia Whittington first welcomed two new Board members. Ms. Whittington introduced Mr. Luis Nieves-Ruiz, representing SunRail Customer Advisory Committee and also Ms. Kori Blowers who is the alternate for Ms. Wendy Ford, Osceola Council on Aging. She noted there are still two vacancies to be filled.

Ms. Whittington then brought to the attention of the Board, House Bill 1673, currently making its way through the legislative process. Ms. Whittington noted this bill creates a new section in Chapter 427 of the Florida Statutes and proposes the following changes, including:

- Proposed amendments to the membership of the Commission for Transportation Disadvantaged, increasing the membership from seven to fourteen members;
- Amends the requirements and qualifications of those members;
- Requires the Commission to provide best practices, the latest technology innovations and preferential vendors list to County Transportation Disadvantaged Program Managers;
- Required to annually review and conduct a performance audit of each Coordinator, contractor, and transportation contract in each county;
- Ensure there is a system to manage complaints and reporting of those complaints;

- Requires the training of drivers of paratransit vehicles, delivered by the Agency for Persons with Disability
- To include cameras on every vehicle and access to camera footage by specified persons.
- Provide ride booking and tracking services
- Establishing reasonable time periods between the request, the time of service and the arrival of the transportation service provider at the location specified
- Establish best practices for limiting the duration of travel time
- Establish a system for reporting adverse incidences with a proposed collaboration of the Agency for Persons with Disabilities and the Department of Transportation to investigate those incidences

Ms. Whittington shared that while well meaning, should the bill pass it would be the equivalent of an unfunded mandate, which will create challenges for local service delivery. She noted that the Infrastructure Strategies Committee is the last stop for the bill, which takes place today. It will then proceed to the House Floor, and then it is likely to be picked up by the Senate.

A discussion ensued regarding funding should the bill pass, the reasoning of having seven new members, who they would be, and the need to have a person with disabilities on the Commission.

Mr. Norm Hickling stated that Lynx is very much aware of this bill and is also keeping track of how it is proceeding. He stated they are working with the Florida Public Transit Association and will be attending a planned webinar the next day.

Ms. Whittington proceeded to commend ACCESS Lynx staff who went above and beyond, working on a reasonable accommodation request from a rider. Ms. Whittington applauded the teamwork done on learning how best to accommodate the rider, and the great lessons learned in the process to the benefit of all.

V. CONFIRMATION OF QUORUM

Ms. Rachel Frederick confirmed a quorum was present.

VI. QUALITY ASSURANCE TASK FORCE REPORT

Ms. Marilyn Baldwin shared a report from the QATF following their meeting on January 30, 2024.

Ms. Baldwin reported on the four action items:

- the recommendation of Ms. Neika Berry to remain the QATF Chairperson and Mr. Wayne Olson to remain the Vice-Chair.
- TDLCB bylaws were reviewed, and minor changes were recommended
- TDLCB Grievance procedures were reviewed with no changes being recommended
- a recommended change in date of the next TDLCB meeting from May 9th to May 16th

Ms. Baldwin also stated they discussed the ACCESS Lynx Customer Satisfaction Survey and recommended extending the date for submissions by two weeks, with a new closing date of February 14th. She shared that the QATF understands this pushes out the CTC Evaluation to May, but it was felt important to do what they could to get more responses from the riders since it was tracking behind at the time of the meeting and set to close at the end of January. Ms. Baldwin stated that Mr. Norm Hickling was unable to attend the QATF meeting but did provide a printed

version of his ACCESS LYNX Mobility Services update which he will present later in this meeting. Finally, Ms. Baldwin concluded by stating the next QATF meeting is on April 23, 2024.

VII. Public Comments on Action Items

Ms. Marsha Bukala stated she had not received the survey and also found it difficult to locate the survey online. Ms. Whittington confirmed with Ms. Bukala her rider status (ADA), and while we appreciate all feedback, the survey went out to TD riders only as is the responsibility of this Board.

Ms. Sheila Young complimented the service with UZERV, always being on time, respectful, helpful and a pleasure to ride with. She shared she had been in Tallahassee and had complimented the para-transit service and appreciates all that everyone does.

VIII. ACTION ITEMS

A. Acknowledgement of Summary of Public Comments Received at November 9, 2023, Public Workshop

Approval of the Acknowledgement of Summary of Public Comments Received at November 9, 2023, Public Workshop, was requested.

MOTION: Ms. Marilyn Baldwin moved approval of the Summary of Public Comments received at the November 9, 2023, Public Workshop. Commissioner Castano seconded the motion, which passed unanimously.

B. Approval of November 9, 2023, TDLCB Meeting Minutes

Approval of the November 9, 2023, TDLCB Meeting Minutes was requested.

MOTION: Ms. Cheryl Stone moved to approve the November 9, 2023, TDLCB Meeting Minutes. Mr. Bob Melia seconded the motion, which passed unanimously.

C. Election of 2024 TDLCB Vice Chairperson

Ms. Virginia Whittington stated that in compliance with the usual rotation, Mayor Bates would now be the nominated 2024 Vice Chair and approval was requested.

MOTION: Commissioner Castano moved to approve the nomination of Mayor Bates for 2024 Vice Chair, Ms. Marilyn Baldwin seconded the motion which passed unanimously.

D. Approval of 2024 TDLCB Membership Certification

Approval of the 2024 TDLCB Membership Certification was requested.

MOTION: Mr. Calvin Smith moved to approve the 2024 TDLCB Membership Certification. Ms. Janeé Olds seconded the motion, which passed unanimously.

E. Approval of 2024 QATF Members

Staff requested review and approval of the following 2024 QATF Members:

- Ms. Marilyn Baldwin, representing the Disabled
- Ms. Betsy DeLano, representing the Medical Community
- Ms. Cheryl Stone, 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

MOTION: Ms. Marilyn Baldwin moved approval of the 2024 QATF Members. Mr. Luis Nieves-Ruiz seconded the motion, which passed unanimously.

F. Approval of 2024 QATF Chairperson and Vice-Chairperson

Approval of 2024 QATF Chairperson and Vice-Chairperson was requested.

MOTION: Commissioner Castano moved approval of the 2024 QATF Chairperson and Vice-Chairperson. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

G. Annual TDLCB Bylaws Review

Ms. Virginia Whittington presented the amendments to the TDLCB Bylaws. She stated most amendments were cosmetic or grammatical but did draw attention to the change in representative from Orange County Emergency Medical Services, to a representative from Emergency Medical Services in Orange, Seminole or Osceola County.

A member asked if House Bill 1673 and the proposed changes to membership would impact changes of the TDLCB here. Ms. Whittington clarified that the proposed change of membership applies only to the Commission for Transportation Disadvantaged and there has been no indication of changes to the membership of local coordinating boards.

Approval of TDLCB Bylaws review was requested.

MOTION: Ms. Alnita Whitt moved approval of annual TDLCB Bylaws review. Commissioner Castano seconded the motion, which passed unanimously.

H. Approval of 2024 TDLCB Grievance Procedures

Ms. Whittington stated that there had been only cosmetic changes, but the content remains the same. Approval was requested for the 2024 TDLCB Grievance Procedures.

MOTION: Commissioner Castano moved to approve the 2024 TDLCB Grievance Procedures. Ms. Jamie Kersey-Ledgerwood seconded the motion, which passed unanimously.

I. Approval of 2024 TDLCB Grievance Committee Members

Ms. Whittington presented the TDLCB Grievance Committee members:

- Mr. Calvin Smith, representing Agency for Healthcare Administration
- Mr. Wilfredo Raices, representing Early Childhood Development
- Ms. Janeé Olds, representing Regional Workforce Development
- Ms. Alnita Whitt, representing Veterans
- Mr. Adam Zubritsky, representing Public Education
- Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

Approval was requested for the 2024 TDLCB Grievance Committee Members as presented.

MOTION: Ms. Janeé Olds moved to approve the 2024 TDLCB Grievance Procedures. Mr. Wayne Zubritsky seconded the motion, which passed unanimously.

J. Approval of May 9, 2024, TDLCB Meeting Date to May 16, 2024

Approval was requested for the change of May 9, 2024, TDLCB Meeting date to May 16, 2024

MOTION: Ms. Marilyn Baldwin moved to approve the change of May 9, 2024, TDLCB Meeting date to May 16, 2024. Commissioner Castano seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Annual Sunshine Law Refresher

Ms. Lisa Smith, MetroPlan Orlando presented, outlining the three basic requirements that meetings must be open and accessible, with reasonable notice given and there be a record of the meeting. She clarified what constitutes a public meeting and that the law applies not just to the Board but all Committees and working groups. Ms. Smith stated that the law covers all forms of communication including social media and hybrid meetings which need to be considered part of the public record. She noted some exceptions and caveats to posting of some gatherings but encouraged members to be mindful not to discuss any issues that could come up before the committee. Ms. Smith also shared the sanctions for violations, and encouraged members to reach out to the Regional Partnerships team at MetroPlan Orlando should they require guidance.

B. 2050 Metropolitan Transportation Plan: Kickoff

Ms. Taylor Laurent presented, first explaining what the Metropolitan Transportation Plan (MTP) is and shared the path taken so far and the key federal requirements. Ms. Laurent listed the tasks & activities in developing the plan and detailed the opportunities for engagement and feedback going forward, to include MTP Technical Workshops. She continued sharing the anticipated schedule and said that the plan must be adopted by December 2025.

Ms. Laurent highlighted the current MTP Status Report and said one will be added to each agenda in future meetings. Ms. Laurent shared a preview of the Feb. 8 workshop agenda, and highlighted four questions that members should consider, to help shape the development of the MTP.

C. 2024 TD Riders Survey Results

Ms. Virginia Whittington presented an update to the Satisfaction Survey, stating that this evaluation will run from June 1st, 2023, through to December 31, 2023, to reflect the time period Transdev have provided the service. This will establish a base line for the disadvantaged service plan. Ms. Whittington confirmed that the surveys started to be sent out in January and as of the closing date, yesterday, 164 survey responses had been received. She advised members that they will receive a link by March 1 to evaluate the Community Transportation (CTC) and then in May we will have a comprehensive report of the responses received, both of the evaluation and of the Customer Service Satisfaction Survey. The report will be presented for approval in May and then transmitted to the CTD by June 30.

Commissioner Uribe shared her appreciation of the time taken of all involved and confirmed that the report will be on the meeting agenda in May.

D. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling firstly introduced members of Transdev, - Mr. Joey Hogan, Mr. Paul Bulharin, Regional Vice President. He also recognized Ben Gonzalez, Selita Stubbs, Mohammed Gad, Lindy Castillo- all of Lynx and introduced a new Lynx Chief Operating Officer - Mr. Paul Burrowes.

Mr. Hickling started his presentation with an overview, stating that ACCESS LYNX trips had an increase in demand in 2023 by 14% compared to 2022. He also shared that on-time performance was sustained at 90%+, and the call center continued to address high call volume with 'asking for an estimated time of arrival' accounting for 35%+ of all calls. Mr. Hickling noted that apps were beginning to be rolled out, so agencies can see the journeys their clients are taking to access their facility. In addition, Mr. Hickling stated that they were on schedule now to replace new vehicles.

Mr. Hickling noted that they provided 600,029 trips during 2023, compared to 526,429 trips in 2022, a 14% increase. On-time performance for November 2023 was 91% and December 2023, 90%, and Mr. Hickling acknowledged that meant 10% of journeys were late and stated they were looking into improving that figure and also seeking to understand the nature and impact of those late trips.

Mr. Hickling shared the Call Center statistics, with 42,369 calls answered in December, which represented 78.73% of total calls. He states that reducing the number of 'where is my ride?' calls will help to reduce the wait time for a call to be answered. He continued to share a list of Human Services Agencies that Lynx works with and complimented them on their service.

With regards to technology, Mr. Hickling highlighted the website where, once a rider has a profile, they can schedule and track their own trips. This is available 24hrs a day, 7 days a week and he hopes will reduce call center volume. Mr. Hickling also spoke of the 'My Agency portal' where an agency, such as a dialysis center, can track the trips that are coming to their location. He stated this has been rolled out to two centers so far, feedback has been positive, and the intent is to now roll out first to all dialysis centers. Committee Member, Mr. Bob Melia shared he has been using the app and finds it to be pretty accurate on indicating arrival times, so he no longer has to wait from the start of the 'arrival window' which could extend up to an hour before the ride arrived.

Mr. Hickling confirmed that Lynx currently has 50 new vehicles on order, with the intention of another 50 being purchased in the next financial year, to keep the fleet more comfortable and reliable. He anticipates the first new vehicles to be delivered in May, and he also shared that they are working on plans for a new bus wash facility.

Chair Uribe requested that at the next meeting, Mr. Hickling does a live presentation of the portal/website, and she also shared her preference of keeping the 'human touch' with people answering a phone rather than directing everyone to an app. A discussion ensued with committee members highlighting the high use and advantages of assisted technology. Another member asked if trip data by zip code was available, to identify areas of vulnerable populations which would be useful especially in emergency situations such as hurricanes. He was directed to email Mr. Hickling. A committee member acknowledged that under statute, this board focuses only on TD riders, however there was a strong desire that Lynx have a Consumer Users Group to cover both fixed route and paratransit.

A further suggestion from the committee, was for Lynx to provide a newsletter so users were aware of, and ACCESS LYNX could provide - updates on new vehicles, new technology etc. and would also help refresh riders of information and features about the service.

X. GENERAL INFORMATION

Chairwoman Uribe listed the General Information items found in the agenda packet.

XI. UPCOMING MEETINGS OF INTEREST

- A.** MetroPlan Orlando Board Meeting – March 13; 9:00 a.m. at MetroPlan Orlando
- B.** Quality Assurance Task Force – April 23; 10:00 a.m. at MetroPlan Orlando
- C.** Transportation Disadvantaged Local Coordinating Board – May 16; 10:00 a.m. at MetroPlan Orlando

XII. MEMBER COMMENTS

None

XIII. PUBLIC COMMENTS (GENERAL)

Mr. Jaime Mariona (online attendee) was recognized for a comment, however when called to deliver his comment (via a sign language interpreter), no comments were made.

Ms. Marsha Bukala, (online attendee), commented that the wait time on calls had gotten a lot better when making a reservation, and also a big thumbs up to the UZERV drivers when taking her to the cancer center and Advent Health.

Ms. Virginia Whittington read a comment received in writing prior to the meeting, as below:

Ms. Gloria Mariona, via email: 'Hello, I am a senior citizen and would like to report that all old vehicles with outdated navigation systems need to be upgraded with new navigation systems equipped with Apple or Google Map apps. These systems should update regularly before all drivers begin their routes for timely pick-up and drop-off. The outdated navigation systems often take longer routes or lead in the wrong direction, whereas human knowledge can help find the correct route for quicker and easier arrival.'

Ms. Whittington also stated that an email had been received from Ms. Cheryl McInnes, regarding late pick-up times. The email was forwarded to Mr. Norm Hickling and the ACCESS LYNX team, who have been working through the issues reported with Ms. McInnes.

As Mr. Jaime Mariona was unable to provide his comment when asked, Ms. Whittington read into the record, a summary of the email received from him prior to the meeting, which asked for consideration for the ride reservation window be changed from 24 hours to 72 hours to help alleviate the overwhelming number of phone calls. He also commented that web access had limited options, and suggested that PAW **PASS** have options to book rides, especially for those who do not have access to a computer, and also called attention to the outdated GPS system on the vehicles.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11.32 a.m.

Respectfully transcribed and submitted by Ms. Rachel Frederick.

Approved this 16th day of May 2024.

Commissioner Mayra Uribe, Chairperson

Rachel Frederick
Board Services Coordinator

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

TAB 2

2024 TDSP MINOR UPDATE CHANGES

Development Plan

- Updated the formatting on the TD Program concept chart (Figure 1).
- Updated organizational charts (Figures 2 and 3), as of April 2024.
- Consistency review of other plans - added the LYNX TDP Minor Update from August 2023.
- Updated LYNX network service area map, as of December 2023 (Figure 4).
- Updated demographic data tables (Tables 1 through 6), using 2022 ACS 5-year data.
 - Added a population change table by county (Table 2), comparing population from the 2023 TDSP Major Update.
 - Added a demographic population summary by county (Table 5), including a demographic population change table by county (Table 6), comparing populations from the 2023 TDSP Major Update.
- Updated service area housing unit characteristics table (Table 7).
- Added burden of housing costs tables by county (Tables 8 through 10), using 2022 estimates from the Shimberg Center for Housing Studies.
- Updated BEBR population projection table 2023 - 2050 (Table 11).
- Updated labor force and unemployment table (Table 12), as of December 2023.
- Added a table showing ACCESS LYNX TD trips by purpose from FY2023 (Table 13).
- Added a table showing the top 20 dialysis locations from FY2023 (Table 14).
- Updated the service analysis section, using the analysis conducted from the 2023 TDSP Major Update (Tables 15 through 21).
- Updated Needs Assessment, Barriers to Coordination, and Goals and Objectives (Table 22) section to reflect the 2023 TDSP Major update.
 - Added a status column and status of the measures for each goal (Table 22).
- Updated the Implementation schedule (Table 23) to reflect the 2023 TDSP Major Update.

Service Plan

- Updated ACCESS LYNX Operational Policies to reflect 7-day maximum advance reservations (Table 24).
- Updated Coordinated System Service Providers from calendar year 2024 (Table 25).
- Updated Paratransit and NeighborLink vehicle inventories (Tables 26 & 27).
- Updated ACCESS LYNX Service Standards (Table 28) to reflect 7-day maximum advance reservations standard.

- Updated FY 2024 TD trip rates (Table 29).

Quality Assurance

- No updates to this section.

Attachments

- Made minor formatting updates to the Glossary of Terms (Attachment 1).
- Updated the TDLCB Grievance Procedures from those approved on February 15, 2024 (Attachment 6).
- Updated the LYNX System Safety Program to reflect the latest update from December 2023 (Attachment 8).
- Updated the Rate Justification worksheets (Attachment 9).
- Added the new ACCESS LYNX “How to Ride” Guide (Attachment 10).

TAB 3

From: Mills, Kyle
To: Selita Stubbs; Norman Hickling; pwhitton@golynx.com
Cc: Virginia Whittington
Subject: OOS 2024-25 Approved Rate Model
Date: Thursday, April 11, 2024 9:16:06 AM
Attachments: [image001.png](#)
[image002.png](#)
[2024-25 OOS County Rate Model Approved.xls](#)

Selita,

I have reviewed the attached 2024-25 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. All questions have been addressed and it is approved for further review at the local level as appropriate.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update, if not already done.

When the time comes, I will produce your Trip and Equipment grant agreement with the passenger trip rates from this spreadsheet presuming no further changes by you or the LCB.

| | Ambul | Wheel Chair | Stretcher | Group |
|---------------------------------------------------------------------------------------------|---------|-------------|---------------|-----------|
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 686,215 | 491,419 | 194,796 | |
| | | | | |
| Rate per Passenger Trip = | \$41.40 | \$70.96 | \$0.00 | \$0.00 |
| | | | per passenger | per group |

Let me know if you have any questions.

Thank You,


Kyle Mills
Area 4 Project Manager
 Phone (850) 410-5713
 Email: Kyle.Mills@dot.state.fl.us
 Website: www.fdot.gov/ctd

Florida Commission for the Transportation Disadvantaged

605 Suwannee Street, MS 49

Tallahassee, Florida 32399-0450

Phone (850) 410-5700 Fax (850) 410-5752

TD Helpline 1-800-983-2435

Preliminary Information Worksheet

Version 1.4

| | |
|-------------------------------|-------------------------------|
| CTC Name: | CFRTA LYNX |
| County (Service Area): | Orange, Seminole, and Osceola |
| Contact Person: | Norm Hickling |
| Phone # | 407-254-6169 |

Check Applicable Characteristic:

| ORGANIZATIONAL TYPE: | NETWORK TYPE: |
|-----------------------------------------------|-------------------------------------------------|
| <input checked="" type="radio"/> Governmental | <input checked="" type="radio"/> Fully Brokered |
| <input type="radio"/> Private Non-Profit | <input type="radio"/> Partially Brokered |
| <input type="radio"/> Private For Profit | <input type="radio"/> Sole Source |

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA | LYNX
County: Orange, Seminole, and Osceola

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

| | Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023 | Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024 | Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

| | | | | | | |
|---------------------------------|--------------|--------------|--------------|-------|------|--|
| Farebox | \$ 2,487,365 | \$ 2,268,479 | \$ 2,487,370 | -8.8% | 9.6% | |
| Medicaid Co-Pay Received | | | | | | |
| Donations/ Contributions | | | | | | |
| In-Kind, Contributed Services | | | | | | |
| Other | | | | | | |
| Bus Pass Program Revenue | | | | | | |

Local Government

| | | | | | | |
|--------------------------------------|--------------|--------------|--------------|--------|-------|----------------------------------------------------------------|
| District School Board | | | | | | Other Cash: Advertising Revenue earned from Buses and Shelters |
| Compl. ADA Services | | | | | | |
| County Cash | \$ 9,632,312 | \$ 7,966,844 | \$ 8,631,337 | -17.3% | 8.3% | |
| County In-Kind, Contributed Services | | | | | | |
| City Cash | | | | | | |
| City In-kind, Contributed Services | | | | | | |
| Other Cash | \$ 109,643 | \$ 50,000 | \$ 90,000 | -54.4% | 80.0% | |
| Bus Pass Program Revenue | | | | | | |

CTD

| | | | | | | |
|-----------------------------------|--------------|--------------|--------------|------|--------|--|
| Non-Spons. Trip Program | \$ 3,785,259 | \$ 3,912,213 | \$ 3,405,144 | 3.4% | -13.0% | |
| Non-Spons. Capital Equipment | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other TD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

USDOT & FDOT

| | | | | | | |
|------------------------------------|--------------|--------------|--------------|-------|-------|--|
| 49 USC 5307 | \$ 545,598 | \$ 600,000 | \$ 600,000 | 10.0% | 0.0% | |
| 49 USC 5310 | | | | | | |
| 49 USC 5311 (Operating) | | | | | | |
| 49 USC 5311(Capital) | | | | | | |
| Block Grant | | | | | | |
| Service Development | \$ 2,771,688 | \$ 2,500,000 | \$ 2,797,990 | -9.8% | 11.9% | |
| Commuter Assistance | | | | | | |
| Other DOT (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

AHCA

| | | | | | | |
|-------------------------------------|-----------|------|-----------|---------|--|---------------------------------------------------|
| Medicaid | | | | | | \$59,300 State Planning & Demo Grant - ADA & TNCs |
| Other AHCA (specify in explanation) | \$ 59,337 | \$ - | \$ 70,000 | -100.0% | | |
| Bus Pass Program Revenue | | | | | | |

DCF

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Alcoh, Drug & Mental Health | | | | | | |
| Family Safety & Preservation | | | | | | |
| Comm. Care Dis./Aging & Adult Serv. | | | | | | |
| Other DCF (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOH

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Children Medical Services | | | | | | |
| County Public Health | | | | | | |
| Other DOH (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOE (state)

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Carl Perkins | | | | | | |
| Div of Blind Services | | | | | | |
| Vocational Rehabilitation | | | | | | |
| Day Care Programs | | | | | | |
| Other DOE (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

AWI

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| WAGES/Workforce Board | | | | | | |
| Other AWI (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOEA

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Older Americans Act | | | | | | |
| Community Care for Elderly | | | | | | |
| Other DOEA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DCA

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Community Services | | | | | | |
| Other DCA (specify in explanation) | | | | | | |
| Bus Pass Admin. Revenue | | | | | | |

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA | LYNX
County: Orange, Seminole, and Osceola

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|---|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023 | Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024 | Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |

| APD | | | | | | |
|----------------------------------------|---------------------|---------------------|---------------------|-------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Office of Disability Determination | | | | | | |
| Developmental Services | | | | | | |
| Other APD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| DJJ | | | | | | |
| (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Other Fed or State | | | | | | |
| Total ADA Compl. Services | \$ 12,765,148 | \$ 15,365,293 | \$ 20,034,395 | 20.4% | 30.4% | The Local ADA funding derives from LYNX's computed funding allocation model for Orange, Seminole, and Osceola counties for ADA services. |
| xxx | | | | | | |
| xxx | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Other Revenues | | | | | | |
| Interest Earnings | | | | | | |
| xxxx | | | | | | |
| xxxx | | | | | | |
| Bus Pass Program Revenue | | | | | | |
| Balancing Revenue to Prevent Deficit | | | | | | |
| Actual or Planned Use of Cash Reserve | | | | | | |
| Balancing Revenue is Short By = | | None | None | | | |
| Total Revenues = | \$32,156,350 | \$32,662,829 | \$38,116,236 | 1.6% | 16.7% | |

| EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!) | | | | | | | |
|------------------------------------------------------------------------------|----------------------|---------------------|---------------------|---------------|--------------|--|--|
| Operating Expenditures | | | | | | | |
| Labor | \$ 1,350,527 | \$ 1,761,036 | \$ 1,854,090 | 30.4% | 5.3% | | |
| Fringe Benefits | \$ 720,918 | \$ 712,522 | \$ 789,365 | -1.2% | 10.8% | | |
| Services | \$ 1,017,152 | \$ 824,504 | \$ 700,599 | -18.9% | -15.0% | | |
| Materials and Supplies | \$ 2,663,713 | \$ 2,688,800 | \$ 2,957,413 | 0.9% | 10.0% | | |
| Utilities | \$ 37,213 | \$ 170,148 | \$ 156,120 | 357.2% | -8.2% | | |
| Casualty and Liability | | | | | | | |
| Taxes | | | | | | | |
| Purchased Transportation: | | | | | | | |
| Purchased Bus Pass Expenses | | | | | | | |
| School Bus Utilization Expenses | | | | | | | |
| Contracted Transportation Services | \$ 31,392,292 | \$ 30,686,488 | \$ 34,166,500 | -2.2% | 11.3% | | |
| Other | \$ 233,702 | \$ 173,898 | \$ 176,298 | -25.6% | 1.4% | | |
| Miscellaneous | | | | | | | |
| Operating Debt Service - Principal & Interest | | | | | | | |
| Leases and Rentals | | | | | | | |
| Contrib. to Capital Equip. Replacement Fund | \$ 29,809 | \$ - | \$ 297,990 | -100.0% | | | |
| In-Kind, Contributed Services | \$ - | \$ - | \$ - | | | | |
| Allocated Indirect | | | | | | | |
| Capital Expenditures | | | | | | | |
| Equip. Purchases with Grant Funds | | | | | | | |
| Equip. Purchases with Local Revenue | | | | | | | |
| Equip. Purchases with Rate Generated Rev. | | | | | | | |
| Capital Debt Service - Principal & Interest | | | | | | | |
| | | \$ (4,354,567) | \$ (2,982,139) | | -31.5% | | |
| ACTUAL YEAR LOSS | (\$5,288,976) | | | | | | |
| Total Expenditures = | \$37,445,326 | \$32,662,829 | \$38,116,236 | -12.8% | 16.7% | | |
| See NOTES Below. | | | | | | | |

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA | LYNX

County: Orange, Seminole, and Osceola

- Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
- Complete applicable GOLD cells in column and 5

| | | | | |
|----------|------------------------------------------------|----------|----------|----------|
| | Upcoming Year's BUDGETED Revenues | | | |
| | from | | | |
| | July 1st of | | | |
| | 2024 | | | |
| | to | | | |
| | June 30th of | | | |
| | 2025 | | | |
| 1 | 2 | 3 | 4 | 5 |

REVENUES (CTC/Operators ONLY)

Local Non-Govt

| | | |
|---------------------------------|----|-----------|
| Farebox | \$ | 2,487,370 |
| Medicaid Co-Pay Received | \$ | - |
| Donations/ Contributions | \$ | - |
| In-Kind, Contributed Services | \$ | - |
| Other | \$ | - |
| Bus Pass Program Revenue | \$ | - |

Local Government

| | | |
|--------------------------------------|----|-----------|
| District School Board | \$ | - |
| Compl. ADA Services | \$ | - |
| County Cash | \$ | 8,631,337 |
| County In-Kind, Contributed Services | \$ | - |
| City Cash | \$ | - |
| City In-kind, Contributed Services | \$ | - |
| Other Cash | \$ | 90,000 |
| Other In-Kind, Contributed Services | \$ | - |
| Bus Pass Program Revenue | \$ | - |

CTD

| | | |
|---------------------------------|----|-----------|
| Non-Spons. Trip Program | \$ | 3,405,144 |
| Non-Spons. Capital Equipment | \$ | - |
| Rural Capital Equipment | \$ | - |
| Other TD | \$ | - |
| Bus Pass Program Revenue | \$ | - |

USDOT & FDOT

| | | |
|---------------------------------|----|-----------|
| 49 USC 5307 | \$ | 600,000 |
| 49 USC 5310 | \$ | - |
| 49 USC 5311 (Operating) | \$ | - |
| 49 USC 5311(Capital) | \$ | - |
| Block Grant | \$ | - |
| Service Development | \$ | 2,797,990 |
| Commuter Assistance | \$ | - |
| Other DOT | \$ | - |
| Bus Pass Program Revenue | \$ | - |

AHCA

| | | |
|---------------------------------|----|--------|
| Medicaid | \$ | - |
| Other AHCA | \$ | 70,000 |
| Bus Pass Program Revenue | \$ | - |

DCF

| | | |
|-------------------------------------|----|---|
| Alcohol, Drug & Mental Health | \$ | - |
| Family Safety & Preservation | \$ | - |
| Comm. Care Dis./Aging & Adult Serv. | \$ | - |
| Other DCF | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DOH

| | | |
|---------------------------------|----|---|
| Children Medical Services | \$ | - |
| County Public Health | \$ | - |
| Other DOH | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DOE (state)

| | | |
|---------------------------------|----|---|
| Carl Perkins | \$ | - |
| Div of Blind Services | \$ | - |
| Vocational Rehabilitation | \$ | - |
| Day Care Programs | \$ | - |
| Other DOE | \$ | - |
| Bus Pass Program Revenue | \$ | - |

AWI

| | | |
|---------------------------------|----|---|
| WAGES/Workforce Board | \$ | - |
| AWI | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DOEA

| | | |
|---------------------------------|----|---|
| Older Americans Act | \$ | - |
| Community Care for Elderly | \$ | - |
| Other DOEA | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DCA

| | | |
|---------------------------------|----|---|
| Community Services | \$ | - |
| Other DCA | \$ | - |
| Bus Pass Program Revenue | \$ | - |

| | | |
|--------------|--------------|--|
| \$ 1,243,685 | \$ 1,243,685 | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | |
|------|--------------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ 8,631,337 | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ 90,000 | |
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | | |
|--------------|------|------|------------------|
| \$ 3,405,144 | \$ - | \$ - | local match req. |
| \$ - | \$ - | \$ - | \$ 378,349 |
| \$ - | \$ - | \$ - | \$ - |
| \$ - | \$ - | \$ - | \$ - |
| \$ - | \$ - | \$ - | \$ - |

| | | |
|------|--------------|--|
| \$ - | \$ 600,000 | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ 2,797,990 | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | |
|------|-----------|--|
| \$ - | \$ - | |
| \$ - | \$ 70,000 | |
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| | | |
|------|------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA | LYNX

County: Orange, Seminole, and Osceola

- 1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Table with 2 columns: 1 (Line Item), 2 (Upcoming Year's BUDGETED Revenues from July 1st of 2024 to June 30th of 2025)

Table with 3 columns: 3 (What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?), 4 (Budgeted Rate Subsidy Revenue EXcluded from the Rate Base), 5 (What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?)

Main revenue breakdown table including APD, DJJ, Other Fed or State, and Other Revenues, with a total revenue of \$38,116,236.

Main revenue breakdown table corresponding to column 3 of the worksheet, with a total of \$4,648,829.

EXPENDITURES (CTC/Operators ONLY) table listing various expense categories like Labor, Fringe Benefits, Services, Materials and Supplies, etc., with a total expenditure of \$38,116,236.

\$ 33,467,407

Amount of Budgeted Operating Rate Subsidy Revenue

1 Rate Base Adjustment Cell
If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet.

1 The Difference between Expenses and Revenues for Fiscal Year: 2022 - 2023

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: CFRTA | LYNX Version 1.4
County: Orange, Seminole, and Osceola

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

| PROGRAM-WIDE RATES | |
|-------------------------------------|--------------|
| Total Projected Passenger Miles = | 9,225,166 |
| Rate Per Passenger Mile = \$ | 3.70 |
| Total Projected Passenger Trips = | 686,215 |
| Rate Per Passenger Trip = \$ | 49.79 |

| |
|------------------------------------------------|
| Fiscal Year |
| 2024 - 2025 |
| Avg. Passenger Trip Length = 13.4 Miles |

| Rates If No Revenue Funds Were Identified As Subsidy Funds | |
|------------------------------------------------------------|--------------|
| Rate Per Passenger Mile = \$ | 7.33 |
| Rate Per Passenger Trip = \$ | 98.56 |

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **CFRTA | LYNX** Version 1.4
 County: **Orange, Seminole, and Osceola**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | STOP! Do NOT Complete Sections II - V for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Answer # 2 for Ambulatory Service | Answer # 2 for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|
| <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| | | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------|-------------|-----------|-------|
| Leave Blank | Leave Blank | | |
| | | | |
| | | | |

Effective Rate for **Contracted Services**:

| | Ambulatory | Wheelchair | Stretcher | Group |
|-----------------------------|------------------------------------------|------------------------------------------|--------------------------------------------------|----------------------------------------------|
| per Passenger Mile = | | | | |
| per Passenger Trip = | | | | |
| | Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|----------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------|----------------------------------------------|
| | | | |
| | | | |
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

CTC: **CFRTA | LYNX** Version 1.4
 County: **Orange, Seminole, and Osceola**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

Yes
 No

Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....

Pass. Trip **Leave Blank**
 Pass. Mile

3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank

4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
 number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate** 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

| | | RATES FOR FY: 2024 - 2025 | | | | |
|----------------------------------------------------------------------------------------------------|-------------|---------------------------|-------------|------------------------|------------------------|-----------|
| | | Ambul | Wheel Chair | Stretcher | Group | |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 9,225,166 = | 6,606,416 | + 2,618,750 | + <input type="text"/> | + <input type="text"/> | 0 |
| Rate per Passenger Mile = | | \$3.08 | \$5.28 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 686,215 = | 491,419 | + 194,796 | + <input type="text"/> | + <input type="text"/> | |
| Rate per Passenger Trip = | | \$41.40 | \$70.96 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

| | | Combination Trip and Mile Rate | | | | |
|-----------------------------------------------------------------------------------------|--|--------------------------------|----------------------|----------------------|----------------------|-----------|
| | | Ambul | Wheel Chair | Stretcher | Group | |
| ...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) = | | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | \$0.00 |
| Rate per Passenger Mile for Balance = | | \$3.08 | \$5.28 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |

| | | Rates If No Revenue Funds Were Identified As Subsidy Funds | | | | |
|----------------------------------|--|------------------------------------------------------------|-------------|-----------|---------------|-----------|
| | | Ambul | Wheel Chair | Stretcher | Group | |
| Rate per Passenger Mile = | | \$6.10 | \$10.45 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |
| Rate per Passenger Trip = | | \$81.95 | \$140.48 | \$0.00 | \$0.00 | \$0.00 |
| | | | | | per passenger | per group |

Program These Rates Into Your Medicaid Encounter Data

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: **CFRTA | LYNX** Version 1.4
County: **Orange, Seminole, and Osceola**

TAB 4



2050 Metropolitan Transportation Plan

Draft Goals and Objectives

April 2024

Overview

The 2050 MTP is guided by five long-term goals, which describe the desired transportation system in the year 2050. The five goals are supported by fifteen objectives, which are specific, measurable statements that support one or more goals. Together, these goals and objectives describe an interconnected, multimodal transportation system that enhances the quality of life in Central Florida and allows all residents and businesses to flourish.

The goals and objectives build on the 2045 MTP. They were developed based on a review of goals and objectives established by neighboring MPOs or peer MPOs in Florida and other states as well as stakeholder and public input. The goals and objectives are consistent with the national transportation performance goals and required metropolitan planning factors established in federal law and rule, as well as with the Florida Transportation Plan, the statewide long-range transportation plan. The goals and objectives are also consistent at a high level with other regional and local plans, including local government comprehensive plans. The goals are not listed in priority order. Specific indicators will be defined to measure progress toward the goals and objectives.

Goal: Safety

PROVIDE A SAFE AND SECURE TRANSPORTATION SYSTEM FOR ALL USERS

A safe and secure transportation system is the most fundamental commitment we can make to Central Florida's residents, businesses, and visitors. MetroPlan Orlando and its partners for many years have committed to a vision of zero fatalities and serious injuries. This goal expands our view of safety to include better preparing for and responding to emergency events, as well as reducing the potential for harm from environmental, security, and other risks to transportation users and the regional system.

OBJECTIVES

- Eliminate deaths and serious injuries on the transportation system, with an emphasis on the most vulnerable users
- Provide infrastructure and services to help mitigate, prepare for, respond to, and recover from emergencies
- Increase the resilience of transportation infrastructure to environmental, security, and other risks

Goal: Reliability

PROVIDE A RELIABLE TRANSPORTATION SYSTEM ACROSS ALL MODES FOR PEOPLE AND FREIGHT

The region's transportation system should provide reliable service to all users. This means that roads, bridges, rail corridors, passenger and freight terminals, and transit vehicles are in good condition. It also means that customers can expect reliable travel times between destinations and efficient connections between modes. Finally, it means that the system adapts to accommodate changing customer expectations and technologies.

OBJECTIVES

- Enhance the multimodal transportation system to maintain a state of good repair
- Improve travel time reliability for all modes
- Accommodate changing customer needs and preferences, including changing technologies

Goal: Connectivity

ENHANCE LIVES THROUGH IMPROVED ACCESS TO OPPORTUNITIES

The Central Florida region depends on a robust transportation system that connects people to jobs, health care, education, and other essential services. Individual modes and facilities should be well connected to link the region's diverse communities and support end-to-end trips for residents and visitors. More robust public transportation systems and active transportation networks will provide residents and businesses with meaningful travel choices and reduce reliance on driving as the primary mode for travel. MetroPlan Orlando and its partners will continue to make Central Florida's transportation system more accessible, inclusive, and responsive to the needs of the diverse communities it serves.

OBJECTIVES

- Increase the frequency, service, and accessibility of public transportation and shared-mobility services
- Improve the connectivity and accessibility to multimodal transportation infrastructure
- Enhance the connectivity of the region by reducing trip distance per capita

Goal: Community

ENHANCE THE HEALTH AND VITALITY OF OUR REGION'S COMMUNITIES AND ENVIRONMENT

A mix of communities and unique natural environments make Central Florida a special place to live, work, and visit. MetroPlan Orlando and its partners are committed to advancing transportation solutions that contribute to healthier and more thriving communities and protect and enhance our natural environment. This means working closely with local governments to support local visions and plans while contributing to more efficient use of land and protection of unique historical, cultural, and environmental resources.

OBJECTIVES

- Provide transportation solutions that contribute to improved public health, including reducing adverse health impacts associated with physical inactivity
- Reduce air quality pollutants and emissions per capita from transportation sources
- Provide transportation solutions that enhance the natural and built environments

Goal: Prosperity

STRENGTHEN OUR REGION'S ECONOMY

Transportation is a critical foundation for Central Florida's continued economic development and prosperity. MetroPlan Orlando and its partners will continue to work to enhance access to jobs for all residents, support growth in trade and visitor activity, and strengthen the region's competitiveness as a place to live, work, and do business.

OBJECTIVES

- Promote transportation investments and strategies that enhance economic prosperity
- Improve access to jobs, with emphasis on essential services workers
- Increase Central Florida's affordability as a place to live, work, and visit



2050 MTP Status Report | May 2024



WHAT IS THE 2050 MTP?

The Metropolitan Transportation Plan (MTP) establishes the vision of Central Florida’s entire transportation system for Orange, Osceola, and Seminole Counties. This plan for the year 2050 identifies current and future transportation needs. Projects must be included in the plan to receive federal and state funding. The plan is updated every five years to reflect the changing dynamics of the region.

ONGOING WORK AND PROGRESS TO DATE

BACKGROUND & EXISTING CONDITIONS

- Draft Public Participation Plan published online
- Continued travel patterns and origin-destination analyses
- Existing Conditions and Area Profile Analyses completed.
- Data Source Guide under development.

GOALS & OBJECTIVES

- Refinement of goals and objectives underway
- Continued evaluation of future trends (drivers of change) for 2050

TECHNICAL ANALYSIS

- Coordination with FDOT on the Central Florida Regional Planning Model underway
 - Technical review of socioeconomic data is underway
- Congestion Management Process (CMP) update underway, including: compiling/computing interim year figures for CMP performance measures and evaluating performance measures to add/delete
- Kicking-off evaluations for planning emphasis areas, including: financial resources, health, housing, and environmental elements

NEEDS ASSESSMENTS

- Active transportation needs assessment complete: www.MetroPlanOrlando.gov/ATP
- Transportation Systems Management and Operations (TSMO) needs assessment complete: <https://metroplanorlando.gov/plans/transportation-systems-management-operations-master-plan/>
- Transit needs assessment underway, analysis of existing conditions, peer agencies, and the rail system is complete as well as first round of stakeholder engagement
- Roadway needs assessment underway
- Safety needs assessment (Vision Zero Action Plan) is underway: www.VisionZeroCFL.gov
- Freight needs assessment is underway, including data collection and a review of key plans/resources





2050 MTP SCHEDULE

| Task | 2024 | | | | 2025 | | | |
|--------------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Jan – Mar | Apr – Jun | Jul – Sep | Oct – Dec | Jan – Mar | Apr – Jun | Jul – Sep | Oct – Dec |
| Background & Existing Conditions | | | | | | | | |
| Goals & Objectives | | | | | | | | |
| Technical Analysis, Needs Assessment, Investment Scenario Planning | | | | | | | | |
| Cost Feasible Plan Development | | | | | | | | |
| Plan Adoption & Implementation | | | | | | | | |

UPCOMING 2050 MTP MEETINGS AND OUTREACH EVENTS

| Date/Time | Meeting/Event | Location |
|----------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------|
| April 11, 2024 at 2:00pm | 2050 MTP Technical Workshop | 2050 MTP Technical Workshop #2 (youtube.com) |
| June 13, 2024 at 2:00pm | 2050 MTP Technical Workshop | Virtual / Zoom https://metroplanorlando.gov/calendar/ |
| August 8, 2024 at 2:00pm | 2050 MTP Technical Workshop | Virtual / Zoom https://metroplanorlando.gov/calendar/ |
| October 10, 2024 at 2:00pm | 2050 MTP Technical Workshop | Virtual / Zoom https://metroplanorlando.gov/calendar/ |

For more information on the 2050 MTP, contact:

Taylor Laurent

2050 MTP Project Manager

MTP@MetroPlanOrlando.gov

(407) 481-5672

Para obtener más información, contacte:

Mary Ann Horne

2050 MTP Communications Strategist

MTP@MetroPlanOrlando.gov

(407) 481-5672

MetroPlanOrlando.gov/Draft2050Plan



TAB 5



LYNX Mobility Services Quarterly CTC Report



Table of Contents

- Overview
- ACCESS LYNX Trip Demand
- ACCESS LYNX Performance
- Customer Service Activity
- Technology
- Opportunities
- Summary
- Questions and Close



Overview



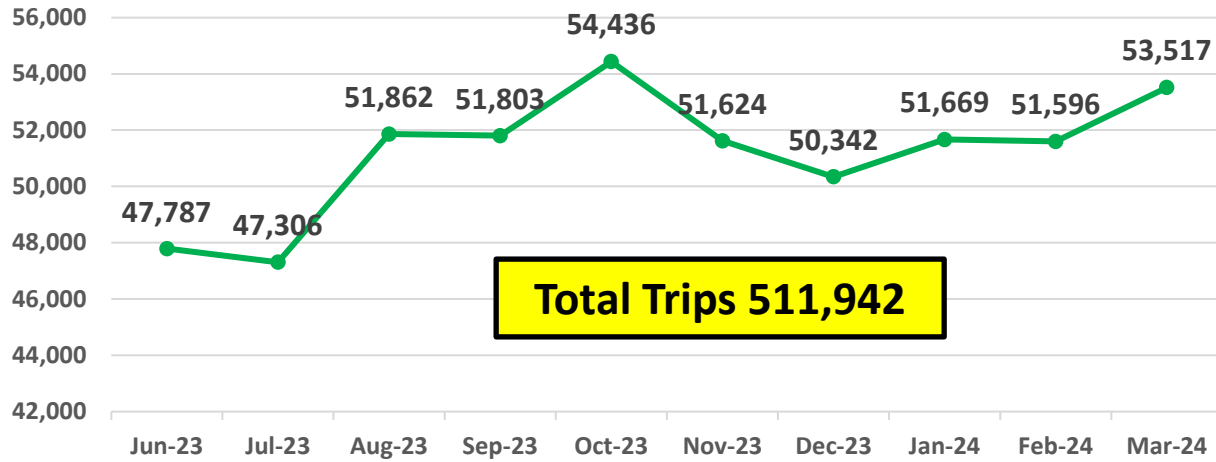
- **ACCESS LYNX Increasing Trip Demand**
 - 8% increase in 2024 vs. same period in 2023
- **On-Time Performance (OTP) Improving**
 - Sustained above 90+%
- **Call Center continues to address high call volume**
 - ETA account for approximately 40%+ of all calls
- **Technology Implementation**
 - Customer focused support
- **Paratransit Fleet Status**
 - Maintenance
 - FY24 New/Replacement Procurement process

ACCESS LYNX Trip Demand

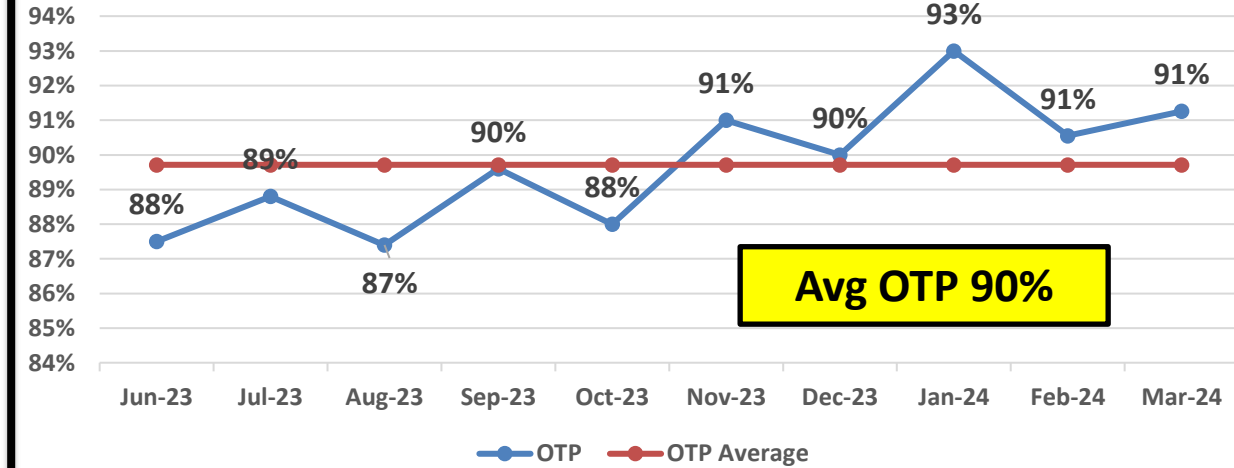
| | CY - 2023 | CY - 2024 |
|------------|------------------|------------------|
| January | 46,995 | 51,669 |
| February | 46,016 | 51,596 |
| March | 52,725 | 53,517 |
| YTD | 145,736 | 156,782 |

Performance

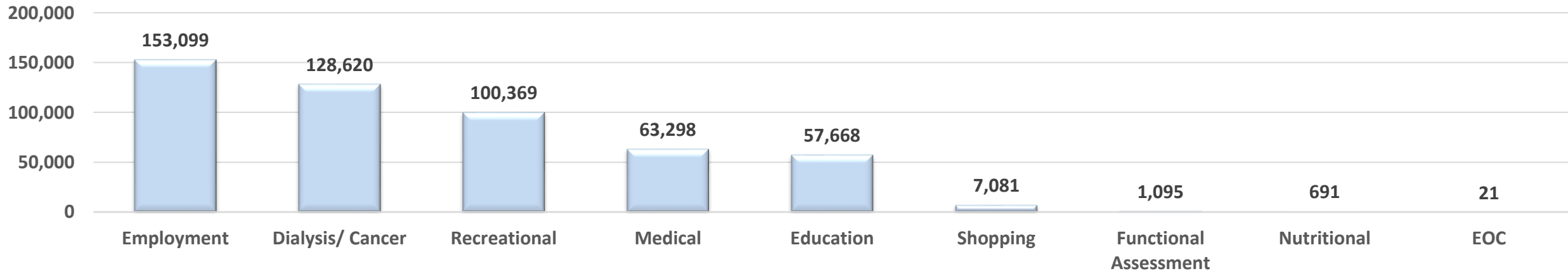
Performed Trips



On-Time Performance



Trip Count by Purpose



Customer Service Activity

| | Jan-24 | Feb-24 | Mar-24 |
|-----------------------------------------|---------------|---------------|---------------|
| Average Speed of Answer | 4:35 | 4:50 | 5:40 |
| Average Calls Answered Per Agent | 54 | 54 | 57 |

| | Jan-24 | Feb-24 | Mar-24 |
|----------------------------------|---------------|---------------|---------------|
| Total Calls | 51,447 | 49,803 | 53,092 |
| Calls Answered | 43,182 | 41,175 | 43,682 |
| Calls Answered Percentage | 83.93% | 82.68% | 82.41% |

- Mobility team initial “My Agency Portal” roll-out with Dialysis Centers
 - View scheduled trips for location
 - Real time trip monitoring for staff
 - Information on clients’ estimated arrival
- Minimize phone calls to Customer Services

NEW! My Agency Portal

Real Time Trip Status for ACCESS LYNX

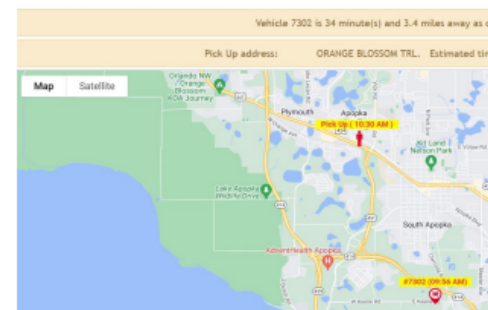
ACCESS LYNX has a new web-based portal for trip generating facilities to track their clients’ trips.

- View a list of scheduled trips for the day
- Monitor trips in real time
- See where clients’ vehicles are on a map
- View clients’ estimated arrival time based off the latest GPS reading

VISION[®] by Cost Center: EYNX ID: 661 Auto-Refresh Refresh at: 3/6/2024 9:55:59 AM

Agency: DIALYSIS APOPKA

| Date | Route | PU/DO | C. # | Name | Est. Time | Sched Time | Equipment / Passengers | Veh. # |
|----------|-------|-------|--------|----------------|-----------|------------|------------------------|---------|
| 03/06/24 | 451 | PU | 179367 | KELI NA | 10:30 | 10:00 | AM1,DNC1,LIF1 | 7302 |
| 03/06/24 | 451 | DO | 188590 | FRANCC JAIME | 10:44 | 11:00 | WC1 | 7302 |
| 03/06/24 | 451 | DO | 186275 | GAMM RED | 10:46 | 10:45 | AM1 | 7302 |
| 03/06/24 | 1133 | DO | 196855 | CAR CE | 10:46 | 11:00 | AM1 | 7172 |
| 03/06/24 | 1133 | PU | 169043 | WRIC QUE | 10:46 | 10:00 | AM1,DNC1 | 7172 |
| 03/06/24 | 1133 | PU | 191535 | FENC RICK | 10:49 | 10:15 | WC1 | 7172 |
| 03/06/24 | 488 | DO | 193244 | JEN AN | 11:42 | 12:00 | AM1,WC1 | 7227 |
| 03/06/24 | 1028 | DO | 196476 | APARICI V, ANA | 11:49 | 12:00 | AM1 | 84512TD |
| 03/06/24 | 451 | DO | 180260 | DI I | 12:48 | 13:30 | WC1 | 7302 |
| 03/06/24 | UZURV | PU | 174983 | CAIN HIA | 14:35 | 14:35 | AM1 | 7302 |
| 03/06/24 | 463 | PU | 186275 | GAMM RED | 16:02 | 15:45 | AM1 | 7207 |



Contact ACCESS LYNX to set up My Agency Portal for your location.

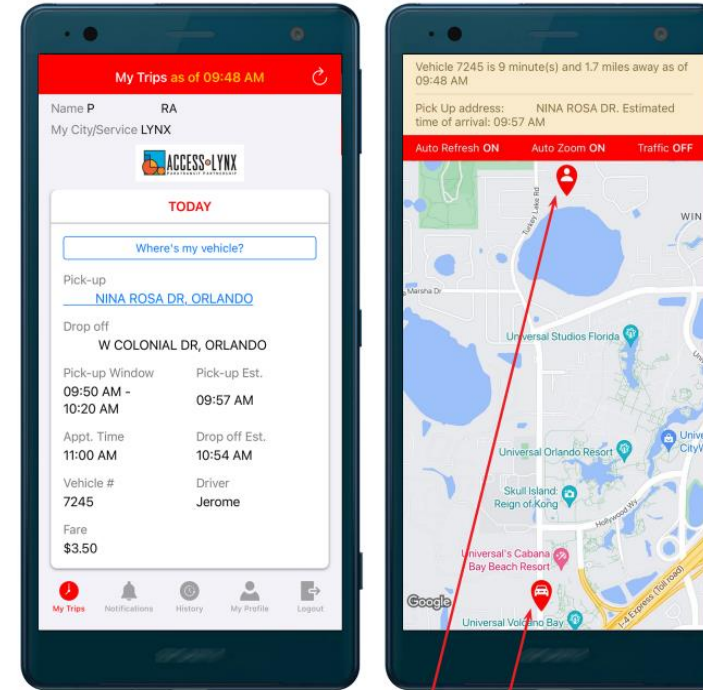
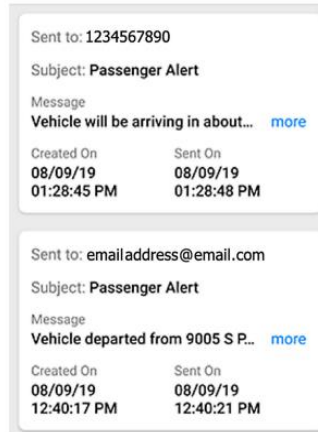
For help with My Agency Portal or if you have any questions, please call the ACCESS LYNX reservations line at (407) 423-8747.

Technology – “My Transit Manager”

My Transit Manager

ACCESS LYNX has a new mobile app, My Transit Manager, that provides great new tools for your convenience.

- Monitor trips in real time
- See where the bus is on a map
- Rate your ride
- Receive notifications when the bus is about to arrive or if it's waiting at your door, on the app or via email, text, or voice
- My Transit Manager can also be used to inform family members or caretakers of the same trip status and monitor the trip from pickup to destination



Your pickup location Vehicle location

Download My Transit Manager today via the App Store or Google Play Store!



For help with downloading or if you have any questions about the app, please call the ACCESS LYNX line at (407) 423-8747. Visit www.mytransitmanager.com for the My Transit Manager User Guide.

Opportunities



- **Paratransit Vehicles**
 - Analysis of Fleet type
- **Call Center Changes**
 - Reservation period for TD trips – TDSP
- **Technology Integration**
 - WebACCESS
 - Mobile App

Summary

- **Demand for trips continues upward trend**
 - Over 50,000+ trips performed/month
- **On-Time Performance (OTP) improved to 90%+/month**
- **FY24 vehicle procurement** – replacement of 57 vehicles
- **Aggressively maintaining existing fleet** – extending life
- **Focus on Call Center policies and operations**
- **Customer focused Technology**
- **Preparing for special events**



Questions and Close



TAB 6



SERVICE AREA/COUNTIES:
Orange, Osceola, and Seminole

INVOICE NUMBER: G2J09 Q3
INVOICE DATE: April 5, 2024
QUARTER SERVICE DATES: January 1 - March 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 January QATF and February 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 February 2024 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) | Next annual public workshop is scheduled for November, 2025. |
| F. Provide staff support for committees of the local coordinating board. (Task 3) | MetroPlan Orlando provides a staff liaison and board services coordinator to support the TDLCB and its committees. |
| G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5) | Revised bylaws were reviewed and approved by the TDLCB at its February 15, 2024 meeting. |
| 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) | The LCB grievance procedure was reviewed and approved by the TDLCB at its February 15, 2024 meeting. |
| 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) | Annual membership certification and updated membership roster are submitted as deliverables. |
| 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) | No activity this reporting period |
| L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8) | No activities 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 February 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. | N/A |
| E. Provide training for newly-appointed LCB members. (Task 3) | No activity this reporting period. |
| F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement. | No activity this reporting period. |
| G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS) | No activity this reporting period. |
| H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B) | No activity this reporting period. |
| I. Assist the CTD in joint reviews of the CTC. | No activity this reporting period. |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| <p>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.</p> | <p>No activity this reporting period.</p> |
| <p>K. Implement recommendations identified in the CTD's QAPE reviews.</p> | <p>No activity this reporting period.</p> |

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

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

Representative

Date:

Revised: 06/30/2021



May 16, 2024

Honorable Maya 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 January 1, 2024, to March 31, 2024.

Sincerely,



Norman Hickling
Director of Mobility Services

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