



Frequently Asked Questions

1. In regard to the LYNX Van pool program do we still have to provide the 10 or 20% match up front and then also pay for the lease?

No. Agency will pay only for the lease.

2. For the vehicle lease, will the agency pay half of the cost?

YES. As funds are reimbursed, submitted invoices will be for the previous month's activities. The agency will pay 100 percent of the lease and will seek reimbursement of 50 percent.

3. What would happen when the agreement with LYNX is finished?

Agency can continue with the lease directly with Enterprises Rideshare paying 100% of the lease.

4. What is the floor plan of the buses?

- *10 passenger Ford Transit van*
- *12 passenger wheelchair ADA accessible*
- *15 passenger Ford Transit van*

5. Is there any flexibility in the floor plan?

You can request to lease a vehicle with the specifications that better fits your agency with a maximum of 15 passengers.

6. If we want to request the same quantity of 5310 currently awarded vans plus expansion, should we submit our application as all expansion, or replacement plus expansion?

Replacement but footnote vanpool leased vehicles for maintenance of service. Discuss project description. Expansion for the additional units needed for true expansion. See the following clarification on expansion.

7. We have some group homes requiring additional vans beyond what we currently are awarded for. How should we reflect this in our application?

If your agency is expanding transportation services to serve more clients, increase geographic coverage, increase days and hours of service, then submit the request as expansion and provide details in the project descriptions.



If you are requesting vans to serve the same clients but need vehicles to replace those that are currently privately funded or retired FDOT funded vehicles, then submit your request as replacements for maintenance of service.

- Be sure to include in your vehicle inventory all vehicles utilized for the provision of transportation services, inclusive of 5310 funded under LYNX, 5310 funded under FDOT, and privately funded.*
- Indicate those vehicles that are to be replaced and requested to provide maintenance services.*

8. What should we include in the vehicle inventory if some of our vehicles are leased, and some are retired but requiring replacement?

List all vehicles utilized for the provision of client transportation only. Indicate those vehicles supported under the LYNX vanpool and the FDOT funded vehicles, plus any privately funded vehicles (whether leased or owned).

9. If we have a vehicle configuration that is not currently in the selection shown in the application, can we still apply?

YES. First contact Enterprise, Luis Benitez (lbenitez@golynx.com), to see if this is a vehicle that is included in the contract and if it meets the federal requirements. If this is open for consideration, please indicate on the application and the budget form. A copy of an email acknowledgement from Enterprise will be supported by the request.

Secondly, if the vehicle request is not supported by the vanpool program, please coordinate with Access LYNX to determine how best to address this need.

10. How should we address the funding gap between the expiry of the current award and the anticipated award, if we want to continue using the same vehicles?

Please contact Enterprise and request for an extension of the lease, which will not be reimbursed under 5310. If awarded, the agency will receive an official sub-recipient agreement and grant reimbursement begins as of the notice to proceed date and after execution of the agreement.

11. What does the lease include?

Maintenance at approved vendors, Insurance, and 24-hour roadside



Assistance.

12. Are gas and tolls included?

NO. Agency is responsible for providing gas and tolls for the vehicle.

13. What are the requirements for agency drivers?

- *Over the age of 25*
- *Less than three moving violations in the past five years*
- *Zero serious offenses (i.e., 25 miles over, DUI)*
- *Licensed in Florida for 5 years or be able to provide license from previous state if not.*
- *Must submit to pre-employment drug screening and be put in a pool for random quarterly screenings.*

14. How does maintenance work?

Preventative maintenance every 6,000 miles, but you are required to bring the vehicle to one of our approved vendors. Maintenance is covered by the program, so you should never pay for anything out of pocket.

15. How does the insurance work for the program?

For the insurance we provide, you are covered up to \$1,000,000 per occurrence, plus \$250,000 in personal liability.

16. Can the agency provide their own insurance?

YES. It must be equal or better than the insurance provided by Vanpool program. Enterprise/LYNX will make the determination.

17. Is there any reporting required on a monthly basis?

YES. Reporting is required to be sent in after each month has passed. A blank reporting form will be provided to use to keep track of gas, passenger trips, passenger miles, vehicle miles, etc. for the Vanpool program and an additional set of forms will be provided to attach it to each invoice submitted for reimbursement.

18. Is there a minimum lease term?

Although the Vanpool program is a month-to-month lease, with a 90-day minimum, a Subrecipient Agreement is signed for 1 or 2 years, and the agencies are expected to complete the terms.



19. May a Vanpool vehicle have multiple registered drivers?
Yes, as long as they meet the minimum requirements for drivers.
20. Are accessible back-up vehicles available?
YES.
21. Does the project span one or two years?
The applicant may request either one or two years of funding.
22. Is the estimated funding for the project the grant amount, the match, or both combined?
Both combined.
23. Are you going to provide the Federal Award Identifier number?
Not applicable. The applicant must have an organizational DUNS Number obtained at Sams.gov.
24. How do I know if I should apply for 5310 funding through LYNX or the Florida Department of Transportation (FDOT)?
If you provide services in the Orlando or Kissimmee urbanized areas (UZAs) apply for funds through LYNX. If you provide services outside of those areas, apply for funding through FDOT.
25. If our agency serves both the urbanized and non-urbanized areas, which agency do we apply for 5310 funding?
Submit applications to both agencies, based on your services being provided and allocated by service area(s). Develop a methodology that is consistent across both service areas.
26. We are rural providers and will be applying to FDOT 5310 program, can we also apply to LYNX for the vanpool lease?
The 5310-vanpool lease program is offered by LYNX for the Urbanized Areas of Kissimmee and Orlando. Should FDOT make an award under a vanpool lease program, the van lease will be treated as an ordinary lease and 5310 reimbursements will be between the sub-recipient and FDOT.



27. How do I know my congressional district?

Your congressional district is based on the location of your agency.

28. How should we plan for 5310 vehicle availability, when 5310 vehicle deliveries are always late compared to when we targeted funding availability from 5310?

There may be uncertainties when working with funding programs and procurements of vehicles because they have to meet compliance and fiscal approvals. In your schedules, include allowances for early or late deliveries.

29. We are currently leasing vanpool vehicles directly from a private entity. Are we eligible to submit future leases to be funded under the 5310 programs?

Yes, if the transportation service is for seniors and individuals with disabilities.

30. I have a pending application to be an approved Agency for Persons with Disabilities (APD) provider, can I apply for 5310 funding for my client transportation?

Please review the application manual if you meet the qualification requirements, with or without APD which is a different funding program.

31. What does unduplicated trips mean?

This is the actual number of individual people who took a trip during the reporting period, regardless of how many trips the person took.

32. If our math is wrong because we did not quite understand the budget page, will LYNX allow us to make corrections after submission?

NO, if the errors are material to the application rating. The selection committee will decide on the materiality of the errors.



33. Our agency is planning to expand our operations and a critical component is transportation. We are currently working on our financial plan for our board and donors. Can we include 5310 as a funding source, if it can be matched through fundraising and foundations?

That is a decision as an agency, independent of any future award by the 5310 program.

34. Who should sign the application?

Application should be signed by the person designated by the Board of Directors of the Agency.

35. Who should sign the Governing Board's Resolution?

The document should be signed by the President or Chair of the Governing Board, or an Authorized Representative as previously designated.

36. Where can I access the Webinar Presentation and slides? Will it be on YouTube?

You may access the presentation, 5310 Grant Application, Grant Application Manual and Excel Documents in the following link:

<https://www.golynx.com/corporate-info/doing-business/fta-5310-program.html>

37. What is a community transport coordinator? An example of a current one.

The role of the CTC is to ensure subrecipients are within the scope of requirements of the Florida Commission of Transportation, to ensure the program is serving seniors and individuals with disabilities to the best of our abilities. The CTC Coordination Contract opens your agency up to a variety of grant opportunities by being a part of a coordinated arena. LYNX is the current CTC Coordinator for Orange, Osceola, and Seminole Counties.

38. If we are only interested in the possible Vehicle Transfer, do we apply through the program?

Yes.



39. How many awards will there be?

This will depend on the number of applicants, application scoring, and the amount requested by the agencies. We usually receive around 5-6 applications for each competitive selection; however, it varies each year.

40. Is all Annual Operating Data Form 1 Section 4 based on the previous State Fiscal Year?

Yes, that is correct.

41. Is this grant only available for those already in the transportation industry?

No, the grant is available to any agency that provides or intends to provide transportation services to seniors and individuals with disabilities within our eligible service area.

42. Our agency is planning to start a new transportation service. Can we apply for the grant?

Yes, you can apply, however, you must comply with all the required documentation. If your agency is not ready to comply with all the requirements at this time, we suggest you apply next year.

43. Can my agency apply as a for-profit agency?

Yes, please see the Grant Manual for more information.

44. Our agency is not available to meet with the CTC by the deadline. Can we receive an extension?

This can be worked out between your agency and the designated CTC representative.

45. Who do we contact to request a CTC meeting?

To schedule a CTC meeting, please contact Selita Stubbs at sstubbs@golynx.com.



46. If we apply for the Vanpool Program, what happens if the contract ends? Is it taken back, or do we have to reapply to keep it?

We have a competition every year and to receive reimbursement of the 50% of the lease, you will have to apply again. If you decide that you do not want to apply for funding, you can always pay 100% of the cost and continue the lease of the vehicle through Enterprise.

47. Do we need a current UEI number?

Yes, you need a current URIS number.

48. Our most recent subrecipient agreement is during the period of award for this grant. Can we apply for this grant cycle?

You are still eligible to apply for funding even if you have a current Subrecipient Agreement that runs through the funding period.

49. How can I go about getting access to the Secured Portal?

Submit a request for the Secured Portal via email to Brenda Garces at BGarces@golynx.com.

50. This question is regarding attachments. Many of the checklist items were signed recently for the CRRSSA application. Can the CRRSSA signed Exhibits A-F be used for this application?

With respect to the attachments, it will be up to your agency. However, please consider how the Evaluation Committee may perceive attachments signed before the Grant Webinar date for this competitive selection.

51. Is labor included in the Vanpool portion of the grant?

No, Vanpool costs are only for the lease of the vehicle. You may apply for Operating funds if you need assistance with labor expenses.



52. Please provide more information on the Vehicle Transfer program.

Vehicle Transfers are LYNX retired vehicles with an average of 200,000 miles or more. These vehicles will have no cost to eligible Section 5310 subrecipients and must be used for the transportation of seniors and individuals with disabilities. The agency will be required to comply with reporting requirements for the term of the grant if awarded a Vehicle Transfer. This program is based on vehicle availability. Due to a supply chain shortage delaying the procurement of new vehicles, we do not have vehicles available for transfer at this time. However, you can still apply as we may be able to supply a retired vehicle in the future.

53. In Proposed Project Description question 5, I am not sure how to answer the unmet needs portion referencing the TDSP.

In the TDSP, scroll down to the Human Services Transportation Plan, Section 9.2: Prioritization of Service Needs. If your agency currently is or will be addressing one of the identified needs, you can use this question as an opportunity to highlight your program.

54. I only included the Drivers expenses for the Word and Excel Sheet, not administrative staff. Will this suffice?

This is okay, however, if you have administrative staff that assist with the transportation program, you can report a proportionate percentage of their salaries as expenses. Also, please be sure to include any other transportation-related expenses incurred by the agency.

55. I included the Capital Grant Funding as an entry on the Excel Workbook. Was this correct?

If you are referring to the Vanpool funding request, yes, you will include it on Form 2: Funding Request. If you are only applying for Vanpool, you will not need to fill out the Operating Request portion of that page.



56. If I receive the Vanpool Grant, am I able to wrap the vehicles with my company logo and info. Our other vehicles are wrapped now and want to inquire about this process. If I can wrap, I pay for this expense, correct?

You may identify your agency's logo on the vehicle with the use of magnetic sticker decals; however, wrapping is not allowed.

57. I have completed the grant to the best of my ability. Can I submit it to help me clarify some information on the application and excel spreadsheet? This is my first time, and I don't want to mess up any possible opportunity.

We are required to submit everything uploaded to the portal to the Evaluation Committee. LYNX staff cannot review the application prior to submission; however, we will be able to answer any questions you may have.

58. Will we receive all the information we need to complete Exhibit C at the CTC meeting?

You can use the LYNX Human Services Transportation Plan to complete Exhibit C. Please see link below and refer to question 55. [Final-HSTP-2022-Update.pdf \(metroplanorlando.org\)](#)

59. Last year we applied for and were approved for two years' worth of Vanpool leases and Operating funding. This year, we would like to continue the existing funding, while also requesting additional funding (more than what was requested last year). How should we approach indicating this on the application – do we only apply for the additional that we are looking to add next year, or do we include the amount that we requested for last year and are looking to renew for this year as well?

For the application, you will only include your new funding request.



60. How much funding in total is available for this year's round of funding? We'd like to make sure whatever we request is within the scope of what is available to be funded.

The amounts awarded to subrecipients will be based on the number of applications received, the amount requested, and application scoring.

61. What kind of trips can be reported in the Excel Workbook Section 2: Trip Information?

Any trip that transports seniors and individuals with disabilities is considered a one-way passenger trip under this program. Please contact the CTC Representative for more information.

62. How do I utilize the Service Area Map?

Click the link below and type your address in the search bar. If your service area falls within the purple or orange portions of the map (Orlando and Kissimmee Urbanized service area), your agency is eligible for LYNX Section 5310 funding.

[Transit Service by Census Urban Designations \(arcgis.com\)](https://arcgis.com)

63. In the Form 1 under net program cost, it will not let me type anything. How do I complete this part?

The Net Program Cost is calculated by formula (Revenue – Expenses), so the cell is locked. Since your revenues and expenses are equal, it shows a value of 0 in that cell.

64. I can't enter the Cost Per Trip amount in the Form 2 cell under Operating. The form/cell still seems to be read only/locked. How do I complete this part?

For Form 2: Funding Request the Cost per trip will automatically populate from Form 4: Fact Sheet cell D9. This cell is the Urbanized Cost per Trip for If Grant is Awarded.



65. I was trying to write in calculations # 2 but it does not show everything I am writing. How do I complete this part?

In Form 4: Fact Sheet the Previous FY column automatically populates from Form 1: Annual Operating Data cells E33 and E34 which are One Way Passenger Trips for Elderly and Disabled. You should be able to write in the other columns that say Calculations and If Grant is Awarded.

66. Form 5 – I cannot add lines to enter all our vehicles.

Please send your current workbook and the number of rows needed for your vehicle inventory to BGarces@golynx.com. I will add the rows manually for you and send them back.

67. Would our agency need to currently have an inventory or fleet to apply? We currently do not have any owned vehicles for client transportation needs.

No, you do not need to have a current vehicle fleet to apply. You will just need to have a strong application that clearly states the purpose of your intended future vehicle use.

68. Can the proposed trips change after the grant is submitted in the Urbanized Orlando and Kissimmee areas? The maps that we need to submit can they be on past trips we have done historically? Every year, we have trips to different places for our clients. However, at this time we do not have all the trips planned out.

Any trip starting within the urbanized Orlando and Kissimmee areas transporting seniors and individuals with disabilities will be eligible. Please do your best to project accurately on the grant application, however, minor changes to the amount and type of trip are generally okay.

69. Would a local match still be needed if we are just applying for the Vehicle Transfer?

No, vehicle transfer is free and no local match is needed.



70. I do not see a CTC meeting on the checklist. Has this requirement changed?

The updated requirement is for only new applicants to meet with the CTC, unless an agency has experienced significant service changes. However, the requirement to attach your current CTC Coordination Contract to the application remains the same.

71. I have attached a copy of the LYNX map that we have used in previous years. Because they run multiple routes daily, they submit a map that outlines their service area as all of urbanized Orlando. Please let me know if this is acceptable.

My suggestion is to make the service area on the map as clear as possible. You could draw an outline of your agency's service area, or dots to illustrate the boundaries, for example.

72. Last year we submitted our funding request for Vanpool. If we want to be funded more money this year, do we complete the Funding Request for Vanpool but rather for Project Operating?

Under the Vanpool request, the amount will be dependent on the number of vehicles you need and if you want to continue your vehicle lease (for current agencies). Please note the Funding Request sheet in Excel will do this automatically when you write your quantity, 12 months, and select your insurance settings.

The Operating category can be used to fund salaries, fringe benefits, fuel, and other associated transportation expenses for the urbanized area. You can request based on your need for this category, and the Excel sheet will help you come up with projections based on your previous year's expenses. You can choose to use the projections or decide on your own to request a different amount.

Some agencies request funding in both categories, according to their need.



73. We are not requesting new vehicles this year. They will continue with the current fleet. Do we need to fill out the vehicle inventory spreadsheet titled "Anticipated/Requested Vehicles"?

I suggest writing not applicable in the first column for that part. You will still need to fill out the Vehicle Inventory part at the top.

74. We would like to request a meeting to ask some questions as we are working towards the process of completing the application. We are specifically interested in adding additional expenses such as utilities, casualty & liability, vehicle expenses, supplies, and other items to our grant request.

We are moving forward with a cost per trip methodology for all applicants. In the upcoming awards, billing will be based on an agreed upon rate per trip. The expenses you mentioned are eligible if they are used for urbanized transportation for individuals with disabilities and seniors.

75. Since the confirmation letter for the CTC meeting is usually a required part of the proposal, would you be able to send me something on letterhead that we have fulfilled the requirements of this meeting that I can include in the place of the meeting confirmation letter?

For your grant application, you can submit your CTC Contract or CTC Letter of Intent.

76. While completing the FY2023 – 24 Section 5310 Workbook could you please clarify if “Form 1 - Annual Operating Data” should include our Annual Operating Data across our full Transportation Department to include our rural areas from last year, or should this only reflect the portion of our annual operating that cover our urban areas?

The best source for Form 1: Annual Operating Data is to use your most recent AOR report. If operating in several counties, you will combine the data and report the totals.



77. What is the maximum amount possible to request in Operating Dollars through the Lynx 5310 program and/or how much is available.

To answer your question about funding availability, we are expecting approximately \$300,000 to be available for equitable distribution among the chosen sub-recipients for FY 2024 - 2025.

I cannot give advice on the amount to request, but we created a tool in the application to help you estimate your need. Form 2: Funding Request now has a section titled "Estimated Operating Cost if Grant is Awarded." This section will automatically populate based on your projections and fact sheet. You do not have to request the amount it populates, but it will help you to have a reasonable idea of what your need is.

78. Do we need to re-apply for the VanPool to continue the lease for our current vehicle?

Yes, every Vanpool grant application is for a 1-year vehicle lease. To continue the lease, you must re-apply each year.

79. Can we apply for Operating towards the current leased vehicle?

Operating can be used for salary, fringe benefits and fuel for the Vanpool vehicle, however, it cannot be used for the lease. The lease must be requested under the Vanpool Program.

80. I'm not able to open the link to Form 424 that is referenced within the application and the PDF of that form is not on the application page of the LYNX website. Can you please send that to me as well?

Try saving it to your computer and opening it from your files. This works for most applicants that experience issues with the link.

81. How does the proposed project fit into the coordinated transportation system in the LYNX Service Area? What does this refer to?

To answer this question, you MUST read LYNX Transportation Disadvantaged Service Plan found in this link:

https://www.golynx.com/core/fileparse.php/142441/urlt/LYNX-TDSP-Major-Update_June2023.pdf. On page 251 of the package, you will find the section called "9.0 Gap Analysis" of LYNX Human Services Transportation Plan Update. This section will list the gaps or service needs identified in our area. You must identify how the service that your agency will provide to seniors and individuals with disabilities in the urbanized Orlando and Kissimmee area will help cover the gap(s)



listed in the Plan (could be several). You must cite the page from the Plan that contains the information related to the gap that your agency will be addressing through your project.

82. Do we need to set up a required meeting with the CTC for the Coordination Contract?

You do not have to meet with the CTC, if your agency already has an active coordination contract with them... UNLESS you are going to present a Completely different project/service from what was presented in that contract.

83. I heard you say we can apply for both VanPool and Operating, but may we apply for all 3 categories? Is that advised?

Your agency can definitely apply for either program or all!

84. Do you have the point breakdown for the scoring categories for this year's grant? Do you know which are they may be weighing more heavily? (I watched the reply from last year and that was included and seems helpful.)

You will find the maximum point allowed per section on the Application Manual, Pages 10, 12, and 13. The Evaluation Criteria is also found on this year's PowerPoint presentation, slide #12.

85. Explain the difference between Transportation Administrator, Transportation Supervisor, and Transportation Manager? We are trying to make sure we complete everything accurately and we are not sure of the differences in these titles.

What we are asking is to list transportation related employees. There are some titles listed that may or may not apply to your use. Only use the titles used by your agency.

86. In regard to the questions regarding any current or previous lawsuits, do you only want information regarding transportation related lawsuits or any lawsuits the agency has had? It says previous, so how far do you want us to report? What documentation are we supposed to provide, it does not specify?

Any lawsuits in the past three (3) years. No documentation is required at this time.



87. We currently have a loaner vehicle as one of our leased vehicles has been in the shop for several months, do we list the loaner vehicle on our vehicle in our vehicle inventory as well as the one in the shop?
List both (identify the loaner and the vehicle and the vehicle in the shop).

88. On the application under Current System Description, it says to limit your answer to two pages, is this supposed to include questions 1-8 under Current System Description? If so, I am unsure how that is possible since the application itself is more than two pages for that section, can you please clarify?

Under "Current System Description" we list 8 questions for your agency to answer, and not all the questions require a long response.

For example:

"Healthy Wheels Agency provides medical attention to seniors and individuals with disabilities in the Orlando metro area. The agency has a total of 40 employees, of which 10 are directly related to transportation. Healthy Wheels is a non-profit 501(c)3 organization that was established in 2018 following the agency's desire to help an abandoned sector of the community. The agency staff is composed of one Transportation Manager, two supervisors, one scheduler, one dispatcher, and 5 drivers. Training for our staff is conducted during hiring and a training refresher is given every year thereafter. CDL certification is not required for our drivers."

That example shows how three sections were completed in a small paragraph. You can also use the boxed provided to enter your responses as they will expand as needed.

89. What types of vehicles are available? We need our vans to have wheelchair lifts.

We carefully review every application and create a list of vehicles needed by the agency. As mentioned during Section 5310 Webinar, there are no vehicles available at this time. We are waiting for the State Contract to be finalized to procure the needed vehicles, which we expect to happen by the end of this year. For vehicle availability or other related questions, you must contact Luis Benitez at Enterprise, LBenitez@golynx.com.



90. Could you please confirm that the Excel sheet does not need to be digitally signed? I plan to submit one complete Excel sheet with a blank signature line, and one scanned PDF with the wet signature.

Yes, please submit one complete Excel sheet with a blank signature line and a signed PDF.

91. How do I calculate the total square miles of transportation service (Form 1 Sheet 2)?

This will depend on how you define your service area. If your service is provided to more than one County, you may combine the numbers.

92. Regarding the Allocated Indirect Expenses, this line item is reported on the MAOR and therefore is on our AOR that was recently completed and approved by LYNX. It is comprised of administrative overhead. Unfortunately, in the excel workbook for the grant application it has every expense category line item listed except allocated indirect expenses, which is listed on the MAOR and AOR, so it doesn't match. I just need to know where I am supposed to report this number.

Let us start by explaining that the expense information submitted to the CTC is independent from the information submitted in the application. I know in the past it was requested that the information should tie, and still now it should be similar, but for the purpose of computing the rate per trip under Section 5310, "any general overhead cost must be supported by an indirect cost, allocation plan that has been approved by FTA, so we are not able to reimburse for that nor consider it to compute the cost per trip. You should tie your expenses and revenues to the financial statements and that would be the most accurate way to get the cost per trip as it will be verifiable data.