



LYNX Human Services Transportation Plan Update



FY 2022 Update
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Final

Prepared for:
LYNX

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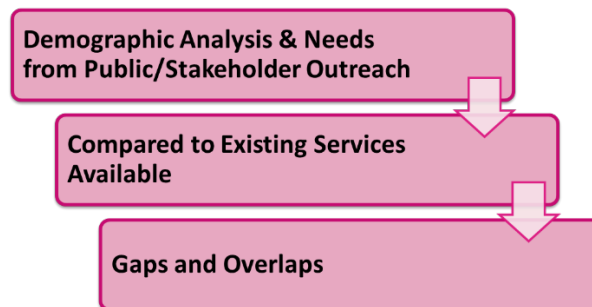
1.0 Introduction

This document is an update to the Central Florida Regional Transportation Authority (d.ba. LYNX) Human Service Transportation Plan (HSTP). LYNX initiates updates to this plan as required to reflect any changes under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, the November 2021 transportation funding and authorization bill – **Infrastructure Investment and Jobs Act**, and to include the most current local conditions including changes in population, and local service gaps and needs. This plan update and the priorities established within this plan supersede those included in the Human Services Transportation Plan Update completed in 2019.

1.1 Plan Update Methodology

The gaps and potential priorities identified in this HSTP Update were established through a process that included: meeting with stakeholders; conducting online and paper surveys on selected NeighborLink routes and ACCESS LYNX users; and conducting one on one interviews with human services agencies and system users. In addition, local conditions including demographics and where higher concentrations of the target populations are residing and traveling in comparison to the existing transportation system were reviewed. Current transportation providers (public, private, and non-profit) were also reviewed for availability, eligibility requirements, and any other barriers to accessing the services.

Figure 1 – Plan Update Process



The overall purpose of the HSTP Update is to establish future transportation needs for projects that improve coordination and mobility for older adults and individuals with disabilities, if funding is available and eligible applications are submitted.



2.0 Background

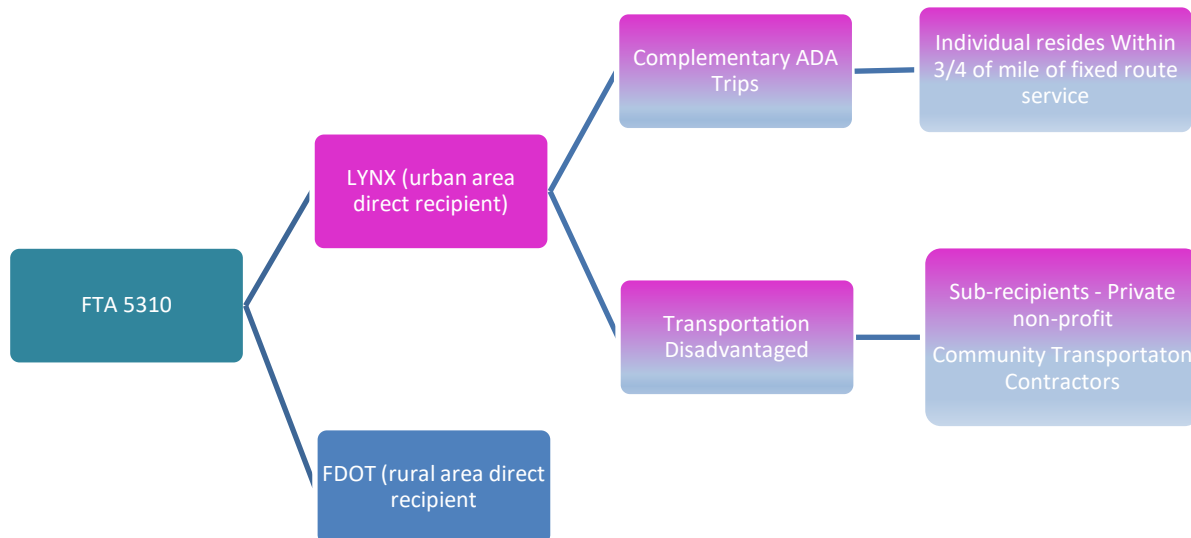
This section includes background information on the Section 5310 Program, LYNX as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, and LYNX’s ongoing coordination activities.

2.1 LYNX Background

In 1989, the Florida Commission for the Transportation Disadvantaged (CTD) created the concept of CTCs, who would be responsible for administering state Transportation Disadvantaged Trust Funds to transportation providers within their service area. Since 1992, LYNX has been the designated CTC for Orange, Osceola and Seminole counties. As the CTC, LYNX is responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged (TD) services within its service area.

ACCESS LYNX is LYNX’s Americans with Disabilities Act (ADA) complimentary paratransit and Transportation Disadvantaged (TD) service, which provides transportation to individuals who cannot navigate LYNX’s fixed-route bus service due to physical or cognitive disability. Individuals must be certified as eligible for ACCESS LYNX service through an application process. If the individual is approved for ACCESS LYNX, then a determination is made through an additional certification process as to the funding source that will be subsidizing the trip. Several state agencies offer transportation through their local contracting agencies, which then administer the agency program funding to LYNX for providing transportation to their clients. Those individuals who do not qualify for any other public agency program may be eligible for trips funded through the state’s TD program.

Figure 2 – Transportation Disadvantaged Services Process



The MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board (TDLCB) serves to identify local service needs and provide information, advice and direction to LYNX on the coordination of services to be provided through the TD program. The MetroPlan Orlando TDLCB focuses on compliance



with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDLCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry.

2.2 Section 5310 Program

The goal of the Federal Transit Administration (FTA)'s Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding the transportation mobility options available. The Section 5310 program apportions funds among large urbanized areas (UZAs), small UZAs and rural areas, based on the population of seniors and individuals with disabilities in each area. LYNX is the designated recipient of Section 5310 program funds for the Orlando and Kissimmee urbanized areas, while the Florida Department of Transportation (FDOT) administers the rural funding.

2.3 Infrastructure Investment and Jobs Act

The Infrastructure Investment and Jobs Act was signed into law in November 2021, replacing the expired Fixing America's Surface Transportation Act (FAST) Act. The Act authorized \$2.2 Billion in formula funding to provide resources to eliminate barriers to access for seniors and persons with disabilities. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients like LYNX. Funds for rural and small urban areas are apportioned to the Florida Department of Transportation (FDOT). Any new rule changes to the 5310 Program have yet to be established by the Federal Transit Administration (FTA).

3.0 Review of Federal Programs

This section presents an overview of existing Federal programs related to human services transportation. Programs consist of formula and competitive grants. Formula funds are allocated to states and transit agencies based on apportionments established by Congress. Competitive program funds are allocated based on a competitive selection process and require applications by qualified recipients.

3.1 Section 5310 Program – Enhanced Mobility of Seniors and Individuals with Disabilities

This program (49 U.S.C. 5310) provides formula funding to states and designated recipients like LYNX for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.



Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas in Florida, this is the Florida Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. LYNX is the designated recipient for Orange, Osceola, and Seminole counties. As a direct recipient of these funds, LYNX has flexibility in how subrecipient projects are selected for funding, but the decision process must support and be derived from the adopted Human Services Transportation Plan.

Projects that may be eligible for funding include:

Traditional Projects (At least 55 percent of the apportionment)

- Vehicles
- Related Vehicle Equipment
- Mobility Management
- Contracted Operating Services

Non-Traditional Projects (Up to 45 percent of the apportionment)

- Travel Training
- Volunteer Driver Programs
- Accessible bus stop paths, including curb-cuts, sidewalks, accessible pedestrian signals, or other accessible features
- Improve signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Purchase vehicles to support new accessible taxi ride sharing
- Mobility Management Programs

In addition, all eligible Section 5310 capital projects require a 20 percent local match and the local share for eligible operating projects shall be not less than 50 percent.

3.2 Section 5311 Program – Formula Grants for Rural Areas

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Eligible recipients include states and federally recognized Indian Tribes. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

Funding for the federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Section 5311 funds are available to the States during the fiscal year of apportionment plus two additional years (total of three years). Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas. FDOT manages these funds for rural areas within the LYNX service area and selects projects/recipients of funds based on priorities established by the state.



3.3 Fund Braiding

Fund braiding is a funding technique where blending of multiple federal funding sources and federal administrations (for example, Department of Transportation and Department of Agriculture) is allowed in order to fund transportation projects and expedite project delivery. These individual funding sources do not lose their identity/requirement from their respective agencies and agencies often must then report to both participating agencies regarding funding expenditures. This section will provide additional guidance to assist LYNX to better understand fund braiding and additional resources that may further help with the process. Too often federal grantees reported cancelling transportation projects because of the inability to obtain matching funds required for the receipt of federal funding. In this guide, approximately 50 programs from several federal funding administrations were reviewed to determine if those programs could be utilized in fund braiding to adequately fund transportation projects. These programs were specifically chosen because each of them provides funding for Human Service Transportation purposes for people with disabilities, elderly individuals and low-income populations. Federal agencies with programs identified in this section include:

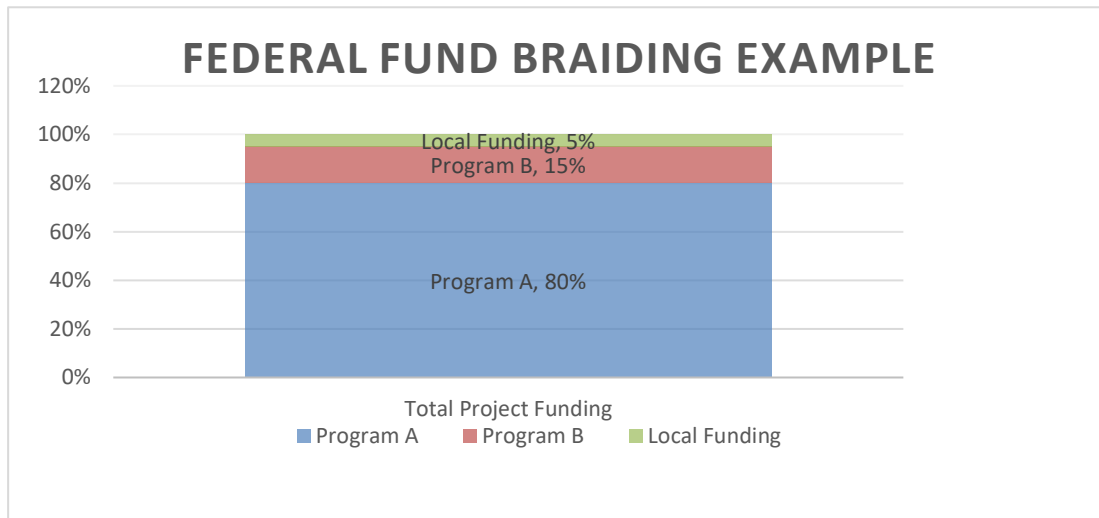
- The United States Department of Transportation (DOT)
- Department of Justice (DOJ)
- Department of Health and Human Services (HHS)
- Department of Agriculture (USDA) and
- Department of Veterans Affairs (VA).

Process of Federal Fund Braiding

Funding eligible for federal fund braiding must adhere to the specific requirements for that particular fund source. A federal fund braiding situation commonly includes one federal funding stream fulfilling the requirement of the other federal funding stream. This arrangement can be illustrated with a specific example. Consider an instance where Program A contributes 80 percent of the cost for a project and Program B fulfills the match requirement of Program A by contributing the remaining 20 percent of the cost of the project. In this case, Program A would be the major funding contributor with Program B only supplying the require match for Program A. In some cases, Program B will also stipulate a match requirement. In these particular cases, the agency may contribute local funding for the required match of Program B. Going back to the example, this would mean that Program A will be used to fund 80 percent of the project cost, whereas Program B would be needed to cover 15 percent of the project cost, with the last five percent being funded by the applicable agency with local funds to fulfill the necessary Program B match requirement. The chart below illustrates the example with the funding percentages of Program A, B and local funds.



Figure 3 - Fund Braiding



Agency Compliance in Federal Fund Braiding

As with any federal funding, agencies must meet all required elements for each of the federal funding streams that are used in the funding of projects. This compliance includes meeting program eligibility, reporting, regulatory and all statutory requirements. In addition, any program guidance for the particular funding source must be followed when combining all funding sources. Specifically, some federal funds specifically prohibit fund braiding with other federal funds. It should also be mentioned that other DOT funds may not be used as matching funds, with the exception of Federal Lands Access Program (23 U.S.C. 204).

When braiding federal funds, it is important to check the eligibility and necessary requirements for *EACH* of the fund sources, knowing that *ALL* requirements for each of the sources will be required to follow. All projects that will be funded must be checked against the program eligibility for each of the funding sources that will be braided to ensure the streams of funds may pay for that particular use. It is also important to note any exemptions to fund braiding if there is some sort of prohibition noted in the program guidance.

In some cases, it is unclear if the federal programs participate in fund braiding. In these cases, contacting the federal agency directly for specific program determinations may be necessary. In like manner, at times federal guidance may be vague, not clearly noting a prohibition on fund braiding or with project eligibility. Contacting the federal agency is recommended in these instances as well. In addition, as changes in legislation and regulation occurs, program eligibility and requirements may also change. Finally, in special cases like the COVID-19 pandemic, some funds may have fund braiding restrictions lifted for a specific amount of time. In the case of COVID-19 funds, many federal agencies have lifted matching requirements entirely to promote national economic recovery.

Federal Fund Braiding Matrix

A fund braiding matrix is contained in **Appendix A**. The matrix records program specific guidance about federal fund braiding eligibility. This matrix has been created to identify programs that offer funding specifically for Human Service Transportation projects, including people with disabilities, low-income and



elderly populations. The matrix notes several instances in which a particular federal program is silent on whether it may participate in federal fund braiding.

In addition to the fund braiding matrix, programs from HHS are eligible to participate in Federal fund braiding, if:

- The HHS program's statute is silent concerning the use of funds to fulfill match requirements for other federal programs
- The other Federal program must contain language that notes that the match requirement can be satisfied with other federal funds.



4.0 Review of Existing Plans and Programs

The following section is a summary of various plans and programs related to LYNX services, with particular attention being paid to services for seniors and persons with disabilities.

4.1 2021 Minor Update Transportation Disadvantaged Service Plan (TDSP)

As the CTC for Orange, Osceola, and Seminole counties, LYNX is responsible for developing the Transportation Disadvantaged Service Plan (TDSP) and coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and with Transportation Disadvantaged (TD) services to increase efficiencies and opportunities for multi-loading. The needs assessment and barriers to coordination analysis completed in the 2018-2023 TDSP and reiterated in the 2021 Minor Update identified the following needs for the tri-county area:

- There is a need to continue transitioning customers off the costlier paratransit service to the fixed-route bus service and trips, when appropriate and efficient.
- Transitioning passengers who are able to use other services, will be accomplished through incentive programs, needs assessments, and travel training efforts.
- There is a need for consistent and enforceable legislation and policies to ensure that all agencies mandated to purchase transportation through the coordinated transportation systems are doing so.

In addition, as noted in the 2021 Minor Update, the impacts of COVID-19 have required an adaptation of the LYNX services to meet the needs of the pandemic. Below are some of the services that were provided by ACCESS LYNX over the past year:

- Provided special COVID-19 quarantine trips to transport passengers to residences throughout the state
- Performed more than 600 trips to vaccination sites in the service area
- Established “Social Distancing” guidelines and practices for scheduling and performing all Mobility Service Trips
- Developed process to transport COVID-19 positive unhoused population to rehabilitation facilities.

4.2 2018-2027 Transit Development Plan Major (TDP) 2021 Minor Update

The most recent LYNX Transit Development Plan (TDP) Major Update was completed in 2018, and guides public transportation services over a ten-year period. The TDP is a requirement of the Florida Department of Transportation and serves as the strategic guide for public transportation service across the LYNX three-county region of Orange, Osceola, and Seminole counties. During the development of the TDP major update, LYNX also initiated a Route Optimization Study (ROS) to review the entire LYNX fixed-route network looking at service performance, travel patterns, and local and regional travel markets. LYNX initiated the ROS study to improve regional mobility and allocate resources in the most efficient and effective way.



The ten-year alternatives that were developed as part of the TDP planning effort, include both operating and capital priorities to be implemented as funding is available. The service improvements categories identified in the document are listed below:¹

- **Maintain Existing Service:** No change to existing alignment or service levels for fixed-route, on-demand, or ADA services.
- **Extend Service:** Route alignment extended to serve area(s) beyond existing terminus.
- **Route Realignment:** Route alignment modified to serve new area(s) / corridor(s).
- **Add New Service:** New fixed-route or other service type (e.g. NeighborLink).
- **Increase Frequency:** Additional trips added to existing fixed-route (e.g. service headways reduced from 30 minutes to 15 minutes).
- **Increase Hours of Service:** Additional service hours added to existing route (e.g. service extended from 10:00 p.m. to midnight).
- **ADA Service for New/Expanded Service:** ADA paratransit service required due to changes in existing routes or implementation of new routes.
- **TD and Paratransit Service:** New demand response paratransit service.

Some of the relevant capital projects identified in the TDP include:

- New and replacement paratransit vehicles
- Installation of bus shelters at passenger facilities
- Installation of signage at LYNX Central Station
- Mobility Management concept
- Retrofit Bus Stops with ADA Compliant Boarding & Alighting Areas

The 2021 TDP Minor Update is the third annual update of the plan and in addition to adding a new 10th year for projects and financial analysis, the Minor update also looks at the status of each of the goals from the original plan. While the TDP mostly focuses on the -route system, below is an update to the goals and accomplishments that could impact the Human Services Transportation Plan:

- Goal 2.1: Increase connectivity for all customers and prioritize transit dependent populations (low-income, zero-auto households, elderly, youth, and persons with disabilities) – *Still in proposal phase*
- Implemented a new 24/7 online reservation system for paratransit trips and assigning trips to Transportation Network Companies (TNCs) and/or taxis, when appropriate.
- A new ACCESS+ pilot program was launched to provide bus passes and travel training for paratransit passengers to use the fixed-route system along with a companion in lieu of the costlier paratransit vehicle. This new pilot program has been successful, providing more than 1,000 fixed-route trips per month in the beginning of 2020.

4.3 2019 Human Services Transportation Plan Update

LYNX updated its Human Services Transportation Plan (HSTP) in 2019 to reflect changes from the FAST Act, the updated Section 5310 federal funding circular in 2014, and changes in the local operating environment. Strategies were identified as near-term (1-3 years), intermediate-term (4-6 years), and long-

¹ https://www.golynx.com/core/fileparse.php/144934/urlt/FY2021-LYNX-TDP-Annual_Update.pdf



term (over 7 years) timeframes with regard to implementation. The updated near-term, intermediate-term, and long-term strategies identified in the 2019 HSTP are listed below:

Near-Term Strategies (1-3 Years):

- Planning
 - Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses. - *Ongoing*
 - Form a stakeholder group that meets regularly to provide input and recommendations as they relate to better overall coordination of the system and how projects can maximize resources available. – *Work with the Quality Assurance Task Force and their sub-committees as part of the TDLCB to review initiatives and programs*
- Mobility Services
 - Provide travel training information to human services agencies and notify the general public that the travel training service is available, if needed. – *Travel training and ride guide program updated*
 - Increase coordination and communication between transportation and social service providers, through public forums. – *COVID-19 has impacted the ability to host in-person and public forums*
 - Review vehicle type and size by route with wheelchair boarding data to determine opportunities for larger vehicles with additional wheelchair securement and other vehicle options on NeighborLink routes for passengers that require wheelchair lifts lower stairs. – *Ongoing process*
- Operations
 - Review the capabilities of the ACCESS LYNX telephone system and how the existing system could be upgraded to provide robocalls with service update and policy change information, automatic vehicle arrival notification phone calls, and the capability for customers to leave trip cancellation messages. – *New system will be procured by end 2022*
 - Form a working group and provide travel training during the development of the ACCESS LYNX mobile application to receive comments and make revisions as necessary from the system users before the official release. – *Mobile App created with Double Map in 2019 and deployed. MV Transportation also has their own app called OneMV. Need for next generation app that provides text messaging and updates to riders.*
- Customer Service
 - Request updated email addresses from ACCESS LYNX clients to improve the availability of mobility device data and another way to deliver information updates. – *Included in application.*
 - Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts. – *Ongoing activity.*



- Schedule a sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding the bus. – *included as part of training by MV Transportation.*

Intermediate-Term Strategies (4-6 Years):

- Planning
 - Rebrand the agency Vanpool program to eliminate confusion between the requirements of the agency Vanpool and the commuter Vanpool programs and make the community aware of the Vanpool transportation option.
 - As new service areas are identified, consider the geographic service areas identified in this plan for future NeighborLink service or “feeder” service provided by taxis or Vanpools to assist target populations with the “first mile, last mile” to the fixed-route stop.
 - Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
- Mobility Services
 - Submit a grant application for funding through the Pilot Program for Innovative Coordinated Access and Mobility (ICAM Pilot Program).
 - Coordinate with FDOT to identify passengers/agencies in need of transportation split between urban and rural and make use of taxi vouchers to offer an alternative to public transportation option. – *ongoing coordination between LYNX and FDOT.*
 - Encourage the sharing of vehicles among sub-recipients to leverage the resources available.
 - Coordinate the FY20 sub-recipient review process with FDOT and the CTC to reduce the duplication in oversight and processes. – *ongoing coordination activities*
 - Review the ACCESS LYNX Recertification process and the viability of revising the process to extend the amount of time in between the required recertification period for individuals with permanent disability. Review the process for more accessibility for the visually impaired.

Long Term Strategies (Over 7 Years):

- Mobility Services
 - Coordinate with other private and non-profit transportation providers and agencies to develop a system for the coordination of shared vehicles. – *would require expansion of vehicle fleet and additional staff to manage coordination.*
 - Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs. – *LYNX has a Regional Working Group with funding partners and other local jurisdictions to discuss LYNX initiatives and programs.*
- Operations
 - Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience. – *Procurement and upgrade planned for FY2022/FY2023*



4.4 Commission on Transportation Disadvantaged Annual Operating Report

LYNX is designated as the Community Transportation Coordinator (CTC) for Orange, Osceola and Seminole Counties. The CTC is responsible for coordinating and providing transportation services to individuals who are transportation disadvantaged. A rider is considered "transportation disadvantaged" if, because of age, income, or a disability, they cannot drive and do not have access to other transportation options. LYNX submits the Annual Operating Report (Annual Operating Report) for each county. The most recent AOR covers the fiscal year from July 1, 2020 – June 30, 2021. Below is a summary of the reports:

Orange County

Item	7/1/2020-6/30/2021	7/1/2019-6/30/2020	Reporting Period Difference
Complementary ADA Trips	214,153	229,014	-14,861
Paratransit Ambulatory	120,882	209,546	-197,458
Paratransit Non-Ambulatory	26,231	43,996	-17,765
Transportation Network Companies (TNC)	239	2,345	-2,106
Contracted Transportation Operator Trips	315,930	418,050	-274,080
Coordination Contractor Trips	80,345	198,582	-118,237

Osceola County

Item	7/1/2020-6/30/2021	7/1/2019-6/30/2020	Reporting Period Difference
Complementary ADA Trips	53,618	71,160	-17,542
Paratransit Ambulatory	29,976	62,105	-32,129
Paratransit Non-Ambulatory	6,132	8,820	-2,688
Transportation Network Companies (TNC)	30	1,225	-1,195
Contracted Transportation Operator Trips	88,505	130,616	-42,111
Coordination Contractor Trips	19,349	49,544	-30,195



Seminole County

Item	7/1/2020-6/30/2021	7/1/2019-6/30/2020	Reporting Period Difference
Complementary ADA Trips	66,382	76,457	-10,075
Paratransit Ambulatory	46,525	50,418	-3,893
Paratransit Non-Ambulatory	4,328	7,660	-3,332
Transportation Network Companies (TNC)	62	3,619	-3,557
Contracted Transportation Operator Trips	99,628	135,700	-36,072
Coordination Contractor Trips	34,660	36,775	-2,115

The impacts to ridership from COVID-19 can be seen in the tables above. All three counties show a decrease from the 2019/2020 year to 2020/2021. LYNX is not alone in the ridership reductions over the past year as ridership has decreased nationwide significantly for transit on the fixed-route.

In Orange County, 66,573 of the 80,345 trips completed by Coordination Contractors were provided to persons with disabilities and 48,905 of the total trips were for the purposes of “Education, Training, or Daycare. Life Sustaining/Other trips, the next most common trip type performed by Coordination Contractors in Orange County, comprised 15,707 trips.

In Osceola County, 18,234 of the 19,349 trips completed by Coordination Contractors were provided to persons with disabilities and 18,526 of the total trips were for the purpose of “Education/Training/Daycare”.

In Seminole County, 25,440 trips completed by Coordination Contractors were provided to “Older Adults” and 9,220 trips provided to persons with disabilities for a total of 34,660 trips. The following are the highest trip purposes: Nutritional (22,690), Medical (6,103), Education/Training/Daycare (3,641) and Life-Sustaining/Other (2,226).

The numbers of trips provided by LYNX as the CTC and the trips performed through their coordination contractors shows the immense impact made on the transportation disadvantaged populations in Orange, Osceola and Seminole counties. The transportation services provided are both life sustaining and life changing for those that are in the greatest need of transportation mobility options.

4.5 Summary

The needs identified as part of the plan review were used to complete the gap analysis in Section 9. In reviewing the most recent sets of plans and agency reports, there is a consistent theme of providing exceptional levels of service while seeking to expand the mobility options for the transportation disadvantaged population. LYNX has also been able to implement contracted operators to provide



additional capacity, service, and options to the transportation disadvantaged. Potential future projects and strategies that have been devised through previous planning efforts were also considered in the development of the strategies for implementation in this HSTP plan update as well as the impacts of COVID-19 on existing and future levels of service. The plan review was cross-referenced with the strategies developed to reduce duplicate project planning and give higher prioritization to projects/strategies that have been identified multiple times through various planning efforts, as funding becomes available through the Section 5310 program or other federal and state funding programs.



5.0 Best Practices and Peer Review

A peer review was completed to assess transportation providers both in the state of Florida and throughout the U.S. that have successful and/or innovative coordination programs, specifically related to the Section 5310 program. Key highlights from the review and interviews with agency staff as well as the best practices are included in this section.

Listed below are the five peer agencies that were reviewed:

- State of Florida Peer Agencies:
 - Jacksonville Transportation Authority (JTA), Jacksonville, Florida
 - Miami-Dade Transit (MDT), Miami, Florida
 - Broward County Transit (BCT), Plantation, Florida
- Out-of-State Peer Agencies:
 - Ride KC, Kansas City, Missouri
 - Madison Metro Transit, Madison, Wisconsin

Findings

The peer review (**see Table 1**) identified several innovative pilot projects and practices that LYNX may consider implementing to improve mobility. The review also indicated that LYNX has been proactive in establishing processes using technology and other requirements to help improve the overall customer experience. Some of the other key findings that LYNX has already initiated include offering customers mobile fare payment options through smart phone and computer applications, the ability to reserve trips online through the mobile app, establishing zones and on-demand services similar to NeighborLink flex routes and mobile apps, using ridesharing vehicles as alternatives to the fixed-route bus, and providing the required oversight and maintenance of the vanpool program.

The review makes it evident that transit agencies will need to move toward technology solutions to improve coordination among various providers. Many transit agencies have been awarded grants to improve trip scheduling with healthcare providers. Moving forward LYNX should pursue grant opportunities to use on-demand information and real-time data for transportation solutions. Maximizing transportation resources and improving coordination may be a result of software interface or improvements to scheduling software and phone systems.

Table 2 presents the key findings for each of the agencies interviewed and **Table 3** presents the recommended best practices.



Table 1 – Peer Review: Assessment of Technologies and Innovative Practices

Assessment of Technologies and Innovative Practices	
Peer Agency	Technology and Innovative Practices
State of Florida Peer Agencies	
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<p>MyJTA App - The MyJTA app allows for bus tracking, trip planning and fare purchases across all services.</p> <p>ReadiRide Door to Store - In addition to the “ReadiRide” program, JTA also offers a “Door to Store” option for one of their 13 service areas. This program provides free rides to grocery stores for residents living in the Northside ReadiRide Zone to provide expanded access to residents living in what are considered “food deserts”.</p>
2. Miami Dade Transit (MDT), Miami, FL	<p>STIS Connect - Reservations and cancellations can be made online through their Special Transportation Services portal “STISConnect”.</p> <p>Freedom Navigator App - MDT will be introducing the Travel Training Freedom Navigator App & Travel Training Project, “The Freedom Navigator”. This will be a mobile app that provides people with visual, hearing, physical, and cognitive disabilities the freedom to navigate public transit. The app will use readily commercially available technologies such as GPS, Smart Phones, Real-Time Transit Tracking App, among others. The goal is to combine it all into one “free” downloadable app that will have visual and voice recognition and can be used by all transit users, but will benefit the disabled community the most.</p>
3. Broward County Transit (BCT), Plantation, FL	<p>TOPS! Travel Training - TOPS! has developed a free program to help customers use the Fixed-Route bus service by providing a professional instructor to offer personal and group lessons to teach riders how to use County buses.</p> <p>Website Translation - The BCT website is equipped with a translate feature that allows the automatic translation of their webpages to Spanish, French, French Creole, and Portuguese.</p> <p>TOPS! Veterans - BCT provides door-to-door transportation to veterans traveling to VA clinics in Broward County at a discounted fare of \$1.75 per one-way trip (regular trip costs \$3.50)</p>
Out-of-State Peer Agencies	
4. RideKC, Kansas City, MO	<p>RideKC Freedom - is a regionally coordinated paratransit/demand response (depending on rider location) providing transportation to the elderly, persons with disability or persons of low-income. The service extends beyond the RideKC service area and has coordinated with connected regional partners in adjacent cities and counties to provide regional mobility to those in need.</p> <p>RideKC Freedom On-Demand - is an app-based platform that extends beyond the traditional paratransit service. The Freedom on Demand operates more like a traditional demand response program but offers additional features such as: no advance reservation required (partnered with taxi services to meet immediate needs), payment can be made through the app by credit or debit card and cash payment is also available, \$5 for the first 5 miles and \$2 each mile after.</p>
5. Madison Metro Transit, Madison, WI	<p>Mobility Management - Metro Transit offers mobility management services offered through to help people to navigate the various public transit, paratransit, and specialized transportation systems that are available.</p> <p>Mobility Management - The Madison Area Transportation Planning Board employs a full-time Transportation Demand Management and Rideshare Etc. Program Coordinator who works with individuals and large employers in Dane County to promote and coordinate ridesharing, van/carpooling, transit, and other transportation alternatives for employees.</p>

Table 2 – Peer Review: Assessment of Existing 5310 Van Program

Assessment of Existing 5310 Van Program		
Peer Agency	Existing 5310 Van Operation	Program Highlights
State of Florida Peer Agencies		
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	JTA does not offer any vanpools, but offers a program called “ReadiRide” which operates similarly to the LYNX NeighborLink program.	JTA provides “Connexion Plus” in addition to their paratransit and transportation disadvantaged services that provides for private, same-day, door-to-door service anywhere in Duval County to any customer who is already eligible through the “Connexion” program. The same day service is \$6 (15 miles or less; \$2 additional for trips over 15 miles) versus \$3 for trips booked in advance. JTA offers free fares to ADA approved paratransit customers riding the fixed-route bus services.
2. Miami Dade Transit (MDT), Miami, FL	Currently 39 agencies participate in the coordination contract non-reimbursed transportation program. The FFY21 appropriation was \$2.3 million to provide capital, operating and mobility management expenses.	Half Penny Sales Tax provided funding for the People’s Transportation Plan (PTP) which provides additional transit funding for the enhancement of the entire MDT system. The Section 5310 Program is administered by FDOT and provides funding directly to HSA’s for capital, operating and mobility management.
3. Broward County Transit (BCT), Plantation, FL	Currently 21 agencies participate in the coordination contract non-reimbursed transportation program. The FFY21 appropriation was \$1.7 million to provide capital and operating expenses. FDOT awards any remaining funds to BCT and Palm Tran.	FDOT is the recipient and administrator of the Section 5310 funds, and purchases vehicles for the van operation. The 5310 van operation program resulted in a shift of 261,247 trips to non-profit agencies who utilize the vans to transport their clients. BCT has a Paratransit contract with two providers as well as six (6) Agency Coordinated Transportation (ACT) programs which allows pre-qualified agencies with a Broward County coordinated contract to provide Paratransit transportation services to and from their service centers.
Out-of-State Peer Agencies		
4. RideKC, Kansas City, MO	RideKC offers vanpool service across a 7-county service area in Kansas and Missouri. The service is a traditional commuter vanpool and does not use the 5310 program.	RideKC has introduced Flex Service and Micro Transit (both operate similar to the LYNX NeighborLink service). Neither are funded through the Section 5310 program. Kansas City is a direct recipient for the Section 5310 program and operates the program through the Mid-America Regional Council (MARC). The program provides annual solicitations for the funding available and funds traditional bus replacement and operating assistance. Ride KC buses are Zero Fare through 2023. Fares are being charged on Freedom On-Demand and Micro Transit.
5. Madison Metro Transit, Madison, WI	No direct vanpool service is provided. The City of Madison provides fixed-route and paratransit services and is supported by shared ride services, taxi services and intercity transit.	The 5310 Program for Madison, Wisconsin is operated by the Greater Madison MPO. The program does not directly provide for vanpool services, but follows a traditional capital (80/20 match) / operating (50/50 match) use of the Section 5310 funds.

Table 3 – Peer Review: Recommended Best Practices

Recommended Best Practices	
Peer Agency	Recommended Best Practice That May Be Appropriate for LYNX
State of Florida Peer Agencies	
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<ul style="list-style-type: none"> Evaluate the existing NeighborLink service areas to identify any “food deserts” similar to the ReadIRide program to provide additional access free of charge to residents needing access to fresh fruits, vegetables and meats. Prospective routes would be targeted for areas with high number of elderly or disabled persons based on census tracts. Evaluate the benefit of providing ADA approved customers free transit versus reduced transit fares.
2. Miami-Dade Transit (MDT), Miami, FL	<ul style="list-style-type: none"> TD Easy Ticket Program: The distribution of EASY Tickets to eligible TD individuals through 501(c)(3) agencies whose clients meet the eligibility criteria. TD Transit Mobility Easy Card Program: the distribution of annual EASY Cards to those individuals who meet the eligibility criteria and adhere to the certification requirements.
3. Broward County Transit (BCT), Plantation, FL	<ul style="list-style-type: none"> LYNX currently offers reduced fare through the AdvantAge reduced fare program for Seniors (age 65 and over), Medicare card holders, and Persons with Disabilities. LYNX could consider adding additional fare reductions for TD eligible persons similar to the TD Bus Pass Program or the TOPS! Veterans Program by BCT.
Out-of-State Peer Agencies	
5. RideKC, Kansas City, MO	<ul style="list-style-type: none"> While LYNX currently uses Transportation Network Companies (TNC) and Taxi service for performing trip requests, there is no current same day access. Implementing a program similar to the RideKC Freedom on Demand could be explored to provide additional transportation options.
6. Madison Metro Transit, Madison, WI	<ul style="list-style-type: none"> Applicant projects awarded higher points based on Tier 1 Strategy versus Tier 2 and below. Allows for the purchase of vehicles by HSA’s through the statewide procurement contracts.



6.0 Existing Conditions

This section provides a demographic analysis of the target populations within the LYNX service area including seniors, persons with disabilities, veterans, minority populations, and people living in poverty as well as an analysis of major employers and activity centers. The mapping presented in this section has been developed based on 349 census tracts in service area to identify any gaps in transportation services based on the locations of the target populations and the places that they may access for services or employment.

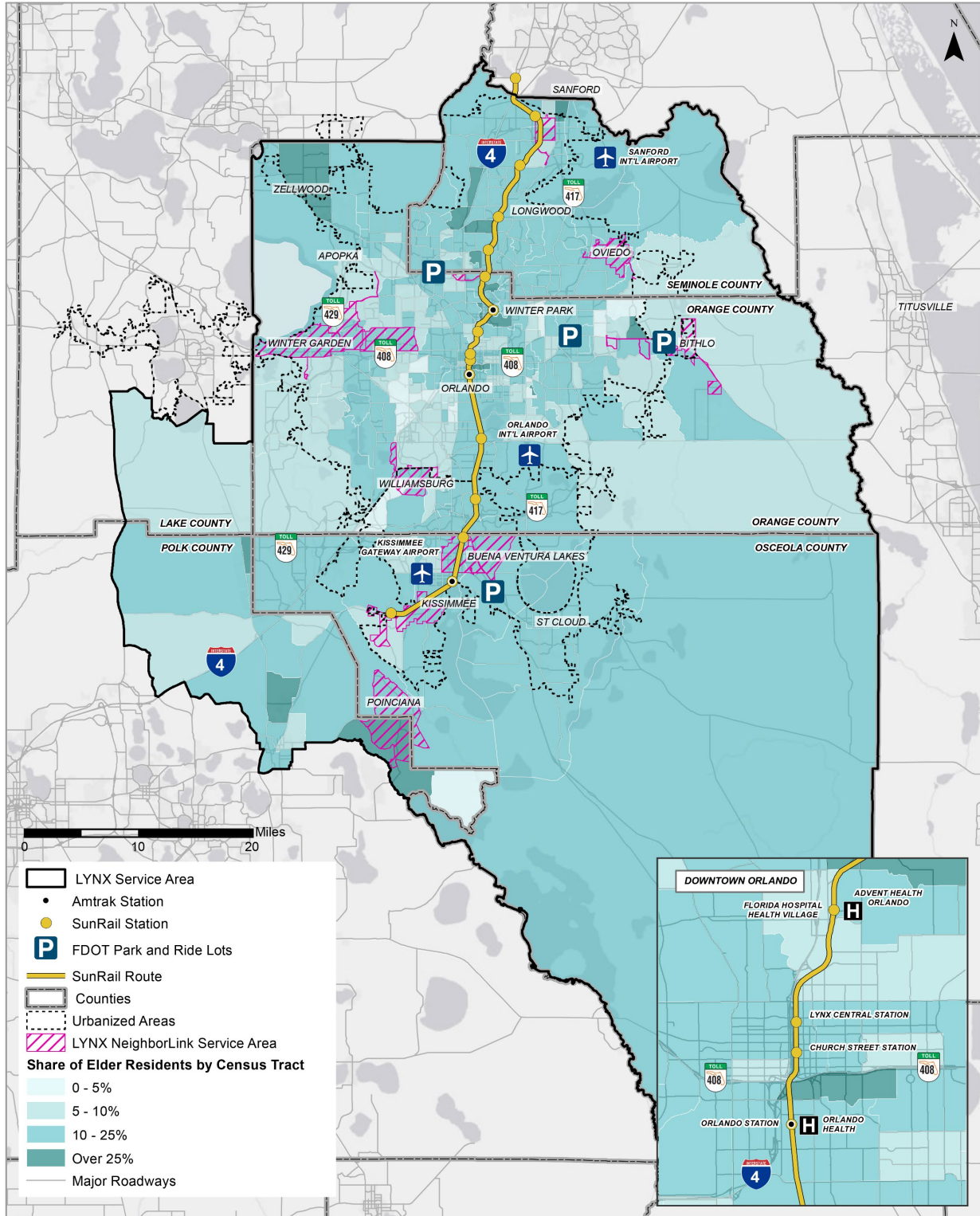
The State of Florida attracts a wide variety of population groups, most notable a large elderly population (residents 65 years and older) compared to the national average. According to the 2019 American Community Survey (ACS), the state of Florida has a higher average of elderly population (20.9 percent) than the national average of 16.5 percent. The state of Florida also has a slightly higher population of individuals with disabilities and veterans than the national average. Public transportation services offer individuals with disabilities and veterans reliable and efficient mobility service since many are not able to drive themselves.

6.1 Elderly Population

In the LYNX service area, around 10.3 percent of the census tracts have higher percentages of elderly populations (over 65 years of age) than the state of Florida average of 20.9 percent. The highest density of elderly populations within the LYNX service area is in a few places: south of Poinciana along Marigold Ave, Winter Park, Maitland, along SR 434 in Altamonte Springs just south of the Altamonte Mall, along E. Colonial Drive by UCF, and in Zellwood north of US 441. The highest percentage by census tract (37.3 percent) is in Census Tract 125.03, located south of Poinciana, along Marigold Ave, Osceola. The distribution of elderly populations within the LYNX service area is illustrated in **Figure 4**.



Figure 4 – Existing Share of Elderly Residents in Service Area



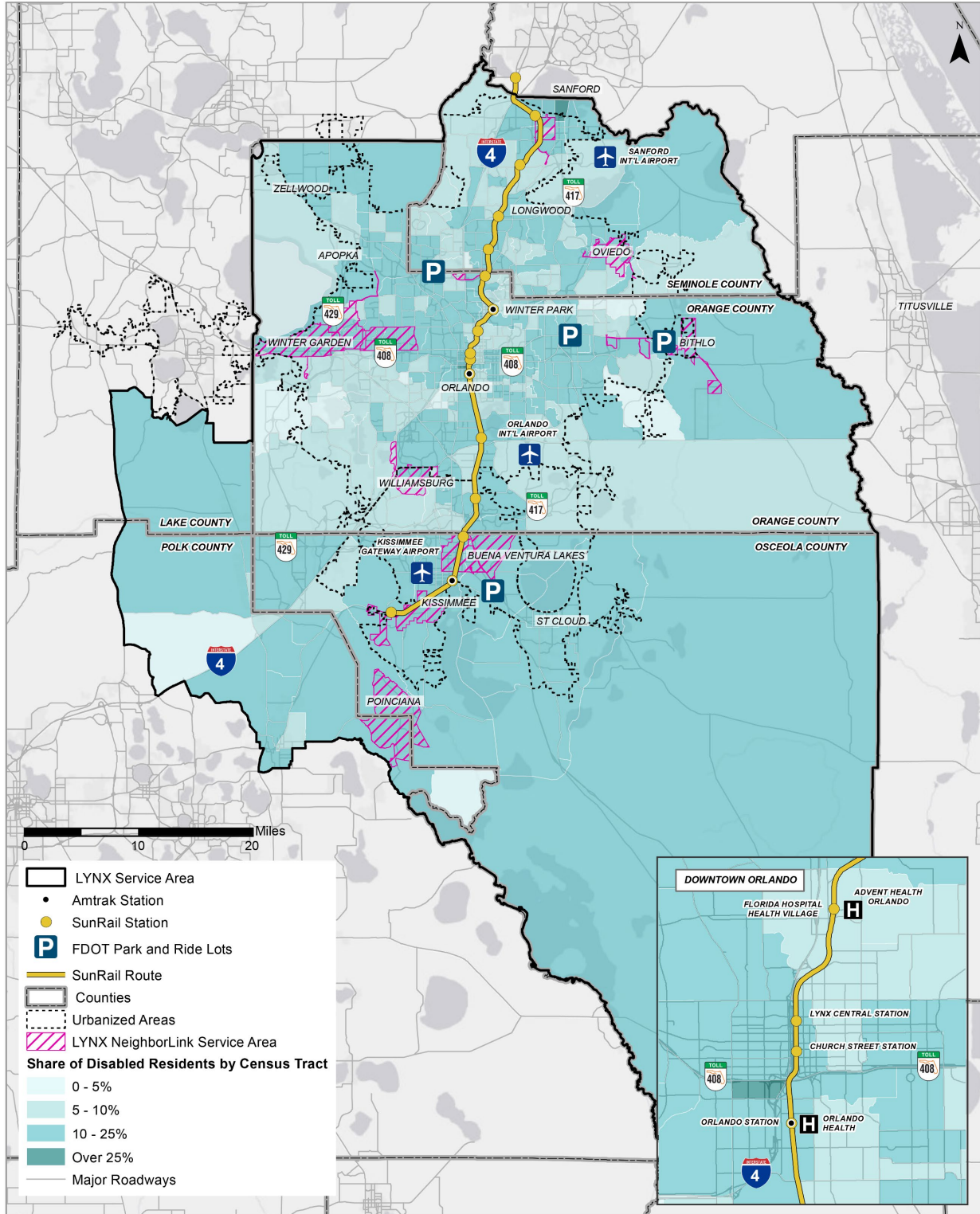


6.2 Individuals with Disabilities

In the LYNX service area, around 30 percent of the census tracts have higher percentages of individuals with disabilities than the state of Florida average of 13.5 percent. Osceola County has a higher percentage of individuals with disabilities (13.1 percent) than Orange (11.3 percent) and Seminole (11.6 percent). Overall, the density of individuals with disabilities within the LYNX service area is somewhat scattered, with some high density near the Orlovista/John Young Parkway area and other densities in downtown Kissimmee and downtown St. Cloud. The highest percentage by census tract (30.3 percent) is in Census Tract 104, located in in downtown Orlando, just south of SR 408 and west of I4. The distribution of individuals with disabilities within the LYNX service area is illustrated in **Figure 5**.



Figure 5 – Existing Share of Disabled Residents in Service Area



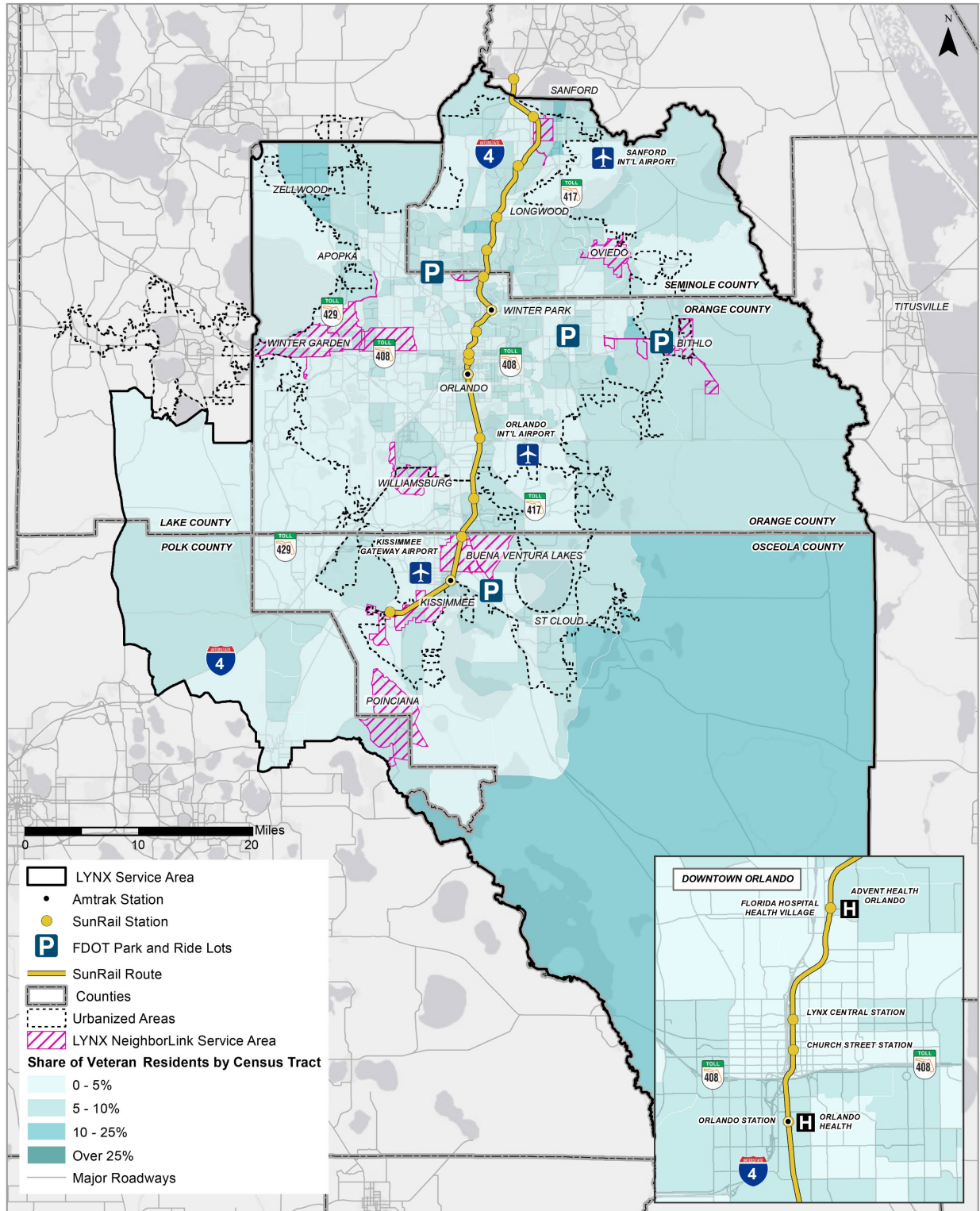


6.3 Veteran Population

In the LYNX service area, around 23.8 percent of the census tracts have higher percentages of veteran populations than the state of Florida average of 6.5 percent. The highest density of veteran populations within the LYNX service area is in east Central Florida, along E. Colonial Drive near the Orlando Executive Airport, to the west of SR 436 just south of SR 417, Zellwood north of US 441, and in Conway. The highest percentage by census tract (13.9 percent) is in Census Tract 201.01, in east Central Florida at Downtown Sanford. The distribution of veteran populations within the LYNX service area is illustrated in **Figure 6**.



Figure 6 – Existing Share of Veterans in Service Area



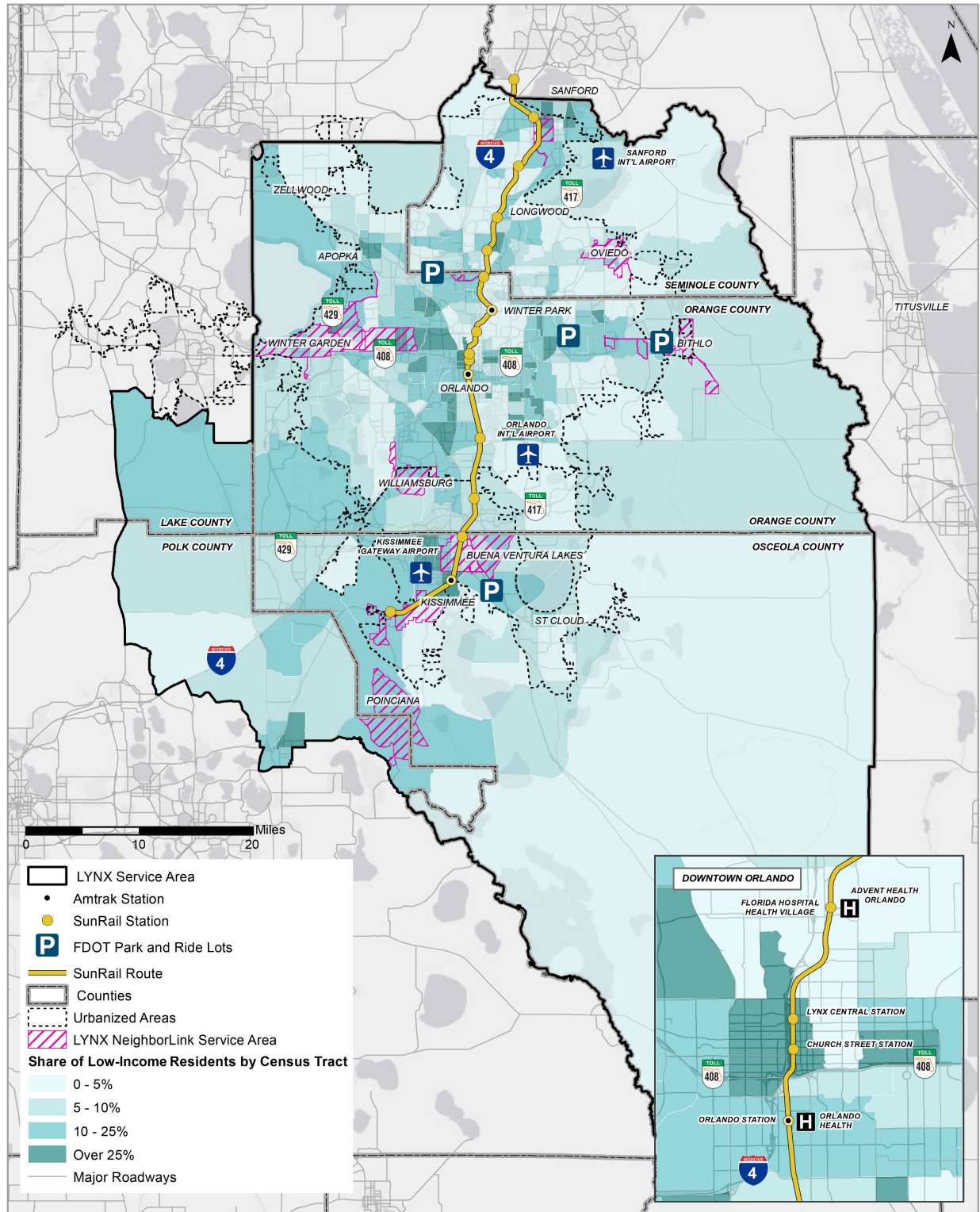


6.4 Low-Income Population

In the LYNX service area, around 52.4 percent of the census tracts have higher percentages of low-income populations than the state of Florida average of 8.7 percent. Both Orange and Osceola Counties have a higher percentage of low-income populations (9.3 percent and 9.6 percent respectively) than the state of Florida average (8.7 percent). The highest density of low-income populations within the LYNX service area are in west downtown Orlando in the Parramore and Callahan neighborhoods, and to the north of W. Colonial Drive in east Pine Hills, as well as in northeast Central Florida in the west side of downtown Sanford. The highest percentages by census tract (45 percent) are in Census Tract 187, in east Pine Hills. The distribution of low-income populations within the LYNX service area is illustrated in **Figure 7**.



Figure 7 – Existing Share of Low-Income Residents in Service Area





6.5 Minority Population

In the LYNX service area, around 53.9 percent of the census tracts have higher percentages of minority populations than the state of Florida average of 25.5 percent. All Orange, Osceola and Seminole Counties have a higher percentage of minority populations (36.4 percent, 28.3 percent, and 28.4 percent respectively) than the state of Florida average (25.5 percent). The highest density of minority populations within the LYNX service area is in west Orlando, along the north side of W. Colonial Drive in the Pine Hills area, and in the Orlovista area along John Young Parkway, Bruton Boulevard, and Old Winter Garden Road. The highest percentages by census tract (99 percent) are in Census Tract 146.05, in the City of Orlando along Bruton Boulevard, west of John Young Parkway and northwest of First Baptist Church of Orlando. The distribution of minority populations within the LYNX service area is illustrated in **Figure 8**.



Table 4 presents the percentages of demographics for Orange County, Osceola County, Seminole County, and the State of Florida based on the 2019 ACS 5-Year Estimates. Of the three counties, Seminole County has the highest percentage of older adults and veterans, while Osceola County has the highest percentage of individuals with disabilities and lower income persons.

Table 4 - Demographic Percentages for Orange, Osceola, and Seminole Counties

Demographic	Orange	Osceola	Seminole	Florida	Percentage of Census Tracts Higher than Florida
Older Adults	12.3 %	13.5 %	15.9 %	20.9 %	10.3 %
Individuals with Disabilities	11.3 %	13.1 %	11.6 %	13.2 %	30.0 %
Veterans	4.1 %	4.7 %	5.8 %	6.5 %	23.8 %
Low Income	9.3 %	9.6 %	6.6 %	8.7 %	52.4 %
Minority	36.4 %	28.3 %	28.4 %	25.5 %	53.9 %

6.6 Major Employers

The top twenty employers in Central Florida as of 2021 are listed in **Table 5** and illustrated in **Figure 9**. Evaluating where these major employers are located helps evaluate if employees can access their workplace using fixed-route bus routes or other LYNX services. As shown on the map, most major employers are within proximity to some type of LYNX public transportation service. Compared to 2017 data, the main change in major employers is the decrease in employment in entertainment and tourism industry, but an increase in health care. It is important to provide public transit for employees in these sectors.



Table 5 – Major Employers

Company	City	County	Employment
Walt Disney World Resort	Lake Buena Vista	Orange	58,478
Advent Health	Orlando	Orange	37,000
Universal Orlando Resort	Orlando	Orange	21,143
Orlando Health	Orlando	Orange	19,657
Orlando International Airport	Orlando	Orange	15,783
University of Central Florida	Orlando	Orange	12,354
Lockheed Martin	Orlando	Orange	10,000
Siemens	Orlando	Orange	5,541
Westgate Resorts	Orlando	Orange	4,975
SeaWorld Parks & Entertainment	Orlando	Orange	4,472
Valencia College	Various	Various	4,226
Marriott Vacations Worldwide	Orlando	Orange	4,210
The Ritz-Carlton Orlando, Grande Lakes	Orlando	Orange	3,838
Southwest Airlines	Orlando	Orange	3,000
U.S. Army, Navy, Air Force, Marine Corps Commands	Orlando	Orange	2,942
JetBlue Airways	Orlando	Orange	2,661
Rosen Hotels & Resorts	Orlando	Orange	2,658
Travel-Leisure Co. (Previously Wyndham Destination)	Orlando	Orange	2,500
Full Sail University	Orlando	Orange	2,200
Deloitte Consulting	Heathrow	Seminole	2,100

Source: Orlando Economic Partnership 2021

6.7 Activity Centers

Within the Central Florida region, there are several local activity centers that many individuals with disabilities or the elderly wish to visit using public transportation. These are listed in the following tables, including colleges/universities in **Table 6**, community centers in **Table 7**, senior centers in **Table 8**, and hospitals in **Table 9**. All of these activity centers are illustrated in **Figure 10**, and evaluating their locations helps evaluate if users of these activity centers are able to access these using fixed-route bus routes or other LYNX services. As shown on the mapping analysis, many of the activity centers are located within the LYNX service area while some may have limited transit coverage. Activity centers with limited or no transit options include:

- Osceola County Council on Aging (½ -mile Route 10 and park and ride access)
- Southport Community Center (Approximately .8 mile proximity to Route 11)
- Renaissance Community Center (Approximately 1.3 mile proximity to Route 3)
- Casselberry Recreation Center (Approximately 1 mile proximity to Route 103)
- Clarcona Community Center (Approximately ½ mile proximity to NeighborLink 611 north service area)
- East Orange Community Center (Approximately ½ mile proximity to Route 104)
- Lake Nona



- Horizons West

Table 6 – Colleges/Universities

College/University	City	County	Enrollment
Barry University – Orlando East Location	Orlando	Orange	300
Barry University – Orlando South Location	Orlando	Orange	N/A
City College	Altamonte Springs	Seminole	135
DeVry University	Orlando	Orange	N/A
Florida A&M Law School	Orlando	Orange	530
Florida Christian College	Kissimmee	Osceola	1,000
Florida College of Natural Health	Maitland	Orange	450
Advent Health College of Health Sciences	Orlando	Orange	1,600
Full Sail University	Winter Park	Seminole	21,000
Herzing College	Winter Park	Orange	600
Reformed Theological Seminary	Oviedo	Seminole	N/A
Rollins College	Winter Park	Orange	3,100
Seminole State College – Lake Mary/Sanford	Sanford	Seminole	17,700*
Seminole State college - Oviedo	Oviedo	Seminole	17,700*
University of Central Florida	Orlando	Orange	70,400
University of Phoenix	Maitland	Orange	830
Valencia College – East	Orlando	Orange	33,700
Valencia College – Lake Nona	Orlando	Orange	2,700
Valencia College – Osceola	Kissimmee	Osceola	14,325
Valencia College – Poinciana	Poinciana	Osceola	1,800

* Enrollment for all campuses



Table 7 – Community Centers

Community Centers	City	County	Capacity
Arab American Community Center	Orlando	Orange	N/A
Callahan Neighborhood Center	Orlando	Orange	285
Citrus Square Neighborhood Center	Orlando	Orange	N/A
Clarcona Community Center	Orlando	Orange	98
College Park Neighborhood Center	Orlando	Orange	619
Colonialtown Neighborhood Center	Orlando	Orange	130
Denton Johnson Center	Eatonville	Orange	35
Dover Shores Neighborhood Center	Orlando	Orange	825
Downtown Recreation Complex	Orlando	Orange	1000
East Orange Community Center	Orlando	Orange	113
Engelwood Neighborhood Center	Orlando	Orange	675
Hannibal Community Center	Winter Park	Orange	350
Hankins Park Neighborhood Center	Orlando	Orange	30
Hope Community Center	Apopka	Orange	N/A
Italian American Community Center	Orlando	Orange	N/A
Ivey Lane Neighborhood Center	Orlando	Orange	N/A
Jackson Neighborhood Center	Orlando	Orange	250
Jewish Community Center of Central Florida	Winter Park	Orange	500
Jewish Community Center South	Orlando	Orange	300
Langford Park Neighborhood Center	Orlando	Orange	50
Lesbian, Gay, Bisexual, Transgender Community Center	Orlando	Orange	N/A
Northwest Neighborhood Center	Orlando	Orange	870
Orange County – Barnett Park & Gym	Orlando	Orange	N/A
Orange County – West Orange Recreation Center	Orlando	Orange	N/A
Reeves Terrace Neighborhood Center	Orlando	Orange	N/A
Rock Lake Neighborhood Center	Orlando	Orange	125
Rosemont Neighborhood Center	Orlando	Orange	181
Smith Neighborhood Center	Orlando	Orange	1,051
Wadeview Neighborhood Center	Orlando	Orange	870
YMCA of Central Florida (22 locations)	Multiple	Multiple	N/A



Table 8 – Senior Centers

Senior Center	City	County	Capacity
Casselberry Multi-Purpose Senior Center	Casselberry	Seminole	161
L. Claudia Allen Senior Center	Orlando	Orange	275
Maitland Senior Center	Maitland	Orange	70
Marks Street Senior Recreation Complex	Orlando	Orange	N/A
Orange County – Renaissance Senior Center	Orlando	Orange	N/A
Osceola County COA	Kissimmee	Orange	N/A
Sanford Senior Center	Sanford	Seminole	N/A
St. Cloud Senior Center	St. Cloud	Osceola	N/A
William Beardall Senior Center	Orlando	Orange	225
Winter Springs Senior Center	Winter Springs	Seminole	N/A

Table 9 – Hospitals

Hospital	City	County	No. of Beds
Central Florida Regional Hospital	Sanford	Seminole	221
Doctor Phillips Hospital	Orlando	Orange	207
Advent Health – Altamonte Spring	Altamonte Springs	Seminole	398
Advent Health - Apopka	Apopka	Orange	112
Advent Health – Celebration Health	Celebration	Osceola	227
Advent Health – East Orlando	Orlando	Orange	2,925
Advent Health – Kissimmee	Kissimmee	Osceola	138
Advent Health – Orlando	Orlando	Orange	1,75
Advent Health – Winter Garden	Winter Garden	Orange	
Advent Health – Winter Park Memorial Hospital	Winter Park	Orange	422
Health Central	Ocoee	Orange	171
Lakeside Alternatives – Central Plaza	Orlando	Orange	150
Lakeside Alternatives – Princeton Plaza	Orlando	Orange	
Nemours Children’s Hospital	Lake Nona	Orange	130
Orlando Health – Orlando Regional Medical Ctr	Orlando	Orange	808
Orlando Health UF Cancer Center	Orlando	Orange	N/A
Orlando Health – Arnold Palmer Hospital	Orlando	Orange	158
Orlando Health – Winnie Palmer Hospital	Orlando	Orange	350
Orlando Health – South Seminole Hospital	Longwood	Seminole	206
Orlando Health – Horizons West Hospital	Horizons West	Orange	120
Osceola Regional Medical Center	Kissimmee	Osceola	404
St. Cloud Regional Medical Center	St. Cloud	Osceola	84
University Behavioral Center	Lake Nona	Orange	114
VA Medical Center Lake Nona	Lake Nona	Orange	134



Figure 9 – Major Employers in Service Area

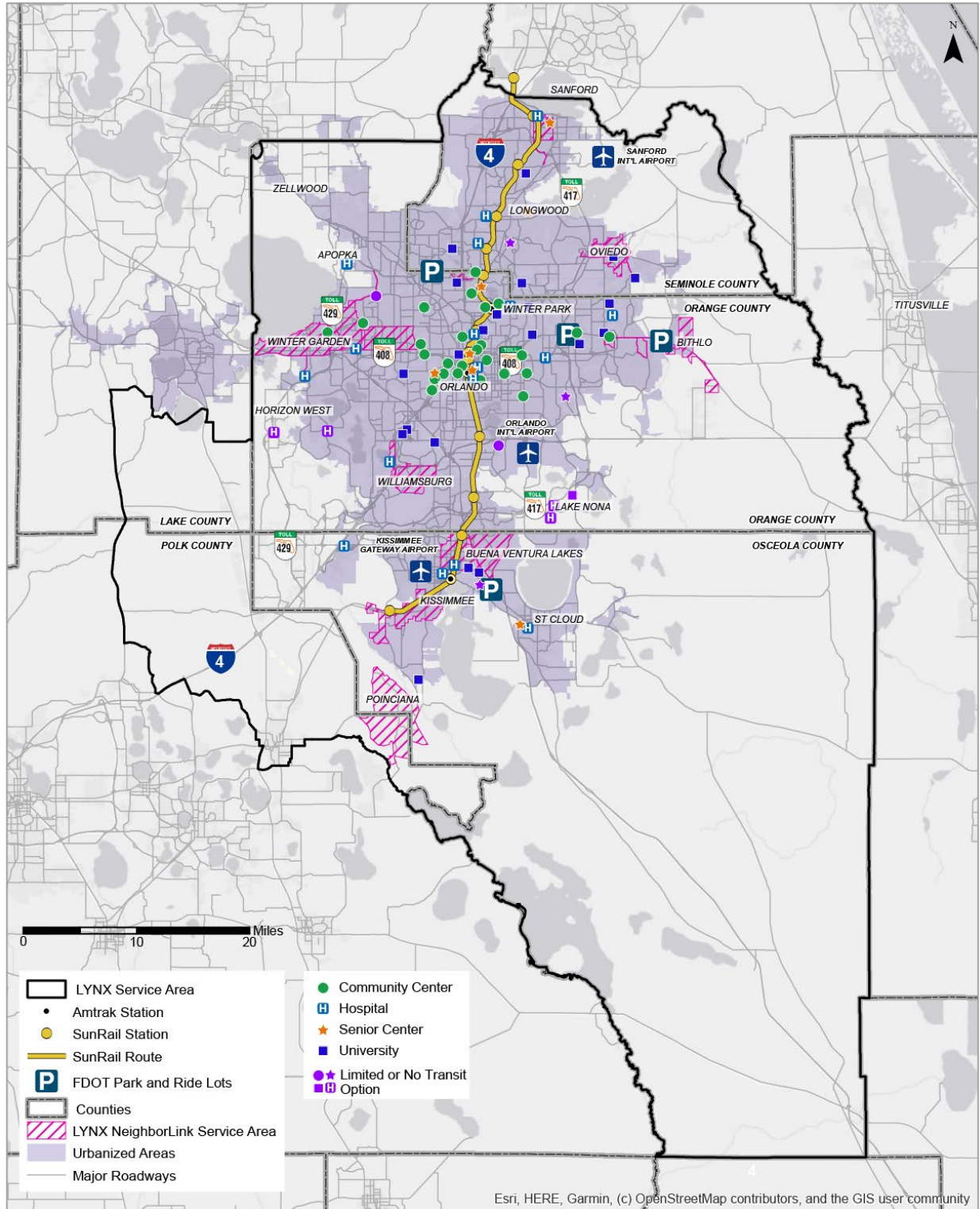
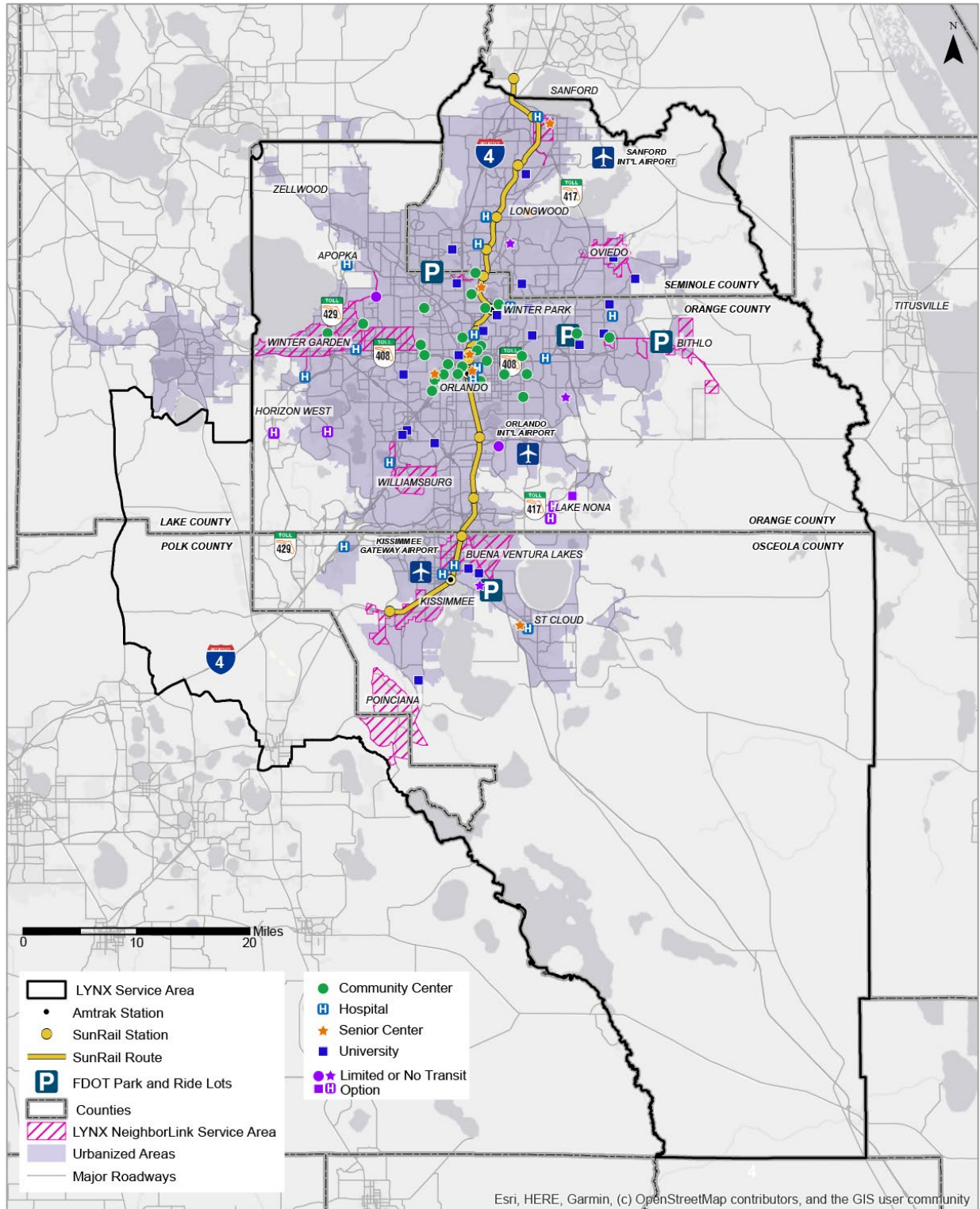




Figure 10 – Activity Centers in Service Area



Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community



7.0 Review of Existing Transportation Services

This section presents a review of existing services offered by LYNX including Fixed-route, ACCESS LYNX, NeighborLink, Vanpool and LYMMO. As a system, LYNX provides more than 41,053 rides each weekday and served over 14 million passenger trips in Fiscal Year (FY) 2021 (from October 1, 2020 through September 30, 2021). Also, included in this section are other transportation services that may be available through public, private, or non-profit transportation providers.

7.1 Fixed-Route Bus

As of February 2022, LYNX operates a total of 68 routes (known as “Links”) across the Central Florida region, within Orange County, Osceola County and Seminole County as well as routes in partnership with Polk and Lake Counties. The earliest LYNX service begins at 3:50 AM and the last bus arrives at the downtown station at 2:50 AM. The average bus frequency in the urban area is 30 minutes and frequencies in the outlying areas operate every hour. LYNX fixed-route buses can hold up to two (2) wheelchairs per vehicle. Fare for a LYNX fixed-route trip is \$2.00 for one ride, and \$4.50 for an all-day pass. The reduced fare for the fixed-route service is \$1.00 for one ride, and \$2.25 for an all-day pass.

7.2 Bus Rapid Transit (LYMMO)

LYNX operates LYMMO, a fare-free downtown Orlando bus rapid transit (BRT) service using hybrid-electric and electric buses (The LYMMO fleet will be 100% electric buses by Summer 2022). LYMMO provides a quick and easy way for downtown residents and commuters to move around downtown on exclusive bus lanes. LYMMO operates on three (3) routes:

- Route 60 – Orange Line/Downtown Line
- Route 61 – Lime Line
- Route 62 – Grapefruit Line

7.3 Express Bus (FastLink)

LYNX operates several FastLink routes, designed to provide a quicker trip for commuters than traditional routes along the same corridors. FastLink routes often overlap with fixed routes, but stop fewer times to provide faster service. The fare for a FastLink trip is \$2.00 for one ride, and \$4.50 for an all-day pass and the discounted fare is \$1.00 for one ride, and \$2.25 for an all-day pass. LYNX offers three (3) FastLink routes:

- Route 407 – Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Florida Mall/Meadow Woods/Lake Nona
- Route 441 – South U.S. 441 (Orange Blossom Trail) FastLink

7.4 NeighborLink (Flex Service)

LYNX operates twelve (12) NeighborLink routes, on-demand service for select neighborhood areas connecting to destinations within the neighborhood area or fixed-route bus stops. To use NeighborLink, eligible passengers need to schedule their ride two (2) hours in advance either via phone or the NeighborLink mobile application. NeighborLink vehicles can hold up to 14 passengers and two (2) wheelchairs per vehicle. Fare for a LYNX NeighborLink trip is \$2.00 for one ride, and \$4.50 for an all-day pass.



- NeighborLink 601 – Poinciana
- NeighborLink 604 – Intercession City/Campbell City
- NeighborLink 611 – Ocoee
- NeighborLink 612 – Winter Garden
- NeighborLink 613 – Pine Hills
- NeighborLink 621 – East Colonial Drive/Bithlo
- NeighborLink 622 – Oviedo
- NeighborLink 631 – Buena Ventura Lakes
- NeighborLink 632 – North Kissimmee
- NeighborLink 641 – Williamsburg
- NeighborLink 651 – Goldsboro
- NeighborLink 652 – Maitland Center

7.5 Disney Direct

LYNX operates six (6) Disney Direct routes that provide direct access trips to Disney from various nearby locations as detailed in the route list below. Routes operate 2-3 times a day to provide morning, afternoon and evening access to Disney.

- 301 – Disney Direct/Pine Hills
- 302 – Disney Direct/Rosemont
- 303 – Disney Direct/Washington Shores
- 304 – Disney Direct/Rio Grande /Vistana
- 306 – Disney Direct / Poinciana
- 312 – Disney Direct/Ocoee

7.6 Paratransit (ACCESS LYNX)

LYNX operates ACCESS LYNX, a door-to-door paratransit service for eligible customers that are unable to use regular fixed-route service, due to a disability or other limitations. ACCESS LYNX service is available at any time the fixed-route bus is in operation, and fares range from \$4.00 - \$7.00 per ride, depending on program and proximity to the LYNX service area.

To use ACCESS LYNX, eligible passengers must apply through a written application process to participate in the program – determination is based on verification of the application, may also include a functional assessment, and is valid for two years. Once approved, ACCESS LYNX users must schedule their ride at least one (1) day in advance. Bus passes for ACCESS LYNX ADA users are available at a discounted rate through the ACCESS Plus Program. Currently, the ACCESS LYNX program provides more than 2,100 scheduled passenger trips each weekday, using a variety of vehicles. ACCESS LYNX vehicles vary in size and accommodations, and the largest vehicles can hold up to 14 passengers and two (2) wheelchairs per vehicle.

7.7 Vanpool

LYNX operates three Vanpool programs, including commuter-based, employer-based, or the human services agency program. Through these programs, LYNX provides the vehicle that typically accommodates up to 15 passengers, vehicle maintenance, and insurance for a monthly fee. The Vanpool



participant is responsible for the monthly lease fee as well as gas and tolls. The route, schedule, and pick-up/drop-off locations are determined by the driver and the other Vanpool participants.

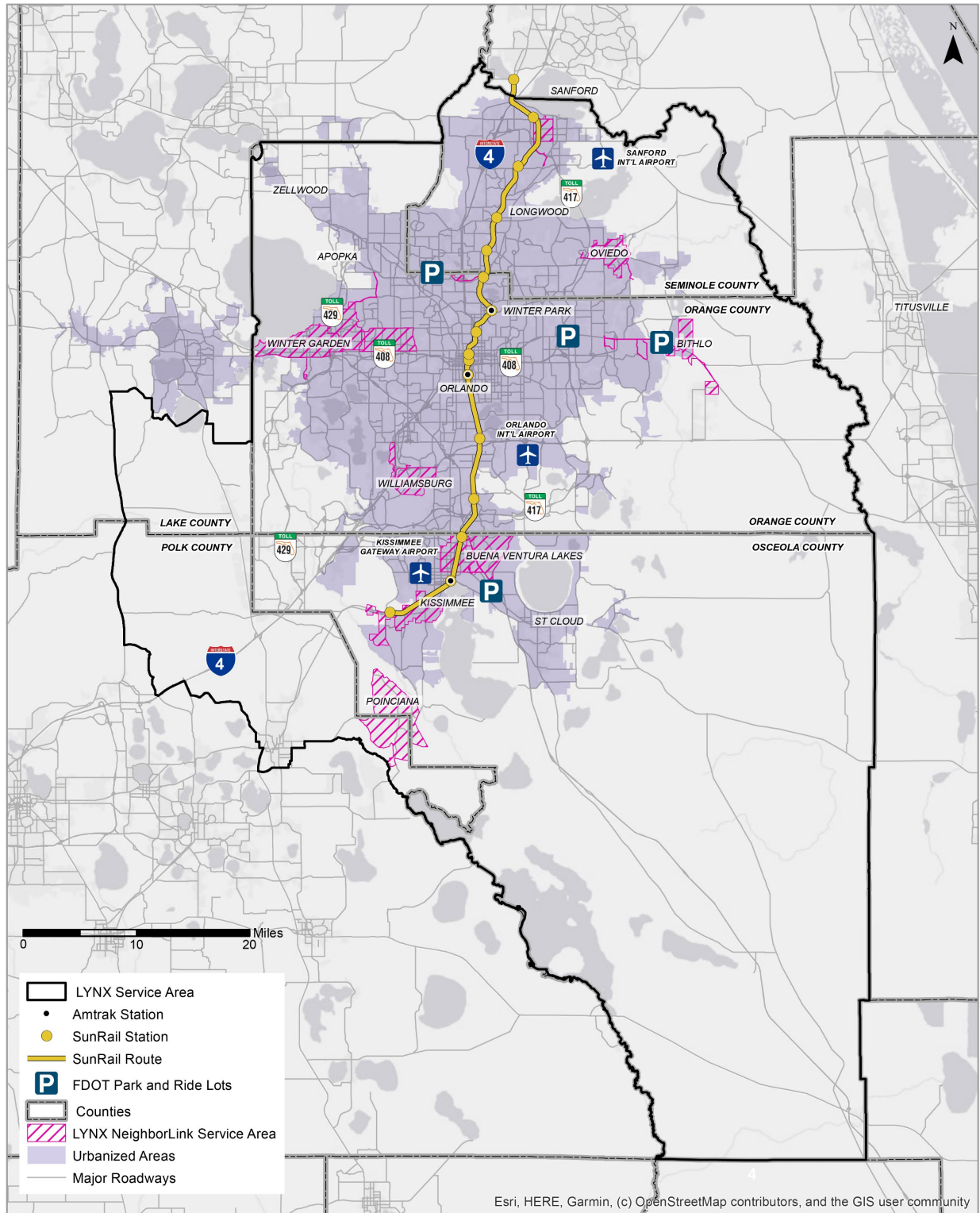
Each program is different and has different requirements. A brief description of each program is provided below.

- **Commuter Vanpool** – A LYNX commuter Vanpool is a group of people who live and work near one another, have similar work schedules and commute to work at the same time each day using a van provided by LYNX. Typically, one person from the group volunteers as the primary driver and is not hired to operate the vehicle. However, LYNX usually requires that more than one participant become an authorized driver so that several or all the participants may share the driving.
- **Agency Vanpool** – This is a separate, employer-based Vanpool service provided by LYNX. The cost is a single monthly rate and is usually subsidized by the company interested in providing this service to their employees or clients. The pricing for a 10, 12, or 15 passenger van is \$690 per month (\$525 if lessee provides insurance).
- **LYNX Human Services Agency Vanpool** – This program allows human services agencies to apply for funding under the FTA Section 5310 grant program during the application cycle competitive selection process. Agencies that are awarded vans may operate the vehicles for the provision of agency client trips. Vanpools under this program must be operated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options. The lease cost of this program is the same as the agency vanpool previously defined; however, under this program, the sub-recipient pays 100 percent of the vanpool lease and bills LYNX for 50 percent reimbursement, if the agency has been awarded funding under the Section 5310 grant selection process. Based on the program funds apportionment, vanpools under this program must operate within the Orlando and Kissimmee urbanized area presented in Figure 10.

Figure 11 present the Orlando and Kissimmee urbanized area along with the SunRail route and stops and stops.



Figure 11 – LYNX Service Area





7.8 Review of Existing CTC Providers

This section presents an inventory of existing CTC contract coordination providers partnered with LYNX.

LYNX has approximately 25 CTC providers that transport their own clients but are partnered with LYNX as part of a larger coordinated effort. Approximately six (6) of the transportation providers in Table 1 are sub-recipients under the Section 5310 program and have either been awarded funding to lease an agency Vanpool from LYNX to provide or expand their capacity to provide transportation services to their clients or have been awarded operating funds that can only be used to support transportation services. The list of current LYNX CTC providers is listed below in **Table 10**.

Table 10 – LYNX CTC Providers

Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Aspire Health Partners, Inc.	Orange, Osceola, Seminole	17	259,487	Medical	Ambulatory Accessible
Crystal Lake Supportive Environment Inc.	Orange, Seminole	13	119,436	Education, Training, Daycare	Ambulatory Accessible
Elquanah Group Home, Inc.	Orange	2	33,208	Medical, Education, Training, Daycare, Personal, Business, Other	Wheelchair Accessible
Life Concepts, Inc. Dba Quest, Inc.	Orange, Seminole	35	39,590	Medical Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Meals on Wheels, Etc.	Seminole	10	107,294	Medical, Nutritional, Personal, Other	Ambulatory Accessible
Nation Mentor Health Care - Florida Mentor	Orange, Seminole	10	165,049	Education, Training, Daycare	Wheelchair Accessible
Osceola Council on Aging	Osceola	17	107,517	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible



Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Pachot Group Home, Inc.	Orange	1	15,298	Education, Training, Daycare	Ambulatory Accessible
Primrose Center, Inc.	Orange, Seminole	12	77,290	Education, Training, Daycare	Wheelchair Accessible
Seniors First Inc.	Orange	11	N/A	Nutritional	Wheelchair Accessible
The Evangelical Lutheran Good Samaritan Society	Osceola	9	62,981	Medical, Personal	Wheelchair Accessible
The Opportunity Center, Inc.	Orange, Osceola	13	107,655	Education, Training, Daycare	Wheelchair Accessible
Trinity Home Care Facility, Inc.	Orange, Osceola, Seminole	22	33,362	Education, Training, Daycare	Wheelchair Accessible



7.9 Sub-Recipient Providers

There are seven (7) sub-recipient providers receiving FTA funds through the Section 5310 program to provide transportation services, including the Seniors First, The Opportunity Center, Meals on Wheels, Life Concepts d.b.a. Quest, Osceola Council on Aging, Aspire Health Partners, and Primrose Center. These seven (7) sub-recipients were selected through competitive processes from Fiscal Years (FY) 2018 - 2021. Project proposals were evaluated and selected by a multi-agency committee from FDOT, MetroPlan Orlando, and ACCESS LYNX. Provided below are descriptions of each of the selected sub-recipient providers currently under contract with LYNX.

Seniors First, Inc.

Seniors First, Inc. is a non-profit, 501(c)(3) service organization with a mission to enhance the quality of life of seniors by maintaining their independence and dignity. The program offers vital support systems to vulnerable, older adults aged 60 years and up and adults of all ages living with disabilities. Primary services include meal delivery, congregate meals, comprehensive community-based programs, in-home care, providing medical equipment, and public guardianship to help individuals age in place.

Seniors First provides transportation services through 13 routes from client's homes to 8 neighborhood lunch sites within Orange County, as well as to essential services such as shopping centers and pharmacies. The agency leases two (2) Vanpool vehicles to help provide services to their clients. As a Section 5310 sub-recipient, Seniors First can: 1) Provide transportation services to 600 seniors in Orange county; 2) meet the daily living needs of its clients; 3) maximize the health and independence of its clients; 4) maintain or improve quality of life for its clients.

Service Area: Seniors First provides transportation services in Orlando and Seminole counties.

Operating Hours/Days: Monday through Friday from 7:00 AM – 3:00 PM for transportation to lunch sites; Monday, Wednesday and Friday from 10:00 AM to 2:00 PM on fixed route from senior residences to shopping centers and pharmacies.

Primrose Center, Inc.

Primrose Center, Inc. is a non-profit, 501(c)(3) service organization whose mission is to transform the lives of people with developmental disabilities by providing opportunities to reach their fullest potential. The Primrose Center programs and services include an Adult Day Training program where guests learn employable skills and daily life skills; Residential Support which provides clients a safe and fulfilled life in their own home; and Employment Services which teaches job development skills and provides job placement support.

Primrose Center currently leases eight (8) Vanpool vehicles to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, Primrose can: 1) expand service to its wheelchair-bound clients, 2) increase mobility for seniors and disabled persons living in Primrose Residential Group Homes and the community; 3) provide daily service for its 65 disabled and senior clients; 4) consolidate and expand its transportation routes to realize efficiencies by reducing travel time, maintenance and overtime costs; and 5) retire costly private vehicle leases.

Service Area: Primrose Center, Inc. serves the population in the urbanized area of Orange County - providing transportation within the guidelines required by the Section 5310 program.



Operating Hours/Days: Primrose Center, Inc. operates seven (7) days a week, and for use on an emergency in the Residential Group Homes; and Monday through Friday from 6:30 AM – 5:00 PM in the Adult Training Center and Employment Services.

The Opportunity Center

The Opportunity Center, a 501(c)(3), non-profit, private charitable organization, is a year-round day program for adults with developmental disabilities. The program currently serves approximately 85 clients who represent a broad range of mental and physical disabilities including autism, Down Syndrome and Cerebral Palsy.

The Opportunity Center provides transportation to adults with developmental disabilities, most of whom are unable to ride public transportation due to lack of ability or unavailable public transportation service in their area. The agency currently leases two (2) Vanpool vehicles to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, The Opportunity Center can: 1) maintain transportation services for 34 individuals with developmental disabilities; 2) decrease reliance on public transportation for individuals who are unable to utilize it due to lack of ability or unavailability; 3) continue providing service in the urbanized areas of Orlando and Kissimmee; 4) provide efficient and timely services to disabled clients.

Service Area: The Opportunity Center provides services to clients in the urbanized Kissimmee area, specifically the entirety of Osceola County and neighboring Orange County, providing transportation within the guidelines of the Section 5310 program.

Operating Hours/Days: The agency will provide door to door transportation on fixed-route Monday through Friday 6:30 AM to 8:30 AM and 2:30 PM to 4:30 PM.

Meals on Wheels, Etc.

Meals on Wheels, Etc., a 501(c)(3), non-profit, private charitable organization, is dedicated to enhancing the quality of life of disadvantaged populations by providing nutritious meals as well as support services for seniors which enable them to maintain their independence and dignity.

Meals on Wheels, Etc., Inc. provides trips to disadvantaged seniors and disabled adults who are low income and cannot access traditional transportation. The transportation service is door-to-door for ambulatory and wheelchair residents. The agency currently leases one (1) Vanpool vehicle to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, Meals on Wheels can: 1) provide 145 disabled and elderly passengers with Door-to-Door trips to medical appointments (including dialysis), Seminole Work Opportunity Program, pharmacies, congregate dining sites, grocery stores, and other essential errands; 2) make transportation accessible for clients who cannot afford private fare and are not physically able to use a fixed-route bus; 3) increase the amount of trips provided within the current operating hours; 4) employ qualified paratransit drivers with fair and competitive wages.

Service Area: Meals on Wheels, Etc. serves the population in the Orlando urbanized area, specifically in Seminole County, providing transportation within the guidelines required by the Section 5310 program.

Operating Hours/Days: The agency provides service to clients Monday through Friday between the hours of 6:00am and 3:00pm.



Osceola Council on Aging

The Osceola Council on Aging, Inc. is a 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.

The Osceola County Council on Aging supports disabled and elderly individuals with transportation service that allows them to meet their basic needs, to be self-sufficient and live independently. The agency currently leases two (2) Vanpool vehicles to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, Osceola Council on Aging can: 1) provide all of its residential clients with essential transportation service; 2) be the exclusive source of transportation for some of its residential clients; 3) serve clients that attend five different congregate dining sites casually known as the Dining Clubs located in Kissimmee, St. Cloud and the community of Buena Ventura Lakes; 4) enable seniors and individuals with disabilities to achieve and maintain self-sufficiency and live independently.

Service Area: Osceola Council on Aging serves the population in the urbanized Kissimmee area and the entirety of Osceola County, providing transportation within the guidelines required by the Section 5310 program.

Operating Hours/Days: The agency provides services to clients Monday through Friday between the hours of 7:00am and 5:00pm., and on a subscription based as needed basis for residential clients.

Life Concepts d.b.a. Quest, Inc.

Quest, Inc. is a 501(c)3 non-profit organization dedicated to providing a variety of services to children and adults proven to increase their capabilities and quality of life. Quest's mission is to build communities where people with disabilities can achieve their goals.

Quest will provide transportation services to people residing in either of Quests eight (8) Orange County residential settings as well as one (1) Seminole County setting, which includes groups homes and an intermediate care facility. The agency receives Operating assistance from LYNX. As a Section 5210 Sub-recipient, Quest can: 1) meet 99 disabled clients' medical and social needs; 2) provide flexible routes varying based on the clients' needs; 3) transport disabled individuals to regional medical offices, pharmacies, grocery stores, shopping malls, restaurants, local libraries, museums, outdoor parks, sporting events, theme parks and attractions, and other outings near client residences; 4) prioritize group trips and transportation efficiency to the maximum extent possible.

Service Area: Quest, Inc. services the residential settings in Orange County and Seminole County.

Operating Hours/Days: Regular service hours are from 7:00 AM to 7:00 PM; however, staff is available 24 hours a day to provide for clients' needs beyond these hours.

Aspire Health Partners

Aspire Health Partners, Inc. (Aspire), is a non-profit 501(c)3 behavioral healthcare organization. Aspire is Florida's largest Behavioral Health Non-Profit that provides a full continuum of behavioral healthcare services across six (6) Central Florida counties including Brevard, Hillsborough, Lake, Orange, Osceola, and Seminole Counties. There are 27 campuses throughout the six (6) counties that provide services for



children, adolescents, adults, and seniors. Trips in the urbanized areas of Orange, Osceola, and Seminole counties are funded through the LYNX Section 5310 Program.

Aspire provides transportation services to individuals with behavioral health disorders living within the communities. The agency received Operating assistance from LYNX. As a Section 5310 sub-recipient Aspire can: 1) operate 24-hours a day, 7-days a week providing transportation for purposes that include behavioral health, non-emergency medical, inpatient transfer, and discharge; 2) provide transportation to disabled and elderly clients within Orange County and the urbanized Orlando area; 3) tailor specialized service to the unique healthcare needs of its clients; 4) improve access to healthcare services for seniors and individuals with disabilities.

Service Area: Aspire provides services in Orange County and the urbanized Orlando area.

Operating Hours/Days: Services hours are 24-hours a day, 7-days a week.

Other Transportation Providers

There are many other non-profit and private transportation operators in the LYNX service area that provide transportation services and do not coordinate their services with LYNX. These services may include private shuttles, taxis, and limousine services that are available to the public but more costly than public transportation. Other providers include transportation services that are limited to agency clients or may have eligibility requirements.

Additional private transportation providers are included in **Table 11**. The providers shown in the table were found through internet research and the list is not exhaustive of all transportation services that might be available in the Central Florida area; however, not being able to locate information on any additional transportation options is a barrier to using the services. While the private transportation providers may be available to provide additional transportation options both inside and outside of the urbanized areas, research has indicated that the cost varies and is typically based on a metered rate. The cost of these service per one-way trip may create a barrier for lower income individuals in need of transportation services.

Table 11 – Private Transportation Providers

Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
Comfort Ride Transportation	Wheelchair transportation service within Orlando, Sanford, Winter Park, Lake Mary, Longwood, Maitland, Apopka, Casselberry, Goldenrod, Altamonte Springs, Sanford, DeLand, Debary, Orange City, Leesburg, Mt. Dora, Eustis, Daytona Beach, New Smyrna Beach and Titusville	Taxi or Shuttle, Operates 24/7, Metered Rates	321.804.5233
Mears Shuttle Van Service	Central Florida Taxi, Airport Shuttle, Luxury Transportation, Car Services & Bus Transportation. To and from Orlando International Airport and hotels, Mears offers shuttle vans seat up to 11 people and are wheelchair-accessible to accommodate passengers with special needs	Taxi, Shuttle, or Van, Operates 24/7, Metered Rates	407.423.5566 esales@mearstransportation.com
MCO Luxury Transportation	Orlando, Osceola County, Airport, and Port Canaveral	Luxury Cars, SUV, Vans, or Buses, 24/7, Varies	561.777.5107 mcoluxury@gmail.com



Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
Maya's Carpool	Greater Orlando, school bus service, door-to-door daily transportation and school trips	Bus, Varies	407.485.0473 maya@mayascarpool.com
Mystic School Bus	South Orlando and parts of Kissimmee, door-to-door student transportation	Bus, Varies	407.888.0013 mysticbus@yahoo.com
Kiddie Kab Child Transportation	Central Florida	6 AM -5 PM Monday - Friday, Varies from \$7 per one way trip	407.490.3413 kiddiekab12@gmail.com
Silver Star Transportation	Unavailable	Unavailable	407.851.2771
E&J Medical Transportation Services	Ambulatory (Car) Services – Wheelchair, Med-chair, Stretcher, Automated Defibrillator, Basic Life Support Ambulance	Unavailable	407.223.8829
Turbo Transport Services, LLC	Non-emergency transportation using their privately owned/leased vehicle	Unavailable	772.332.0293 info@nonemer.com
Uber	Available throughout the three-county service area, private vehicle service. Individuals with folding wheelchairs may use any vehicle; however, those with wheelchairs that do not fold may not be able to use the Uber vehicle. Uber has launched UberWAV in several cities outside of Florida. The UberWAV program has wheelchair accessible vehicles.	24/7, Fare varies and requires computer or smart phone application for cashless payment	https://www.uber.com/
LYFT	Available throughout the three-county service area, private vehicle service. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair.	24/7, Fare varies and requires computer or smart phone application for cashless payment	https://www.lyft.com/
Eustis Taxi	Lake County to the resorts, theme parks, beaches and Orlando International Airport and City of Orlando to any destination in the State of Florida. Specializing in catering to the needs of seniors, children who may be travelling alone and who need ground transportation assistance.	24/7, \$3.00 pickup, \$1.50 per mile, \$6.00 minimum, Delivery \$8.00 + cost of item., Special rates also available when your complete itinerary is known in advance	352.357.3671 http://www.eustitaxi.com
Taxi Orlando	Sedans, SUVs, and vans; Flat rate fees to and from the Orlando International Airport and attractions and hourly charter service available.	24/7 dispatch, Hourly charter starting at \$55 per hour, depending on vehicle, Flat	407.860.7564 https://www.taxiorlandoservice.com/contact-us



Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
		rates starting at \$39	
Yellow Car Orlando at Atlas Transportation	Serving greater Central Florida area, South Florida, and Orlando International Airport. Sedans, buses, shuttles, and vans are available.	24/7, Fixed rate airport service and daily rates, Metered rates vary	407.900.5207 http://www.atlascitycab.com/services.html
Ace Metro Cab	Sedan and van service originating at the Orlando International Airport as well as the Orlando Metro Area.	24/7, Varies	Phone: 407.855.1111 info@AceMetroCab.com

Summary

Key findings from the review of transportation providers are listed in this section.

- Many of the private transportation providers as well as the Paw Pass program may not be a good option for individuals who do not have access to credit cards or are unable to use smart phone devices and computers.
- ACCESS LYNX and TD services are available throughout the three-county service area and require an eligibility and approval process.
- The human services agencies that provide transportation service directly to their clients are improving options available to the target populations; however, these services are limited to clients of those agencies accessing agency programs.
- Several of the human services agencies have indicated that they are at capacity and have individuals on a waitlist based on the availability of vehicles, vehicle capacity, and the need to hire additional drivers.
- Human services agencies repeatedly cited the need for replacement vehicles and expansion vehicles for their programs.
- Many of the transportation providers that were found through internet research have both websites and/or telephone numbers that are no longer in service or limited social media presence (i.e. Facebook page), including private taxi services.
- Many of the private transportation provider websites are focused on travel to and from the Orlando International Airport as well as transportation to the Orlando area attractions.
- Few of the private transportation providers advertise the ability to accommodate wheelchairs and most that do mention wheelchair accessibility require that the device can be folded.
- In rural areas, available private transportation options cost more than in urban areas.



8.0 Public Outreach

The plan update process included several methods of public involvement and outreach activities as described in this section. Two stakeholder workshops were held – one at the beginning of the process to identify existing needs and priorities and a second meeting to update stakeholders of technical findings and survey results as well as obtain input on plan recommendations.

Multiple online surveys were conducted to gain insight into the needs, issues, and experiences of targeted populations (seniors and persons with disabilities) who currently use the system. One-on-one stakeholder interviews were also conducted as part of the public involvement process to obtain specific comments from human service agencies regarding their specific needs. Lastly, ride along surveys were conducted on the LYNX NeighborLink routes 601, 641, 611, 612, 613, 621, 622, and 631 to collect detailed information on existing system users and gain insight into how well NeighborLink is helping seniors and persons with disabilities use public transportation. The input received through the public involvement process are summarized in the following sections. **Table 12** is a summary of needs identified two or more times through the outreach process or were identified as a need by a majority of those surveyed. This information was then used to support the gaps analysis in Section 9 and identify strategies to address gaps and needs.

Table 12 – Summary of Public Outreach Gaps Identified

Type of Need or Gap in Service	Stakeholder Meeting	Neighborlink Survey	ACCESS LYNX Survey	Interviews	TDCLB Annual Meeting
Capital Assistance/ Replacement Vehicles	•			•	
On Time Performance		•	•		•
Sensitivity Training		•			•
Access to Training	•			•	•
Cost of Service	•				•
Safety & Security			•		•
Availability of Service (nights/weekends)	•	•	•		•
Accessible Apps	•	•	•	•	
Access to Healthcare		•	•	•	•



8.1 Stakeholder Outreach and Coordination

A stakeholder database was provided by LYNX at the initiation of the HSTP update process that included representatives and advocates for older adults and individuals with disabilities. This list was then used to poll stakeholders for availability to participate in the update process and attend at least one virtual meeting.

Stakeholder Meeting #1

An initial stakeholder meeting was held on December 13, 2021 via Zoom and served as the project initiation meeting to introduce the plan update process and gather stakeholder input. A total of 15 people attended the first stakeholder meeting, including the project team. After the introduction and a brief presentation by the project team, several live polling questions were presented to gain input regarding service needs and priorities.

Poll Everywhere was used to track responses to questions. Participants could respond to each question by text, mobile app, or desktop website. The results for each poll question are shown beginning on the next page.

Figure 12 – Poll Everywhere Graphic

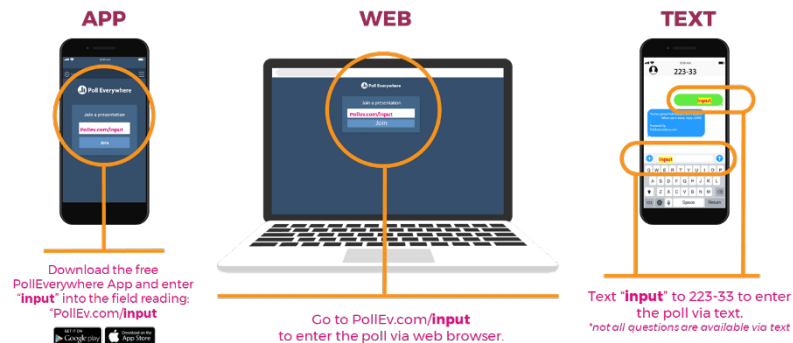
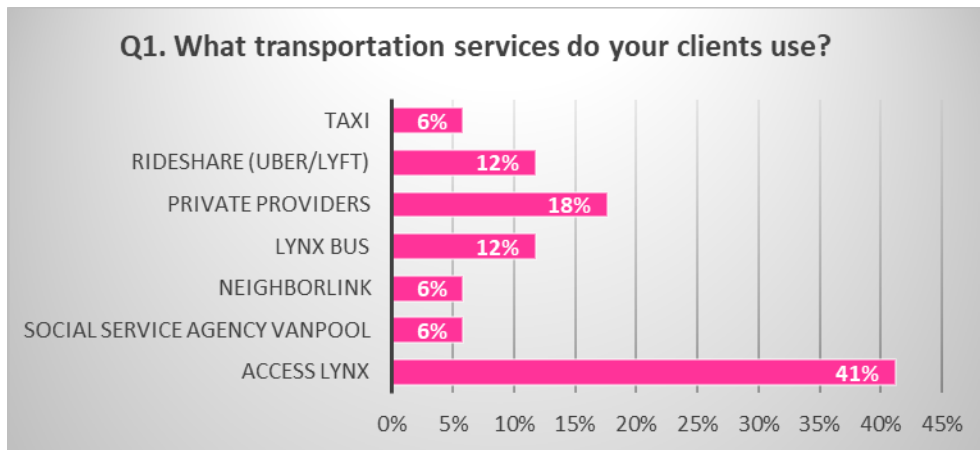


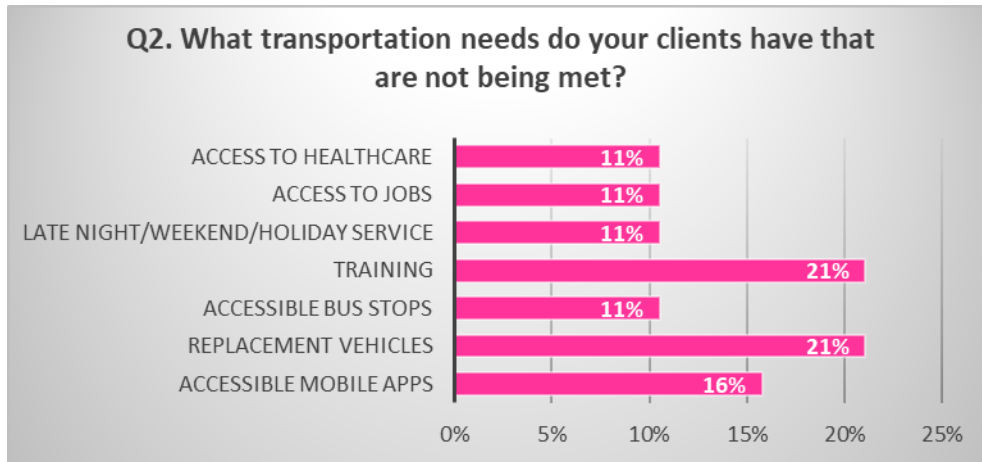
Figure 13 – Q1. Type of Transportation Services Used





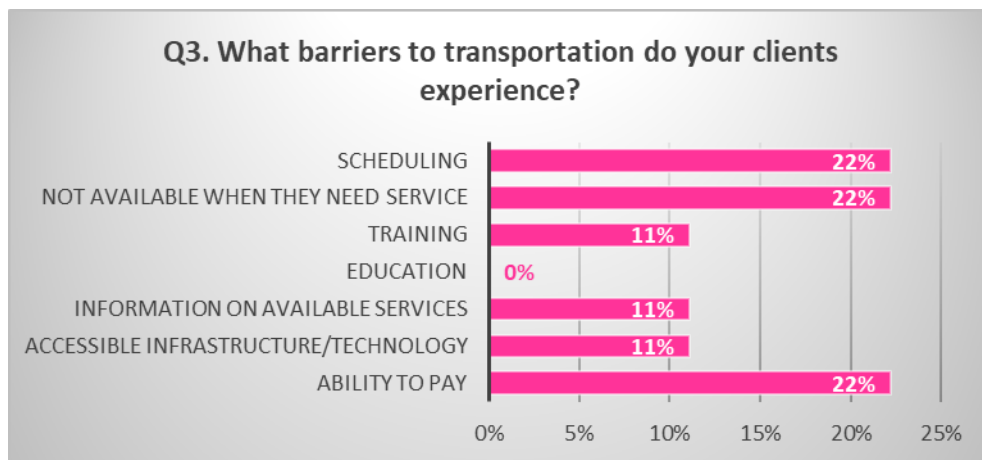
Participants reported that their clients often use ACCESS LYNX services, followed by private providers. Indicating that for many of the targeted population, other options may likely be less accessible or affordable for their clients. Other transportation services used include Transportation Network Companies (TNCs) such as Uber, Lyft, Silver Ride, UZURV, etc., and to a lesser extent taxi, NeighborLink, or Agency Vanpool.

Figure 14 – Q2. Transportation Needs of Clients



In terms of transportation needs, stakeholders reported their highest needs were for training and replacement vehicles. Accessible mobility apps were also in the top three needs. All other needs were tied in terms of importance and included access to healthcare and jobs, late night, weekend, and/or holiday service, and accessible bus stops.

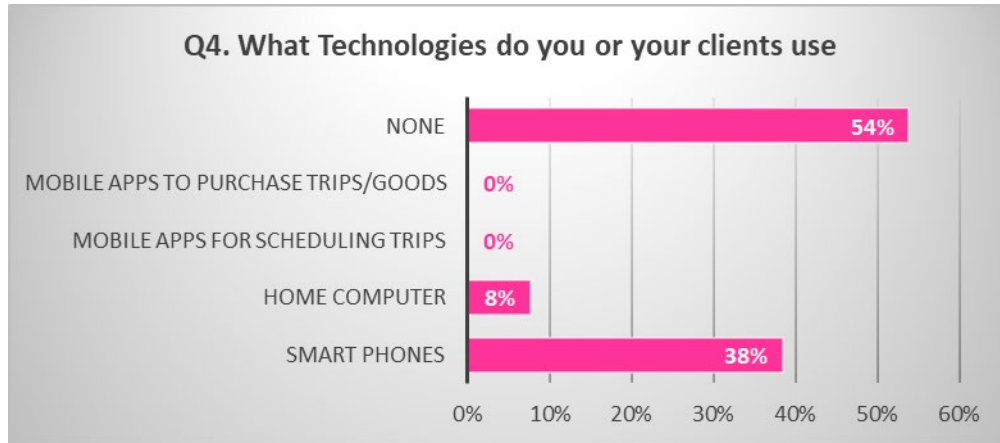
Figure 15 – Q3. Barriers to Transportation



The most reported barriers to transportation include scheduling, availability when needed and ability to pay. Based on follow up discussions scheduling, and availability challenges have increased during the COVID-19 pandemic. Many stakeholder clients are members of the targeted populations and are also at higher risk of complications due to COVID-19 infections. As a result, providers are struggling to meet schedules as well as experiencing staffing shortages.

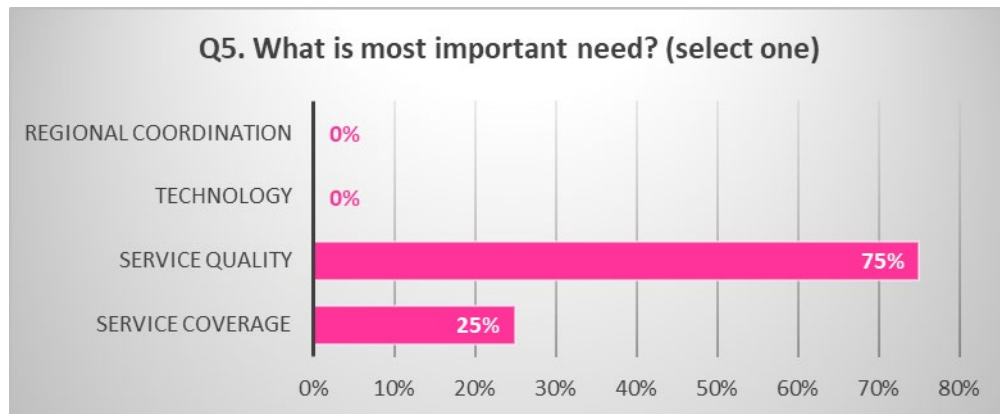


Figure 16 – Q4. Types of Technologies Used



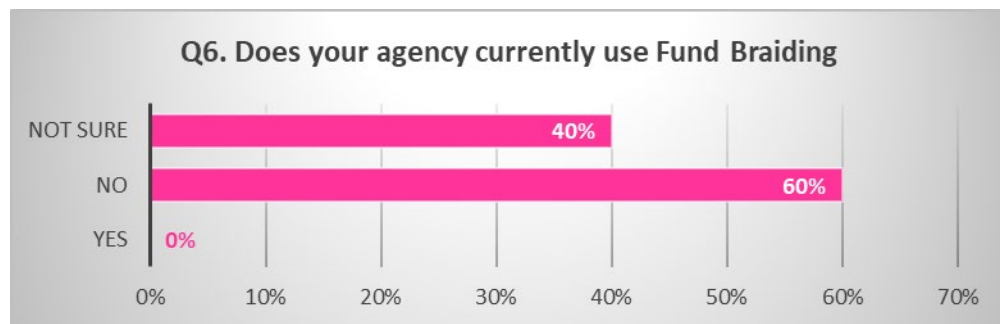
While more than a third of stakeholder clients have access to smart phones, more than 50% of stakeholders and their clients do not use any specific forms of technology for scheduling transportation trips or paying fares. A small percentage reported that they or their clients use home or desktop computers.

Figure 17 – Q5. Most Important Need



Participants cited service quality as being the most important need for their clients. Service coverage within the region was the other need identified as most important.

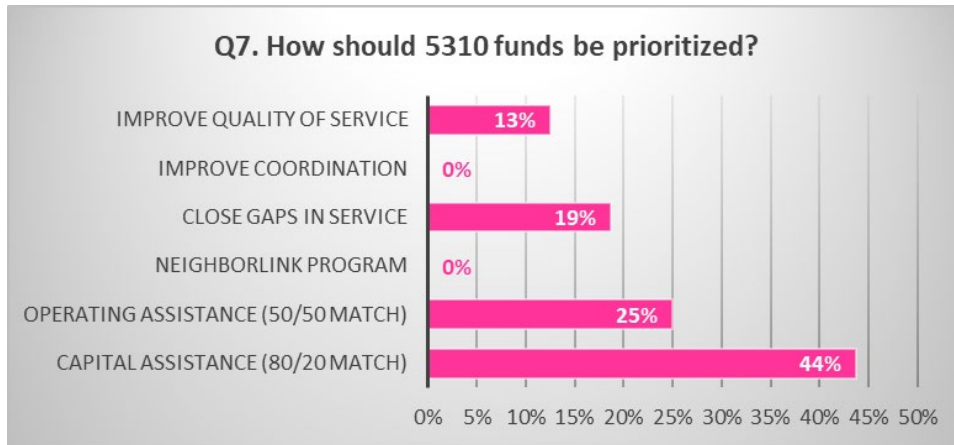
Figure 18 – Q6. Use of Fund Braiding





Fund braiding is a relatively new concept that does not appear to be in practice among stakeholders at this time. The project team gave a brief description and overview of how they may be able to leverage fund braiding as a technique to fund the local match requirements of the grant programs available for human transportation services.

Figure 19 – Q7. Use of 5310 Funds



The stakeholder participants indicated that their greatest priority for the use of 5310 funds should go towards capital assistance and operating assistance. Closing gaps in service and improving quality of service were also listed as priorities, but to a lesser extent.

8.2 Stakeholder Interviews

To gain additional feedback, several stakeholder agencies were interviewed and asked about the transportation needs of their clients.

Meals on Wheels – Agency Transportation Provider for Seniors

The agency provides transportation to meal sites, shopping, and medical appointments for seniors residing in Seminole County. The most common trips are made to medical appointments, shopping, and meal sites. Travel to meal sites is done 5 days a week. Clients are provided transportation free of charge as long as they qualify. Persons 60 and older are eligible to use their service. Trips must be within Seminole County.

In terms of challenges, they experience in transporting clients is that many of their clients have mobility issues and use wheelchairs and walkers. The agency prefers to lease vehicles from LYNX through the Agency Van Pool program. The stakeholder stated that the monthly charge was cost effective. However, they have had some challenges with vehicles and would prefer an accessible 7 passenger van over a larger ACCESS LYNX type vehicle.

In terms of gaps in services and their greatest needs the representative stated that COVID-19 is their most prominent issue in terms of reducing their capacity on their vehicles. Additionally, they had purchased paratransit vehicles in the past and those vehicles are being retired and currently they cannot purchase those vehicles through LYNX or FDOT. They are also more expensive to operate and maintain. They prefer the lease option where monthly costs include maintenance and insurance. Availability of smaller accessible vans has also been impacted by current supply chain issues. Improved communication and coordination would likely help improve their understanding of the options available to them in terms of multiple vehicle types.



With respect to technology, the agency's current scheduling software is very out of date. The software still works but a better solution would be helpful. They will be hiring a new transportation director this year and will likely investigate the best solution for their agency.

Attain – Agency Transportation Provider for Persons with Intellectual Disabilities

The agency provides day services and group homes for persons with intellectual disabilities. The majority of their clients are not able to use LYNX family of services and are dependent on their staff to ensure they are able to meet their daily needs, travel to medical appointments, and employment. The agency is a CTC contractor with LYNX and a portion of their trips are paid for through the Commission on Transportation Disadvantaged and agencies for persons with disabilities (Medicaid waiver). Currently, they own paratransit type accessible vehicles that are aging and need replacement. Their most pressing need in terms of transportation is the need to purchase replacement vehicles as well as expansion vehicles to improve scheduling and capacity for their clients.

The Agency Vanpool program is not a good fit for their organization in terms of duplication of reporting requirements, drug testing, screenings, etc. all of which comes at a cost to the agency. However, the Vanpool vehicles may work for day programs where the agency transports clients to day centers. Ideally, the agency would like to be able to assign a vehicle to a group home that is available to any staff member for transporting clients during their shift. Group homes have up to 6 clients per home with 3 staff members around the clock.

Currently the agency has three 15-passenger vehicles that are used for day programs where an employee is able to drive the vehicle to multiple locations picking up clients and transporting to day program sites. The agency stated they are having difficulty replacing older vehicles which is resulting in increased maintenance costs. They are currently unable to purchase replacement vehicles through LYNX using the 5310 program for their clients in LYNX' urbanized service area. The agency stated that they would like the ability to use urbanized 5310 funds controlled by LYNX to purchase vehicles rather than lease these vehicles via the Agency Van Pool program.

Lighthouse of Central Florida – Agency that Serves Persons with Visual Impairments

This stakeholder provides vision rehabilitation for persons that are visually impaired. Their clients are using ACCESS LYNX and some limited fixed-route services. They serve persons of all ages needing vision rehabilitation services and provides training on how to lead independent lives. The agency representative reports that their clients are very pleased with ACCESS LYNX UZURV service which LYNX contracts with to provide shared ride services similar to Ube or Lyft. Another similar service provider is Silver Ride which is a subcontractor to MV Transportation – the contracted provider for ACCESS LYNX and NeighborLink services.

Due to COVID, the agency reports that extreme wait times and missed trips are commonplace on ACCESS LYNX and their clients have had better experiences using UZURV. The benefits of UZURV are that the vehicles are operated by independent contractors and the service provides messaging alerts for when the driver is on the way, arrival times, and other updates. Conversations with ACCESS LYNX staff concurs with these statements and indicated that future paratransit service contracts will include the option for subcontractors for shared ride services using service providers such as UZURV and Silver Ride.

Accessible needs for their clients include larger print or braille materials. Many clients are starting to be trained on using smart phones and mobile apps. Most clients use smartphone with screen readers enabled. Any mobile apps created by LYNX should have accessible features and settings to aid those with visual impairments.



8.3 NeighborLink Surveys

On board surveys were performed on NeighborLink routes in early December 2021. The project team rode eight NeighborLink routes and conducted on-board surveys. The survey requested trip origin and destination, satisfaction with the service, demographic and income information, and any comments. The following figures summarize the data and information collected during the NeighborLink survey. A majority of the people surveyed were age 55 and older. Nearly 30 percent of the riders surveyed reported that they rode NeighborLink 5 days per week. Just over 34 percent of passengers reported that they considered themselves to have a disability and 58 percent reported that they had a household annual income less than \$20,000. The most common destinations were shopping, connection to LYNX fixed-route service, medical appointments, and job sites. With respect to quality of service, the majority of passengers reported being satisfied with the service in terms of wait times, feeling safe, and the length of their trip.

Comments received included:

- Sunday service for those that need transportation to jobs was a repeated comment
- Complaints about some operators being rude, lots of praise for others
- Long wait times and missed connections with fixed-route
- The app is difficult to navigate and not intuitive
- Would like ability to schedule trips more than 1 week in advance on the app
- Would like to be able to book a trip less than 2 hours ahead of time
- Would like to have a pre-paid fare card
- Expand service area to include medical facilities – dislike having to transfer to another bus
- Bus often not on time, missed trips/pick-ups once a week
- Missed transfers – better coordination between NeighborLink and fixed-route dispatch – multiple comments related to this topic
- A number of compliments for LYNX and the service
- Better communication with passengers using text or other alerts/notifications for customers
- More call center staff to schedule rides

Figure 20 – Passenger Age Distribution

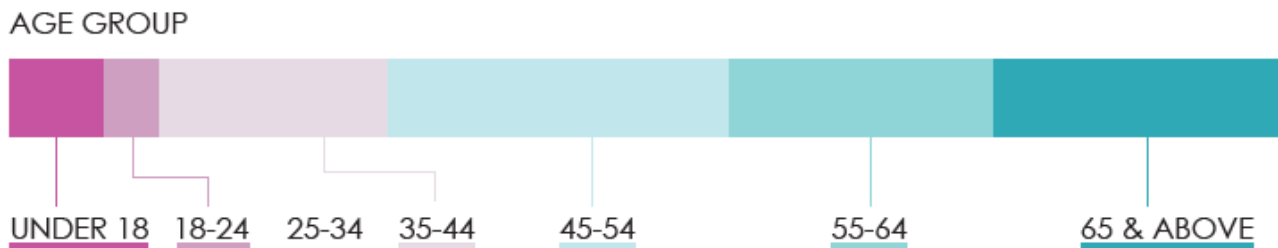




Figure 21 – How Often Riders Use NeighborLink

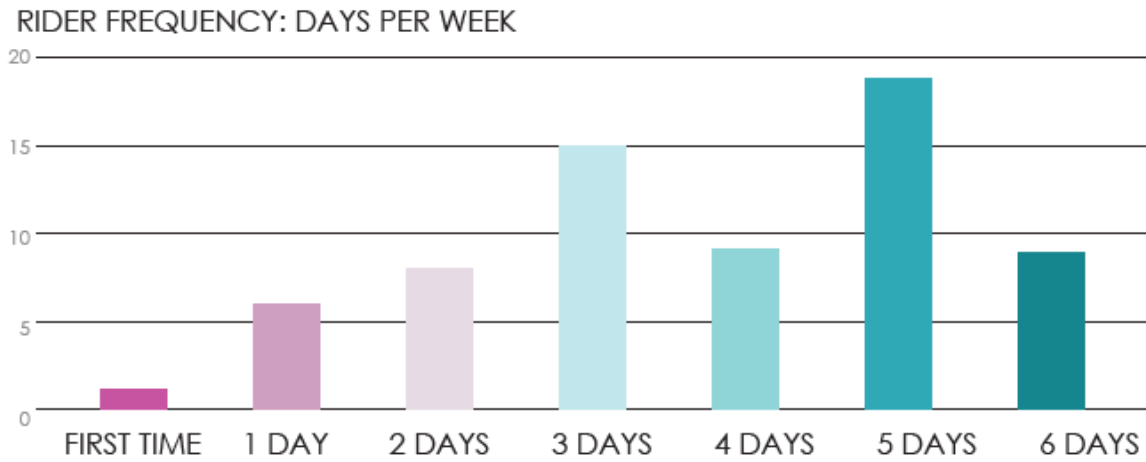


Figure 22 – Trip Type

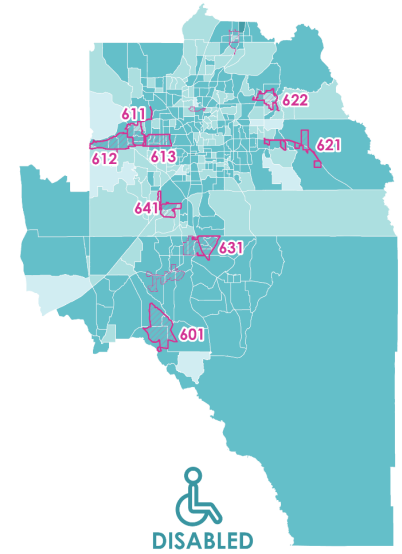
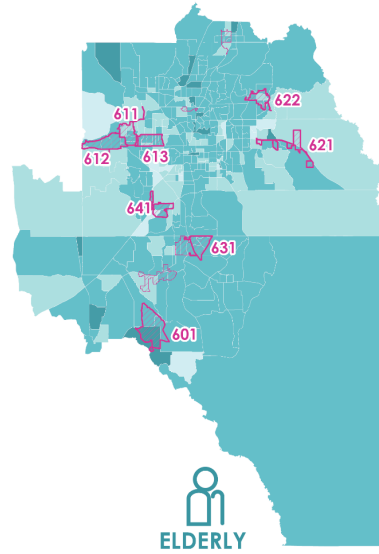
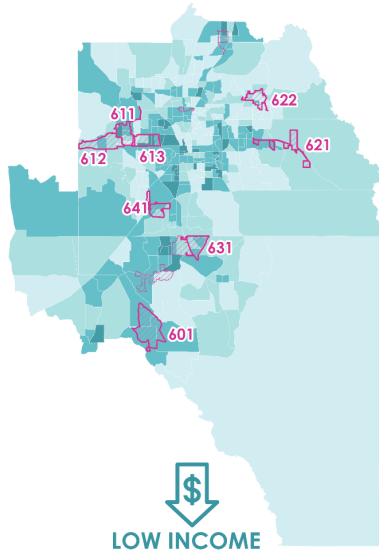




Figure 23 – Demographic Context

RESIDENTS SHARE BY CENSUS TRACT

0 - 5% 5 - 10% 10 - 25% Over 25%



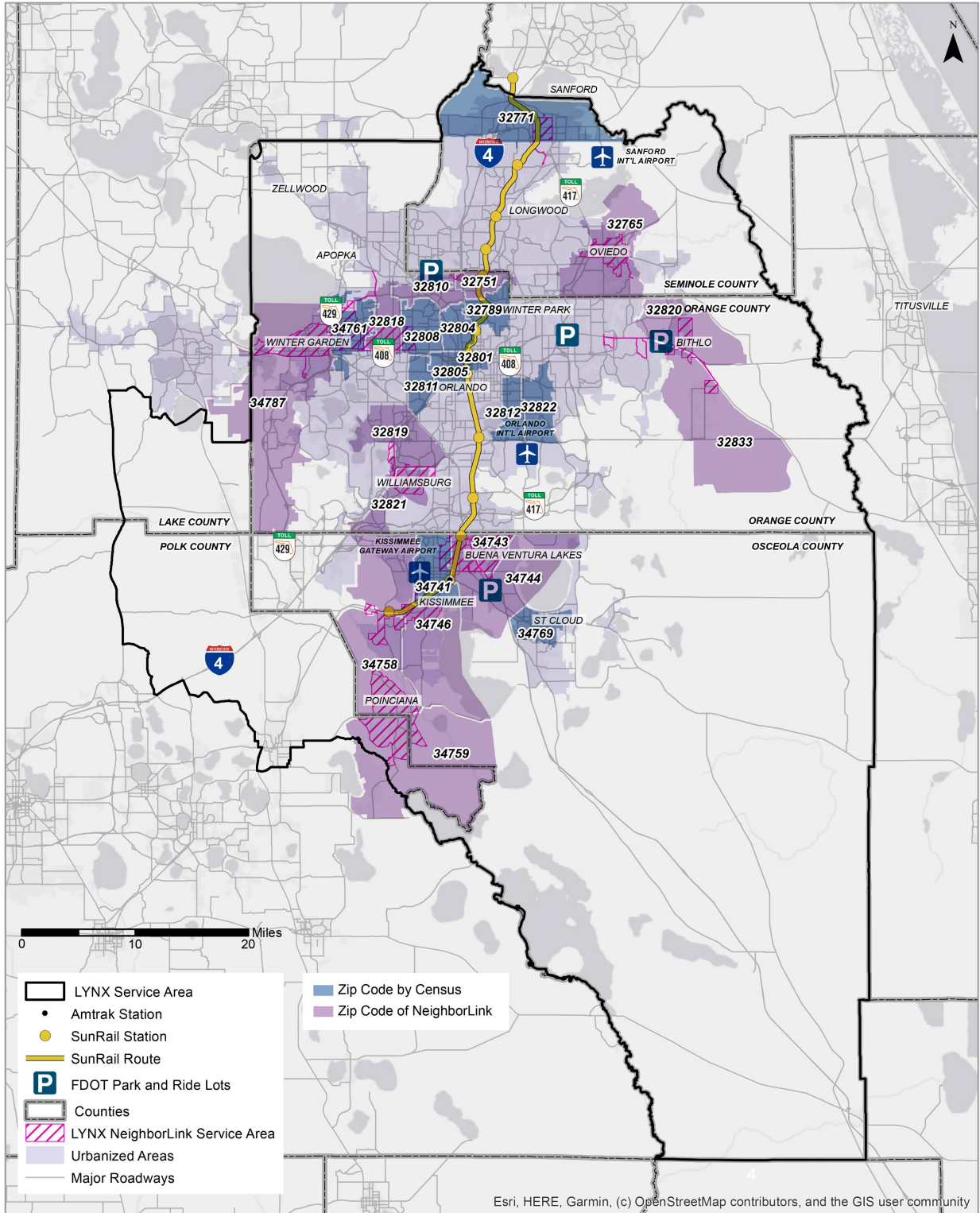
601 - POINCIANA	15.8%	21.0%	17.8%
611 - OCOEE	16.0%	11.7%	14.5%
612 - WINTER GARDEN	11.7%	15.0%	14.0%
613 - PINE HILL	21.5%	11.6%	15.0%
621 - BITHLO	14.6%	13.7%	13.0%
622 - OVIEDO	4.2%	13.4%	9.7%
631 - BUENA VENTURA LAKES	11.6%	13.0%	14.0%
641 - WILLIAMSBURG	9.0%	11.6%	8.4%
SERVICE AREA AVERAGE	11.4%	14.0%	11.8%

8.4 ACCESS LYNX Rider Surveys

The project team worked with LYNX Mobility Services to develop a sampling of ACCESS LYNX passengers to survey via email. The team selected zip codes that had higher representation of elderly persons and persons with disabilities as well as low income and minority representation. Additionally, ACCESS LYNX clients living in the zip codes served by NeighborLink services were also included in the sample. Approximately 500 clients were mailed online surveys, however a very small number of surveys were returned. Over half of the respondents were over 65 years of age. Clients reported using ACCESS LYNX 3 days a week or more, and 95 percent stated that they had a disability. The majority of users stated they use ACCESS LYNX for transportation to medical appointments and most do not use fixed-route service. While the majority of respondents said riding ACCESS LYNX was safe, there were a significant number that disagreed and a majority (60%) stated that their wait times were too long. However, generally speaking survey respondents agreed that the service was satisfactory.



Figure 24 – Selected Zip Codes for Survey Area



Esri, HERE, Garmin, (c) OpenStreetMap contributors, and the GIS user community



8.5 2021 TDLCB Public Meeting

Below is a list of transportation needs that were identified through the public comment process at the MetroPlan Orlando TDLCB annual public meeting held on November 18, 2021. Comments centered around how staffing shortages had increased wait times and reduced on time performance. Impacts of the COVID-19 pandemic were cited as contributing to the staff shortages. LYNX Mobility Services was addressing the issue by raising hourly wages for operators by \$3 starting in December 2021. Other comments included praise for the use of UZURV for trips that did not require an accessible vehicle. Many ACCESS LYNX' passengers with visual impairments had high praise for the service citing the app, text notifications when the driver was on their way, at their home, etc. A detailed list of specific comments related to TD services are listed below:

- Speaker shared that their child was declared ineligible for ACCESS LYNX services and classified as TD. They use ACCESS LYNX for work trips and have experienced a number of missed trips and late trips.
- There is a lack of communication from LYNX with respect to late trips – would be helpful to have calls from dispatch/call center when rides are late
 - Multiple speakers stated rides were up to 3 hours late
- Currently, TD trips cannot be scheduled more than 24 hours in advance which creates additional planning and effort on the part of seniors and persons with disabilities that people with easy access to transportation do not have to contend with.
- Several speakers stated they experience issues with late pickups as well as late pickups for return trips resulting in them being left outside of doctor offices or facilities in the dark after the facilities close. This can be a safety concern for vulnerable populations like seniors and persons with disabilities.
- Some speakers felt that there were too many conditions placed on passengers to be eligible to use the service – for example, individual stated they are only approved to use ACCESS LYNX if conditions are hot or there is a lack of smooth surface for them to negotiate.
- Speaker believed that there was a lack of transparency in making eligibility determinations for using ACCESS LYNX.
- There are more late rides on Sundays. Many fixed routes and NeighborLink routes do not have Sunday service.
- Multiple speakers stated that the UZURV service is a great option for them and that they hope it remains available. Features they liked were text notifications via the app from the drivers, and improved reliability with respect to on time performance.
- Driver training
 - New drivers were not taking the fastest routes in their opinion, causing delays and longer travel time – better GPS equipment would be beneficial.
 - Suggest providing a diagram inside the vehicle indicating to driver on where wheelchairs and electric chair tie downs are located. Some drivers do not secure chairs properly and could cause damage to their mobility device.
- Cost of trips
 - \$4 for each trip vs \$4.50 for all day pass for fixed route service
 - \$7 dollars per trip on ACCESS LYNX paratransit service if not considered an ADA complementary trip. The cost to customers in need of the service is burdensome to them.
- Speaker was concerned for passengers' safety due to drivers being tired/over-worked due to staff shortages.



- Invest in tablets for buses for trip planning.
- Install or provide flip phones on buses so drivers can contact riders directly instead of having to rely on dispatch to communicate between driver and customer.
- Provide a maximum of 30 minute service frequency for all bus routes.
- There is a need for a bus to connect to Oviedo Blvd and route 434.
- There is a need for service from SunRail to Seminole State College.
- Speaker has had drivers claim rider was a no-show when the driver was observed going past their home and not making an attempt to stop to pick them up.
- Speaker stated that there is a need for additional sensitivity and customer service training for drivers.
- Speaker stated they have safety and security concerns when waiting for pick up in evenings or late at night.
- Speaker stated travel times are too long and has experienced spending 4 or more hours on the vehicle in order to get to their destination.



9.0 Gap Analysis

This section provides a summary of the existing gaps analysis, including an analysis of employers, activity centers, and frequent destinations.

9.1 Assessment of Service Needs

Service needs are determined from a review of the demographic characteristics of our clients in combination with comments and recommendations for service improvements. This section will highlight both of these elements to derive service needs.

Demographics Assessment

The demographic analysis in Section 6 identified both population characteristics and trip attractor land uses (i.e. activity centers, medical facilities). Key client demographics (based on 2019 ACS estimates developed from Census data) were further analyzed to determine higher densities of existing and potential human services transportation customers. Three “heat mapping” analyses were conducted to assess the locational intensity of different demographics – for elderly and disabled persons, veteran persons, and minority and low-income populations. Heat mapping is a method of showing the geographic clustering of a phenomenon. Our analyses show the locations of higher densities of the five selected demographic characteristics. The objective of these hot spot maps is to gain knowledge of clusters of our target clients for human services transportation assistance. **Figures 25 through 29** illustrate this analysis on the following pages.

The hot spot maps provide an analysis by census tracts where persons who may need transportation assistance based on demographic characteristics are concentrated. Some areas that have high concentrations (shown as confidence level in the map legend) of target populations may not show up on the hot spot map because they are surrounded by or adjacent to census tracts where the population is not as concentrated. **Table 13** summarizes the locations where higher concentrations of persons with the noted demographic characteristics reside.

Table 13 – Demographic Characteristics – Areas of Concentration

Area	Elderly	Disabled	Veteran	Low-Income	Minority
Pine Hills				•	•
Ocoee				•	•
Winter Park/Maitland			•		•
Apopka	•				•
Zellwood	•		•		
Poinciana	•			•	•
Orlando				•	•
Williamsburg		•		•	•
Kissimmee		•		•	•
Winter Springs	•		•		
Sanford	•		•		
Oviedo	•		•		
St. Cloud		•		•	



Figure 25 – Hot Spot Map - Elderly Population

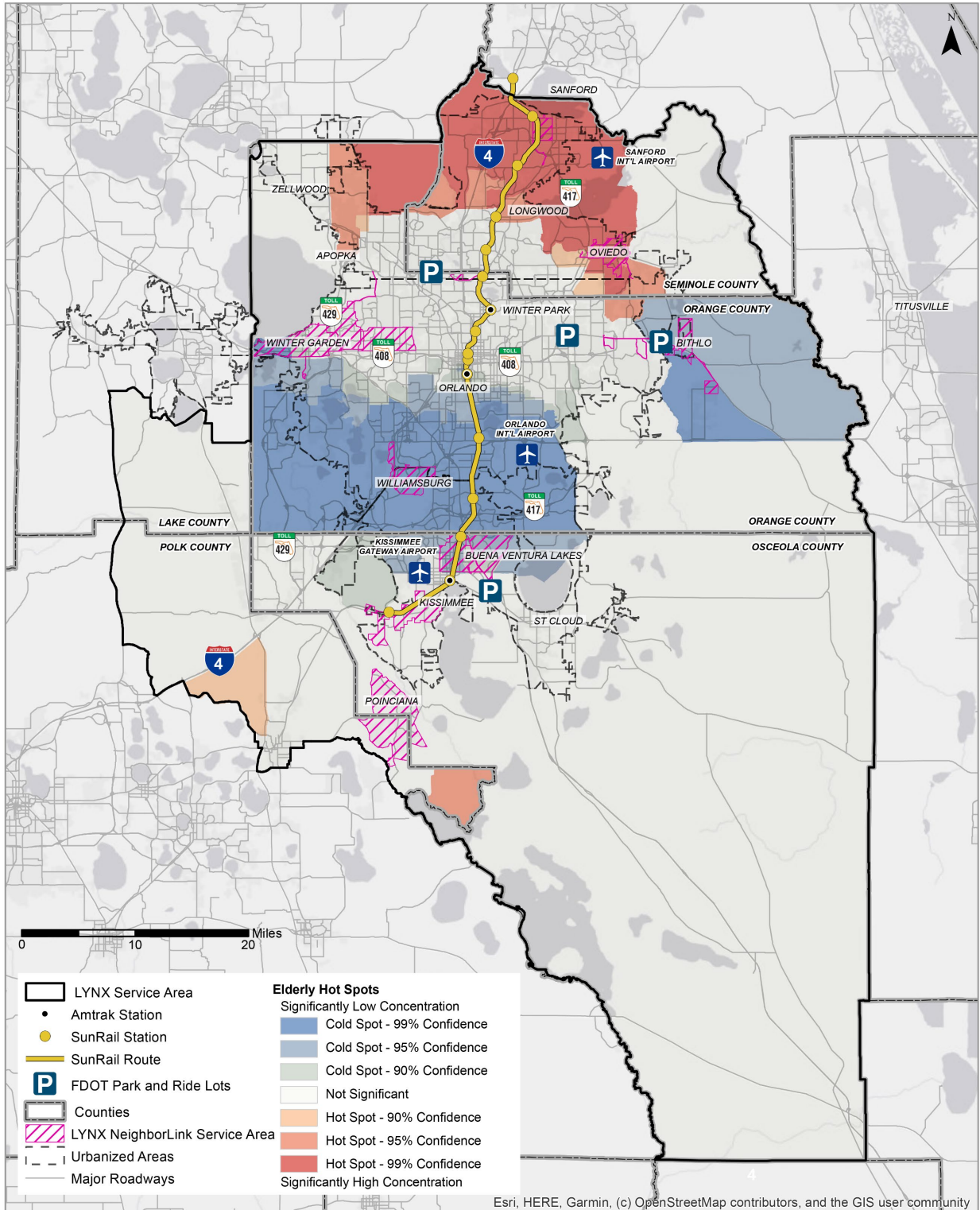




Figure 26 – Hot Spot Map - Disabled Population

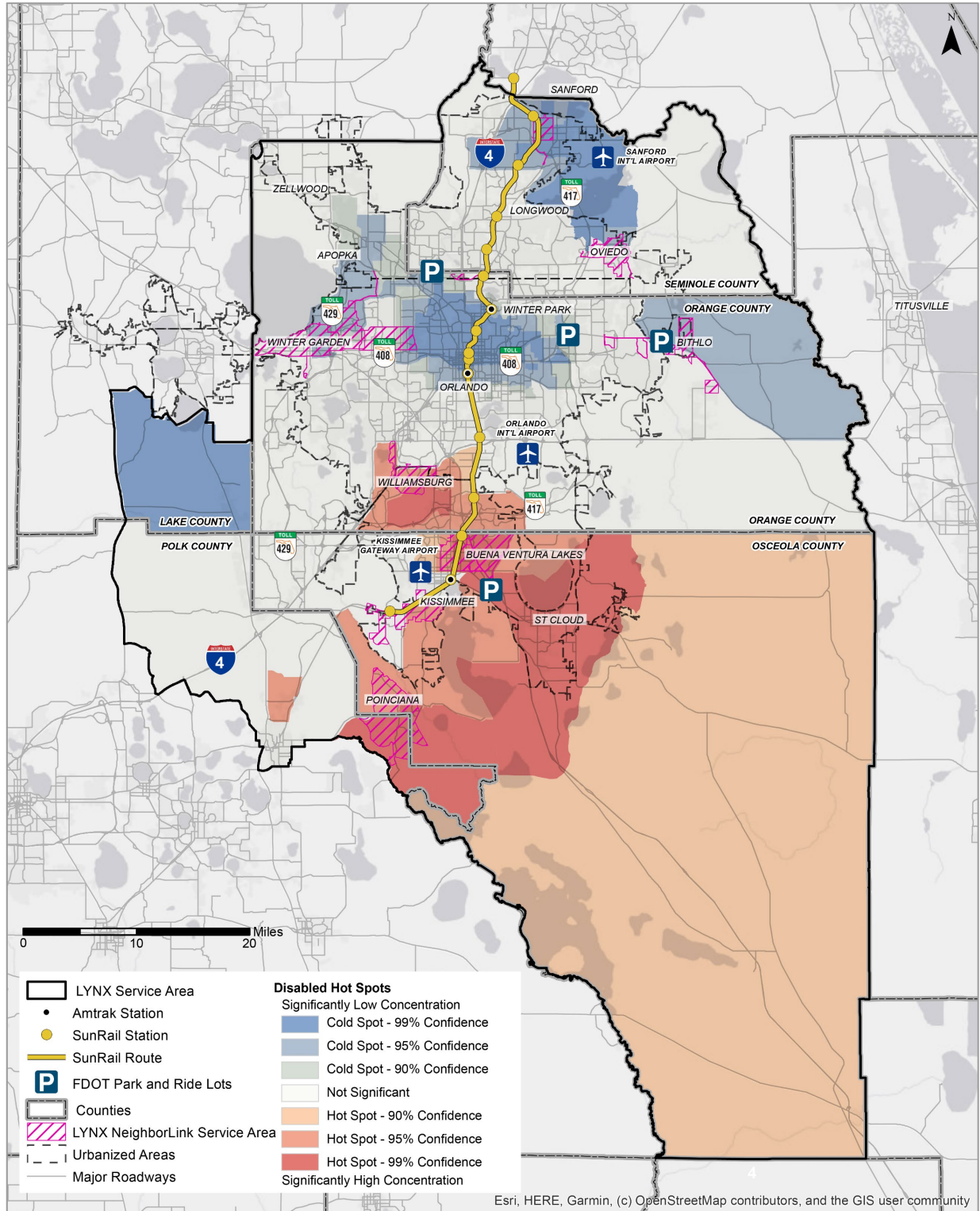




Figure 27 – Hot Spot Map – Veteran Population

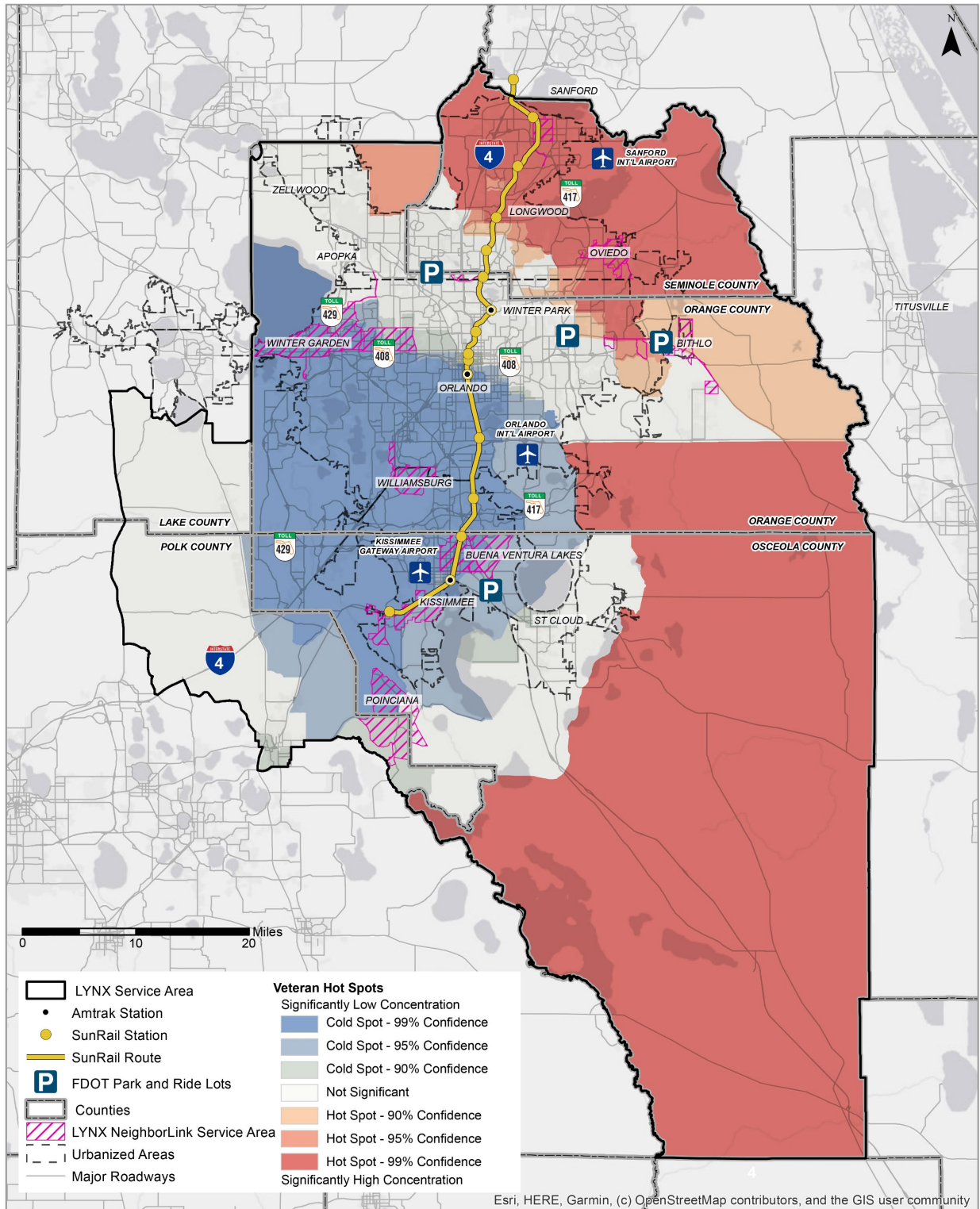




Figure 28 – Hot Spot Map - Low Income Population

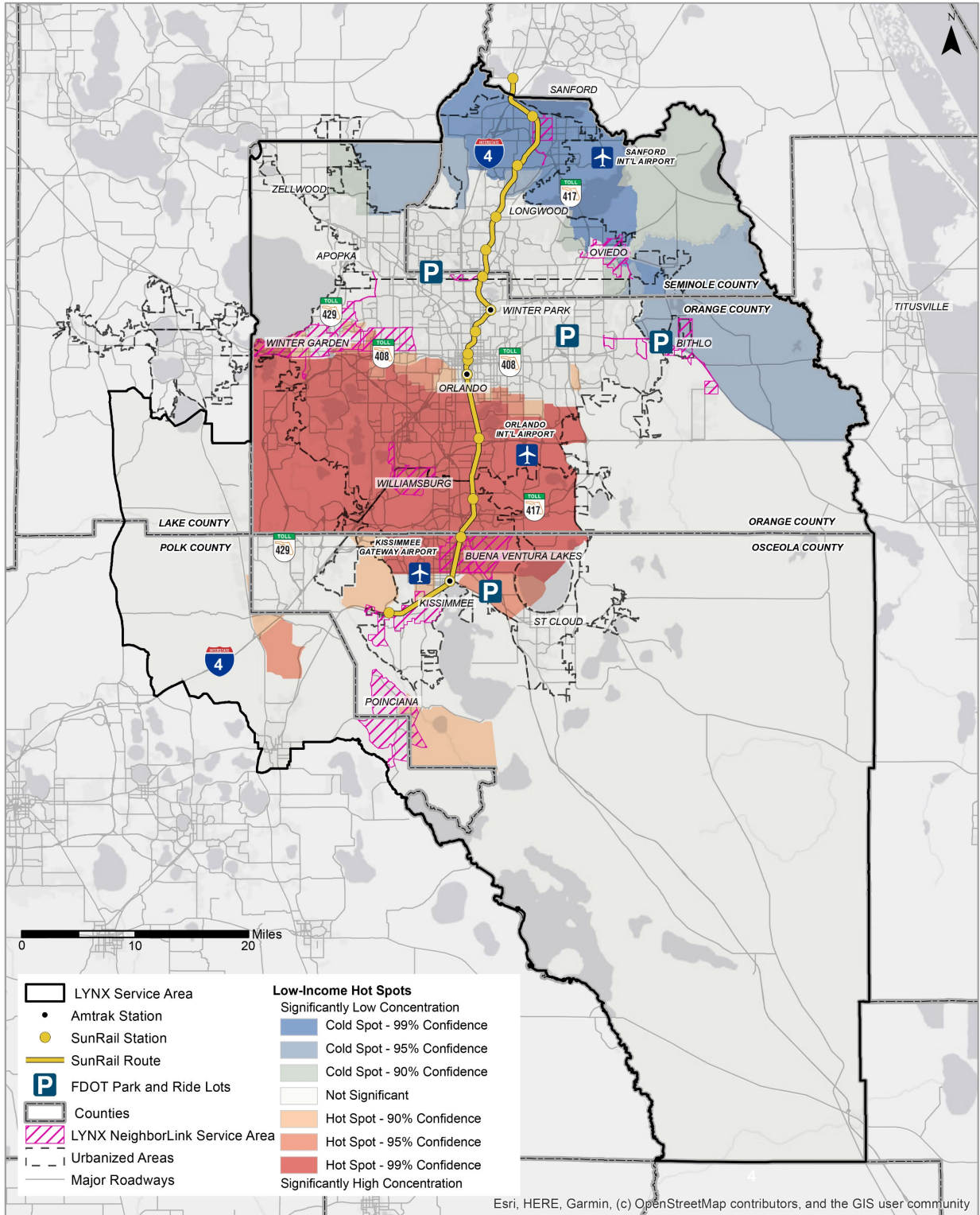
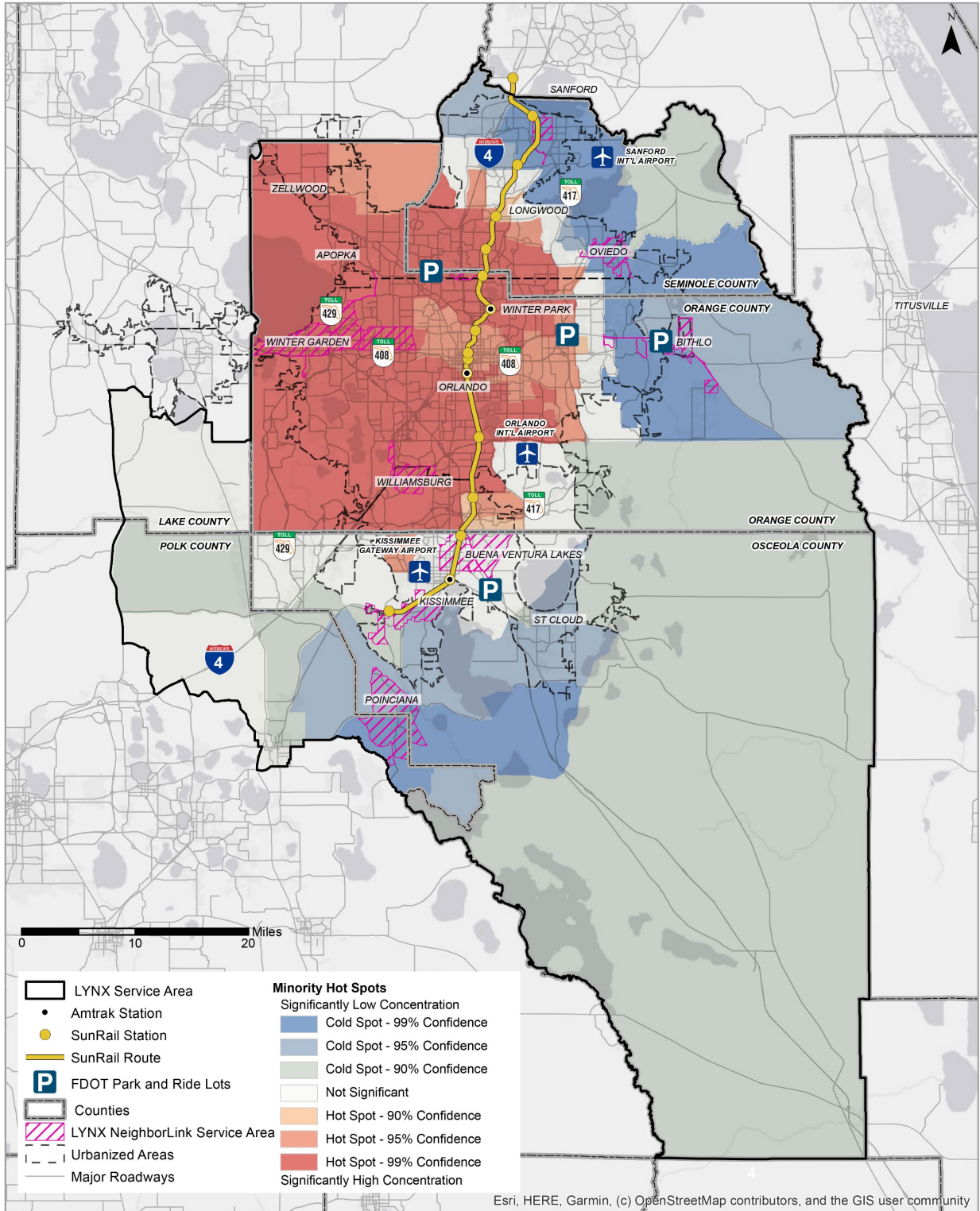




Figure 29 – Hot Spot Map – Minority Population





Geographic Service Needs

Through the demographic analysis of existing elderly persons, veterans, low-income persons, and minority persons, several primary residential locations can be identified as having a high concentration within LYNX service area:

- The area in east Central Florida along East Colonial Drive, SR 434 in Altamonte, and Zellwood have high concentrations of older adults.
- Osceola County, including downtown Kissimmee and downtown St. Cloud, as well as Orlovista/John Young Parkway have higher densities of individuals with disabilities.
- The highest density of veteran populations is located along East Colonial near the Executive Airport, just southeast of UCF, and the Conway area.
- The areas with higher concentrations of lower income persons are located in west downtown Orlando, east Pine Hills, and to the west of downtown Sanford.

9.2 Assessment of Transportation Gaps and Needs

This section highlights the potential geographic gaps and needs that derived from the mapping analysis. These areas may have public transportation that is insufficient, unavailable, or inappropriate or only have access to the LYNX TD services available in the rural area. The rural area is shown as a need resulting from the analysis; however, the funding for these areas is not administered by LYNX and will go through the process completed by FDOT. No duplications in service were identified.

Other general needs identified during the TDLCB annual meeting primarily consisted of staffing shortages resulting in longer trips, very early morning pick-ups for destination trips and very late pickups for return trips. This resulted in clients having to arrive to appointments before the facility opened or being picked up for their return trip after facilities had closed.

The geographic areas shown in **Table 12** were identified as needs through the technical mapping analysis of the target populations, major employers, and activity centers. The areas identified in the table have limited transportation service available or other options that may create barriers for older adults, individuals with disabilities, or lower income individuals to access those services due to mobility or cost. Other areas where there were higher percentages of target populations and multiple transportation options were not included in this table but are discussed in the previous demographics section. However, those areas previously noted as having hot spots of target populations could benefit from any increases in transportation coverage, frequency, or service hours. The geographic areas are identified as having gaps or barriers to accessing transportation services and considered the highest geographic needs in this plan update.

In recent years developing areas of Lake Nona and Horizons West have opened new medical facilities including Nemours Children's Hospital and VA Medical Center in Lake Nona and a regional hospital in Horizons West. These areas currently have limited transit services and will likely put increasing demand on ACCESS LYNX Service as well as HSAs for veterans, seniors and persons with disabilities.

In addition to the areas identified in **Table 12**, other geographic areas include:

- **Orange County - Renaissance Community Center** in East Orlando is operated by Orange County Parks and Recreation and facilitates activities for seniors. This location is located approximately ½-mile to the nearest fixed-route transit service. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, this area may benefit



from additional transit options or realigning the nearby transit service. Being within close proximity to Advent Health East Orlando and an area with higher percentages of lower income and minority residents, may also increase the need for additional transit options.

- **Seminole County** has many senior centers, including Sanford, Casselberry, Winter Springs, Lake Mary, Longwood, and others. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.
- **Osceola County – Aging Senior Center** is located off of U.S. 192 and is more than 1 mile to the nearest fixed-route transit service (LYNX Route 10). While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.



Table 14 – Geographic Assessment

Geographic Area	High Propensity of Target Populations	Major Destinations	Transportation Service Available	Need
Longwood Area	Older adults/individuals with disabilities/veterans/lower income	Seminole State College, South Seminole Hospital, Social Security Admin.	Routes 434 and 103, private transportation providers, ACCESS LYNX and TD services, SunRail service	The area near I-4 may benefit from additional transportation options such as NeighborLink
Forest City	Lower income	Springs Village Shopping Center,	Route 23, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service – NeighborLink
Clarcona	Lower income	Clarcona Community Center	NeighborLink 611, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service. NeighborLink 611 North serves area but misses Clarcona Community Center
Ocoee/Winter Garden/Oakland	Older adults/minority/lower income	West Oaks Mall, West Side Tech, Health Central Hospital	Oakland and Winter Garden have access to the NeighborLinks 611 and Route 105 that connects to the West Oaks Mall SuperStop and with LakeXpress Route 50 to Lake County. The City of Ocoee has access to multiple routes (125, 105, 54) and NeighborLink 612.	The Winter Garden and Oakland areas have NeighborLink circulator service and limited fixed-route service. Ocoee has W. Oaks Mall Superstop and NeighborLink 612
North Apopka/Wekiva Springs	Older adults/minority	Zellwood Daycare Center, Errol Plaza, Apopka High School	Multiple routes in the City of Apopka (Routes 436N, 106, 44, and 405) connecting at the Apopka SuperStop and to Zellwood connecting with LakeXpress Route 4.	The area north of Apopka, including Wekiva Springs may need additional transportation options.
Kissimmee	Individuals with disabilities/lower income/minority	Kissimmee Gateway Airport/ Osceola Council on Aging (Route 10)	NeighborLink 631 and 632, Routes 155, 18, 407, 10, 108, 441, 55, 709, 26, 57, 56, Kissimmee Intermodal Center, private transportation providers, ACCESS LYNX paratransit, and TD service, SunRail service	There are multiple transit routes in the Kissimmee area; the airport and surrounding area may benefit from additional transportation options.
Winter Springs	Older adults/individuals with disabilities	Winter Springs City Hall, South Seminole Hospital	Route 434, private transportation providers, ACCESS LYNX paratransit, and TD service.	Higher proportions of both target populations are shown in this area with limited fixed-route transit service.



Geographic Area	High Propensity of Target Populations	Major Destinations	Transportation Service Available	Need
Oviedo	Older adults/veterans/minority	Oviedo Mall, Oviedo Medical Center, Seminole State College	NeighborLink 622 and Route 434. Route 434 connects at the UCF SuperStop providing additional access to other transit routes and areas. Seminole State College is not served by NeighborLink 622 or Route 434.	Based on the target population hot spots identified in this area, there may be a need for additional transportation options.
Rural Seminole County (including airport)	Older adults/veterans/minority	Rural communities of Chuluota and Geneva	LYNX provides some NeighborLink fixed-route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
Rural Osceola County	Older adults/individuals with disabilities/veterans/minority	Rural communities of Holopaw and Kenansville	LYNX provides some NeighborLink fixed-route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
Rural East Orange County	Older adults/individuals with disabilities/veterans/minority	Rural communities of Christmas and Bithlo	LYNX provides some NeighborLink fixed-route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.



9.3 Prioritization of Transportation Service Needs

All service needs documented in this plan may be considered a need for purposes of identifying future potential projects for implementation through the Section 5310 program. Particularly, the needs that were mentioned frequently during the public outreach process and documented in the previous section. However, to further prioritize the service needs based on the Section 5310 program goals and requirements, the needs were reviewed and ranked based on the following criteria.

- Maximize transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee areas
- Increase the mobility options for seniors and persons with disabilities across the urbanized portions of the LYNX service area
- Continue to provide for the special needs of elderly and persons with disabilities for whom transportation services are unavailable, insufficient or inappropriate
- Public transportation projects that exceed the requirements of the ADA
- Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service
- Alternatives to public transportation that assist seniors and individuals with disabilities with transportation
- Service needs mentioned during public meetings, stakeholder meetings, interviews, and comments on surveys
- Geographic area identified as a need through the geographic mapping analysis
- Service need meets the program requirements and goals of the Section 5310 program

Service needs grouped by category (service coverage, infrastructure, technology, mobility management/regional coordination, and service quality operations) are presented in **Table 15**, and further prioritized to determine how best to leverage the resources that are available within the parameters of the program. The top needs that resulted from the prioritization process are identified and may be given higher priority during the project ranking process. Top needs are considered those that meet 5 or more of the goals/objectives identified in **Table 15**. Other projects that meet the needs identified in this plan will still be considered but at a lower priority.

Table 15 – Prioritization of Transportation Strategies

Potential Project/ Strategy	Maximizes transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee area	Increases mobility options for older adults and individuals with disabilities	Continues to provide for the special needs of older adults and individuals with disabilities for whom transportation services are unavailable	Public transportation project exceeds the requirements of the ADA	Public transportation project improves access to fixed-route service and decreases reliance by individuals on the ADA paratransit	Alternatives to public transportation that assist older adults and individuals with disabilities with transportation	Need mentioned during two or more public outreach activities	Area resulted as a need from the geographic mapping analysis	Meets program requirements and goals of the Section 5310 program	Total
Service Coverage										
Continue agency vanpool program (lease program and vehicle purchase for use in program and spares)	•	•	•			•	•		•	6
Vehicle acquisition for expansion or replacement (transit agency or human services agencies) outside of Van Pool	•	•	•			•	•		•	6
New and expanded NeighborLink service areas	•	•		•	•				•	5
Operating assistance to support non-profit transportation providers	•	•	•			•			•	5
Larger vehicles with more wheelchair seating		•			•		•		•	4
Use of TNCs for ACCESS LYNX trips	•	•					•			3
Expanded service hours on the fixed-route system		•						•		2
Increased frequency on the fixed-route system		•						•		2
New and expanded transportation services to the VA facilities in Baldwin Park and Lake Nona		•							•	2
New and expanded transportation options to rural Osceola County		•		•		Depends on type of service proposed	•	•	Rural	Rural
New and expanded transportation options to rural Orange County (east and north)		•		•				•		
Infrastructure										
Installation of bus shelters and benches		•			•		•		•	4
Bus stop accessibility improvements to sidewalks and curb cuts, signals, etc.		•			•		•		•	4
Repair and make accessible crosswalk buttons at intersections		•			•				At Station Locations	3
Add additional bus stops along routes		•			•		•			3
Technology										
Upgrade mobile apps for visually impaired users	•			•	•		•		•	
Smart phone application for ACCESS LYNX vehicle arrival notifications							•		•	2
Automatic phone call technology for ACCESS LYNX vehicle arrival notifications							•		•	2
Develop educational materials for new and existing ACCESS LYNX riders – promote travel training, trip options, scheduling, etc.	•						•		•	3
Develop reloadable fare payment card									•	1
Upgrade mobile app to show all available route options and modes	•						•			1
Upgrade mobile fare payment app for ACCESS LYNX trips	•									1
Mobility Management/Regional Coordination										
Mobility management software/ staff to coordinate transportation among all providers, including healthcare	•	•	•			•			•	5
Taxi vouchers for human services agencies	•	•	•			•			•	5
Service Quality / Operations										
Update scheduling software and process for ACCESS LYNX to reduce travel and wait times	•						•		•	3
Develop easy to read schedules, travel tips, and signage		•							•	2
Sensitivity and customer service training for ACCESS LYNX employees							•		•	2



9.4 Strategies for Addressing Service and Coverage Gaps

The strategies to address the transportation gaps and needs were developed through surveys, feedback from stakeholders, interviews, and review of previous plan accomplishments, consideration of the Section 5310 program requirements. Funding is not available to fund all potential projects identified in this plan; however, the strategies have been included for consideration as funding becomes available through other grants and programs administered by LYNX or other agencies that may submit applications for Section 5310 funding. Strategies have been identified as near-term (1-3 years), intermediate-term (4-6 years), and long-term (over 7 years) timeframes with regard to implementation.

Near-Term Strategies (1-3 Years):

- Planning
 - Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses.
 - Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
 - Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
 - Review and update LYNX website to ensure accurate 5310 program information is provided
- Mobility Services
 - Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
 - Develop a “welcome packet” or revised “How to Ride Guide” for new ACCESS LYNX clients informing them on how to schedule trips, the riders code of conduct, and other LYNX services available to them.
 - Encourage the use of Fund Braiding to provide for the local match for 5310 programs (See **Appendix A**).
 - Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.
 - Coordinate operator training with Human Services Agencies that use ACCESS LYNX service to transport their clients with special needs.
- Operations
 - Upgrade the ACCESS LYNX telephone system to better communicate with passengers regarding pick up, drop off, and other information via text messages, phone calls, or email.
 - Allow ACCESS LYNX customers to select their preferred means of communication.
 - Upgrade scheduling software to improve trip wait times and on time performance.
 - Increase pay and other incentives to address operator shortages
 - Leverage the use of TNCs (shared ride services) where practical for ACCESS LYNX trips.
- Customer Service
 - Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.



- Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
- Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.

Intermediate-Term Strategies (4-6 Years):

- Planning
 - Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.
 - Rebrand the agency Vanpool program to eliminate confusion between the requirements of the agency Vanpool and the commuter Vanpool programs and promote Vanpool as a transportation option, particularly during Mobility Week.
 - As new service areas are identified, consider the geographic service areas identified in this plan for future NeighborLink service or “feeder” service provided by taxis or Vanpools to assist target populations with the “first mile, last mile” to the fixed-route stop.
 - Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
 - Automate the Section 5310 grant application process to be submitted through a web portal/grant management web application.
- Mobility Services
 - Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
 - Work to identify solutions that improve coordination among various providers either through software interface, improvements to scheduling software, or phone systems in order to maximize transportation resources.
 - Improve trip scheduling with healthcare providers to gain efficiencies, particularly for dialysis centers to offer an alternative to public transportation option.
 - Coordinate with FDOT to identify passengers/agencies in need of transportation split between urban and rural and make use of taxi vouchers to offer an alternative to public transportation option.
 - Encourage the sharing of vehicles among sub-recipients to leverage the resources available.
 - Coordinate the sub-recipient review process with FDOT and the CTC to reduce the duplication in oversight and processes.

Long Term Strategies (Over 7 Years):

- Mobility Services
 - Coordinate with other private and non-profit transportation providers and agencies to develop a system for the coordination of shared vehicles.
 - Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs.



- Operations
 - Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience.

9.5 Project Progress Measures

LYNX will continue to monitor its sub-recipients and measure the success of the projects that were awarded funding using the project progress measures listed below. This information will be reported and used to evaluate the accomplishments of the program.

- Gaps in service filled
- Actual or estimated number of one-way passenger trips provided to individuals with disabilities or older adults
- Increases or enhancements related to geographic coverage, service quality, or service times
- Additions or changes to physical infrastructure, technology, or vehicles

9.6 Project Selection Process

The project selection process and sample FY 2022 application is included as **Appendix B: FY 2022 Application Manual** for reference. The following general scoring criteria are used to evaluate applications that are submitted. Applications that address the top priority needs and strategies will be scored higher than proposed projects of a lower priority.

Scoring Criteria

- Documents – 15 points
- Budget – 25 points
- System description – 14 points
- Proposed project description – 30 points
- Overall Impression – 16 points



10.0 Action Plan

The development of this LYNX Human Services Transportation Plan Update was derived from a public outreach process that included older adults, individuals with disabilities, human services representatives, transportation providers, and the public. Meetings, one-on-one discussions, interviews, and ride-a-longs on NeighborLink routes were conducted to ensure that all needs were heard and documented. This HSTP update considers each need and how that need may be addressed through the Section 5310 program or other strategies to be considered through other planning efforts. The stakeholders and participants helped to draft a plan that identifies the most current local service needs. Through a technical mapping analysis, areas without transportation service or with insufficient or inappropriate transportation service were also identified for further consideration of enhanced transportation options.

As federal and state regulations are updated and in coordination with the local metropolitan planning process, this plan will be updated to reflect those changes and assess the needs of the most current local conditions and technologies that are available. All priorities considered for Section 5310 funding must meet one of the needs identified through this plan update process. The following action plan identifies specific actions for LYNX to take to meet the short term and long-term strategies identified in Section 9.4,

External Outreach & Marketing

- Ensure LYNX website is reviewed and updated on a quarterly basis to ensure information provided on LYNX services is accurate and up to date. In particular Fast Link Service, FTA 5310 Program,
- Ensure new ACCESS LYNX clients are properly “onboarded” by providing them with a welcome packet that explains in detail how to schedule trips through the ACCESS LYNX call centers, travel training benefits, information on LYNX apps, and information regarding the LYNX family of services.
- Ensure CTC providers are properly “onboarded” by providing an overview of the 5310 program, provide any promotional materials regarding the Agency Van Pool Program, information about the Florida Commission for the Transportation Disadvantaged (CTD), and goals of the CTC program.
- Promote the CTC during Mobility Week by promoting the Florida Transportation Disadvantaged Voluntary Dollar Program, creating a quarterly profile of a LYNX customer, CTC contractor, sub-recipient provider, or NeighborLink route that is supported by the 5310 program that enhances mobility for seniors and persons with disabilities. Share via LYNX social media accounts, LYNX board meetings, MetroPlan Board meetings, etc.

Education and Training

- Attend and actively participate in FFTA Professional Development Workshops and CTD Annual Training Workshop and Expo as well as other mobility conferences to learn about best practices and innovations
- Proactively promote the ACCESS LYNX travel training program to existing ACCESS LYNX clients.
- Make sensitivity training available to all LYNX staff, including administration and leadership to better understand the challenges seniors and persons with disabilities face with respect to mobility.
- Require annual sensitivity training for LYNX fixed route operators, ACCESS LYNX operators, and call center staff.



Coordinated Planning

- Coordinate with FTA Region 4, FDOT, Metroplan and the LYNX Board in updating LYNX Policy regarding the purchase of replacement and expansion vehicles for HSAs.
- Proactively seek out grant opportunities to fund innovations through FTA's Coordinating Council on Access and Mobility and Office of Research, Demonstration, and Innovation.
- Host semi-annual meeting of sub-recipient agencies, coordinated contractors, transportation providers, and stakeholder agencies to highlight the 5310 program, updates to the program, track progress, and identify gaps, innovative solutions, and upcoming opportunities.
- Meet bi-monthly or quarterly with LYNX Mobility Services, Service Planning, Grants, and Strategic Planning to track progress in meeting HSTP near term, intermediate term, and long-term strategies.
 - Report on key performance indicators (KPIs) for mobility services – ridership, on time performance, call center wait times, customer service complaints.
 - Identify potential service changes to meet gaps in services identified in the HSTP
 - Identify technology solutions to automate reporting, track KPIs, improve customer service and provide training to employees that would use these tools
- Track progress on strategies identified in section 9.4 on a quarterly basis noting status of effort, identify responsible party, meetings held, or any issues or concerns.



**APPENDIX A
FUND BRAIDING MATRIX**



**APPENDIX B
FY 2022
5310 GRANT APPLICATION MANUAL**

Fund Braiding Matrix

The following fund braiding matrix has been created to outline specific programs within various federal agencies to serve as a guide for transit agencies. Federal agency abbreviations used are as follows:

- The United States Department of Transportation (DOT)
- Department of Justice (DOJ)
- Department of Health and Human Services (HHS)
- Department of Agriculture (USDA)
- Department of Veterans Affairs (VA)

Federal Agency	Specific Administration	Program	Comments
DOT	Federal Highway Administration	Recreational Trails Program	Fund Braiding allowed through 23 U.S.C. 206(f) with conditions: <ul style="list-style-type: none"> ○ 95% of the project cost may be federally funded, if the project sponsor is federal agency. ○ 100% of the project cost may be federally funded, if the project sponsor is any other agency.
DOT	Federal Highway Administration	Transportation Alternatives	Fund braiding allowed , so long as the federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
DOT	Federal Highway Administration	Tribal Transportation Program	Fund braiding allowed through 25 CFR 170.133, so long as the other federal funding program does not prohibit Title 23 funds from fulfilling the match requirement
DOT	Federal Transit Administration	Section 5307 – Urbanized Area Formula	Fund Braiding allowed through 49 U.S.C. 5307(d)(1)(D) with conditions: <ul style="list-style-type: none"> ○ Other DOT funds may not be used as matching funds for this program

Federal Agency	Specific Administration	Program	Comments
			<ul style="list-style-type: none"> ○ Any federal funds spent before grant award date are not eligible for local match ○ Matching funds used must be available at the award of the grant ○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
DOT	Federal Transit Administration	Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities	Fund Braiding allowed through 49 U.S.C. 5310(d)(3)(B) with conditions: <ul style="list-style-type: none"> ○ Other DOT funds may not be used as matching funds for this program, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds ○ Any federal funds spent before grant award date are not eligible for local match ○ Matching funds used must be available at the award of the grant ○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement
DOT	Federal Transit Administration	Section 5311 – Non-Urbanized Formula	Fund Braiding allowed through 49 U.S.C. 5311(g)(3)(D) and (E) with conditions: <ul style="list-style-type: none"> ○ Other DOT funds may not be used as matching funds for this program, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds ○ Any federal funds spent before grant award date are not eligible for local match

Federal Agency	Specific Administration	Program	Comments
			<ul style="list-style-type: none"> ○ Matching funds used must be available at the award of the grant ○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement
DOT	Federal Transit Administration	Section 5312 – Public Transportation Innovation	Fund Braiding allowed with conditions: <ul style="list-style-type: none"> ○ Any federal funds spent before grant award date are not eligible for local match ○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement
DOT	Federal Transit Administration	Section 5324 – Emergency Relief Funding	Fund Braiding allowed with conditions: <ul style="list-style-type: none"> ○ Any federal funds spent before grant award date are not eligible for local match ○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement
DOT	Federal Transit Administration	Section 5339 – Bus and Bus Facilities	Fund Braiding allowed with conditions: <ul style="list-style-type: none"> ○ Any federal funds spent before grant award date are not eligible for local match ○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement
DOJ	Office of Justice Programs	Adult Drug Court Discretionary Program	Fund Braiding NOT allowed

Federal Agency	Specific Administration	Program	Comments
DOJ	Office of Justice Programs	Comprehensive Opioid Abuse Program	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Family Drug Court Program	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Justice and Mental Health Collaboration Program	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Juvenile Drug Treatment Court Program	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Residential Substance Abuse Treatment Program	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Second Chance Act	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Tribal Juvenile Healing to Wellness	Fund Braiding <u>NOT allowed</u>
DOJ	Office of Justice Programs	Youth Mentoring	Fund Braiding <u>NOT allowed</u>
HHS	Administration for Community Living	Centers for Independent Living	Fund braiding <u>allowed</u> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Developmental Disabilities Support and Advocacy	Fund braiding <u>allowed</u> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the

Federal Agency	Specific Administration	Program	Comments
			match requirement of another federal program.
HHS	Administration for Community Living	Developmental Disabilities Projects of National Significance	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Independent Living State	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Special Programs for the Aging, Title III, Grants for Supportive Services and Senior Centers	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Special Programs for the Aging, Title VI	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Centers for Disease Control	High Obesity Program	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program

Federal Agency	Specific Administration	Program	Comments
HHS	Centers for Disease Control	Improving the Health of Americans through Prevention and Management of Diabetes and Heart Disease	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	Improving the Health of People with Mobility Limitations and Intellectual Disabilities	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	Monitoring and Evaluating Programs Supporting Young Breast Cancer Survivors	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	National Breast and Cervical Cancer Early Detection Program	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	National Centers on Health Promotion for Persons with Disabilities	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	National Comprehensive	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation

Federal Agency	Specific Administration	Program	Comments
		Cancer Control Program	that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	Racial and Ethnic Approaches to Community Health	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	State Physical Activity and Nutrition Program	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Foster Care Program for Successful Transition to Adulthood	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Child Care and Development Fund (CCDF)	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Community Services Block Grant, including Discretionary Awards	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program

Federal Agency	Specific Administration	Program	Comments
HHS	Administration for Children and Families	Esther Martinez Immersion Program	<ul style="list-style-type: none"> ○ Fund braiding allowed, so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program. ○ If other matching funds are being used to fulfill this program’s match requirements, those funds are limited to come from other Native American Housing Assistance Programs.
HHS	Administration for Children and Families	Head Start Program	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Native Employment Works	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Promoting Safe and Stable Families	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Refugee and Entrant Assistance Grants	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the

Federal Agency	Specific Administration	Program	Comments
			match requirement of another federal program
HHS	Administration for Children and Families	Social and Economic Development Strategies	<ul style="list-style-type: none"> ○ Fund braiding allowed, so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program. ○ If other matching funds are being used to fulfill this program's match requirements, those funds are limited to come from other Native American Housing Assistance Programs.
HHS	Administration for Children and Families	Social Service Block Grants	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
USDA	Rural Development	Community Facilities Loan and Grants	Fund braiding allowed , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
VA	Veterans Health Administration	Beneficiary Travel	Fund Braiding <u>NOT allowed</u>
VA	Veterans Health Administration	Highly Rural Transportation Grants	Fund Braiding <u>NOT allowed</u>
VA	Veterans Health Administration	Veterans Transportation Service	Fund Braiding <u>NOT allowed</u>

LYNX SECTION 5310 FFY 2022-2023 GRANT APPLICATION

Central Florida Regional Transportation Authority



In accordance with:

49 U.S.C. Section 5310 | FAST Act Section 3006
Enhanced Mobility of Seniors and Individuals with Disabilities

Checklist for Application Assistance

Name of Applicant: _____

The following documents must be included in Section 5310 Operating, Vanpool and Capital Assistance Applications in the order listed:

- This Checklist
- Applicant's Cover Letter (Use Template Provided)
- Applicant History
- Current System Description
- Budget Considerations
- Proposed Project Description
 - Service Area Maps ([LYNX provided maps](#))

Required Excel Documents:

- Form 1: Annual Operating Data (Excel Worksheet)
- Form 2: Funding Request (Excel Worksheet)
- Form 3: Local Match (Excel Worksheet)
- Form 4: Fact Sheet (Excel Worksheet)
- Form 5: Vehicle Inventory (Excel Worksheet)
- Application for Federal Assistance (Standard Form 424)
- Federal Certifications and Assurances
- Exhibit A: CTC Coordination Contract
 - CTC Required Meeting Date (Place date in text box)
 - Previous AOR submitted to CTC (if current coordinating agency)
- Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act
- Exhibit C: Coordinated Public Transit – Human Services Transportation Plan
- Exhibit D: Governing Board's Resolution
- Exhibit E: Certification of Equivalent Service

Applicant's Cover Letter

When application is submitted, please attach a copy of the signed and completed form.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GRANT APPLICATION

_____ (agency name) submits this Application for the Section 5310 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

_____ (agency name) further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless LYNX and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

Sunshine Law - Please note: Florida has a very broad public records law. Following the evaluation and scoring of your application, it is subject to this law, and upon request, available for public disclosure.

This Application is submitted on this _____ day of _____, 20____ with an original resolution or certified copy of the original resolution authorizing Name and Title to sign this Application.

Agency Name

Name and title of authorized individual

(Signature of Authorized Individual) [blue ink]

(Date)

*NOTE: Agency **MUST** attach a Resolution of Authority from your Board (original document) for the person signing all documents on behalf of your agency. See Exhibit D.*

Applicant History

1. Type of Applicant (place X in box):

New Existing

2. Have you had a Section 5310 project funded by LYNX (place X in box)?

Yes No

3. If YES, briefly describe your previously funded Section 5310 project and summarize project outcomes for the clients/populations served by your agency:

Current System Description

It is requested that applicants provide the System Description in a question/answer format. Please limit response to two pages. The following information shall be included in the narrative in a detailed manner:

- I. An overview of the organization including its mission, program goals, and how transportation fits into the overall organization mission

2. Organizational structure, type of operation, number of employees, and other pertinent organizational information:

I

3. Who is responsible for insurance, training and management, and administration of the organization transportation programs?

I

4. Who provides maintenance of the vehicles?

I

5. Breakdown of transportation related employees (drivers, schedulers, dispatchers, etc.):

I

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

I

7. A detailed description of service routes/areas and ridership numbers (including, but not limited to, monthly trips and unduplicated passengers per month). You must include your software or method of data collection for accuracy of reporting.

I

Budget Considerations

The overall funding request and budget account for 25% of the total score of the project proposals. Use the questions below to provide a narrative of the use of funding for the application.

- I. Provide a detailed description of how grant funds will be used. Description below should be an explanation of the Form 2: Funding Request

I

Proposed Project Description

The proposed project description should be thorough as the evaluation committee will rely heavily on the narrative in reviewing and ranking a grant application. **It is required that all applicants provide the Project Description in a question/answer format.**

I. This project will:

- Maintain existing services
- Expand existing services
- Provide a new service

- a. If maintaining existing services, will the quality or efficiency of service improve?
- b. If an expansion of existing services, how does this project achieve that expansion (i.e. through increased service hours, increased number of vehicles in service, coordination with other transportation providers, expanded service area, etc.)?
- c. If a new service, what is the demand for such a project (what factors led to this project's development; what analysis was conducted to verify need/demand)?

2. How will the project meet the purpose of the 5310 program, as outlined in the Application Manual?

I

3. How will the project address the priorities for the Urbanized Orlando and Kissimmee areas, as outlined in the “2022-2023 Program Goals and Priorities” section of the Application Manual?

I

4. How does the proposed project fit into the coordinated transportation system in the LYNX service area? *(The required meeting with CTC will help with answering this question)*

I

5. Please explain the geographic location of your proposed service area. Will the service operate entirely within the urbanized areas of Orlando and/or Kissimmee, or will some of the services span both urban and non-urbanized areas?

- a. If services span both urban and non-urbanized areas, please explain the methodology used to determine if this project will predominately serve the urbanized areas.
- b. The maps provided by LYNX must be marked up clearly (in color) to show the proposed service areas and included in the grant application. (<http://lynx.maps.arcgis.com/apps/webappviewer/index.html?id=90bfdab26dc2438a93ea0b751394a851>)

I

What priorities does the project address in the LYNX TDSP? (Copy and Paste: https://www.golynx.com/core/fileparse.php/142441/urllt/LYNX-Final-TDSP-Minor-Update_May2021.pdf)

- c. Are unmet needs or gaps (time-based or geographic) addressed by this project? Which? Please cite the pages and specific references from the TDSP for support.

6. If this project helps realize service (operational) efficiencies; what are those efficiencies?
How does the project help realize those efficiencies?

I

7. What population(s) will the project serve (elderly, disabled, other transportation disadvantaged groups, general population)?

I

8. How does the project provide a service that the CTC cannot, or at a more efficient rate than the CTC?

I

9. Will the project be sustainable after initial award, or is it only feasible to provide the service(s) with the support of these funds?
- a. If applicable, how will the project become sustainable?

I

Required Excel Documents

All required excel documents available at:

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

Form 1: Annual Operating Data

As support for the information provided on the Budget and in the Fact Sheet, please complete the Annual Operating Data in the Excel Workbook provided at the link above. **When the application is submitted, please attach a copy of the completed** “Annual Operating Data” worksheet.

Form 2: Funding Request

Please complete the 5310 Funding Request in the Excel Workbook provided at the link above. When the application is submitted, **please** attach a copy of the completed “Funding Request” worksheet.

Form 3: Local Match

Please complete the Local Match form in the Excel Workbook provided at the link above. Identify the specific sources of funds (public and private) to be used as local contribution. Applicants may provide local match from other federal programs that are eligible to be expended for transportation, **with the exception of USDOT/FTA programs**. In addition, state the dollar amount associated with each local match funding source. Authorized Representative **must sign the form**.

Form 4: Fact Sheet

Please complete the Fact Sheet in the Excel Workbook provided at the link above. When the application is submitted, **please attach a copy of the completed** “Fact Sheet” worksheet.

Form 5: Vehicle Inventory

Please complete the Vehicle Inventory in the Excel Workbook provided at the link above. When the application is submitted, **please attach a copy** of the completed form.

Standard Form 424

Please complete Standard Form 424 as part of application. An editable pdf can be found at (**copy and paste** links below):

Standard Form 424 - https://apply07.grants.gov/apply/forms/sample/SF424_4_0-V4.0.pdf

Standard Form 424 Instructions - https://apply07.grants.gov/apply/forms/instructions/SF424_4_0-V4.0-Instructions.pdf

Federal Certifications and Assurances

All application must include the most recent signed copy of the FTA Certifications and Assurances. These can be found at the following link:

[FY2021 Annual List of Certifications and Assurances for FTA Grants and Cooperative Agreements \(dot.gov\)](#)

Exhibit A: CTC Coordination Contract

A copy of the written coordination agreement between the applicant and the CTC in the appropriate service area should be identified as Attachment B and included in the application. The agreement must be specific as to how the services to be provided will complimentary to the services the CTC provides, and how duplication and fragmentation of services will be avoided. If the applicant's service extends into areas covered by more than one CTC, copies of all applicable coordination agreements should be included in the application.

If agency does not have a current Coordination Contract with the CTC, a letter of intent to do so is required in place of the contract. Grant awards will not be made without an appropriate coordination agreement.

CTC Required Meeting

Applicants must meet with the CTC prior to submitting an application and **must include the date of the meeting on the checklist of this application**. The period to meet with the CTC is between January 27 and February 4, 2022. To schedule a meeting with the CTC please contact Selita Stubbs at sstubbs@golynx.com or (407) 254-6039.

Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act

Applicants will provide their most recent Single Audit Report, with any findings and corrective actions; or, if the audit is not applicable, Applicants will provide a Certification of Exemption from Single Audit Act.

Please complete the template form below. When application is submitted, please attach a copy of the completed form.

IT IS HEREBY CERTIFIED THAT the Applicant:

1. Will not receive \$750,000 or more for the current Fiscal Year from all federal sources combined, and is, therefore, exempt from the Single Audit Act as described in OMB A-133; and
2. In the event the applicant does receive \$750,000 or more in total from all federal sources during the current fiscal year, the applicant will comply with the Single Audit Act and submit LYNX a copy of its most recent audit conducted in compliance with the Act within 90 days of audit completion.

Name and title of authorized individual

(Signature of Authorized Individual) *[blue ink]*

(Date)

Exhibit C: Coordinated Public Transit – Human Services Transportation Plan

Please complete the template form below. The form is to be completed and signed by an individual **authorized by the governing board** of the applicant agency and submitted with the grant application. When application is submitted, please attach a copy of the completed form.

The _____ certifies and assures to the Central Florida Regional Transportation Authority (dba LYNX) in regard to its Application for Assistance under U.S.C. Section 5310 dated _____:

This grant request is derived from a coordinated plan compliant with Federal Transit Administration Circular 9070.1G.

1. The name of this coordinated plan is:

_____]

2. The agency that adopted this coordinated plan was:

Central Florida Regional Transportation Authority dba LYNX _____

3. The date the coordinated plan was adopted was:

_____]

4. The page number of the coordinated plan that this application supports:

_____]

Name and title of authorized individual _____]

(Signature of Authorized Individual) *[blue ink]*

(Date)

Exhibit D: Governing Board’s Resolution

Please complete the template form included below: When application is submitted, please attach a copy of the completed form.

A RESOLUTION of the _____ (Governing Body) _____
authorizing the signing and submission of a grant application and supporting documents and assurances to the Central Florida Regional Transportation Authority (dba LYNX), and the acceptance of a grant award from LYNX.

WHEREAS, _____ (Applicant) _____ has
the authority to apply for and accept grant awards made by LYNX as authorized by Chapter 34I, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;
NOW, THEREFORE, BE IT RESOLVED BY THE _____ (Governing
Body) _____]

_____, FLORIDA:]

1. This resolution applies to Federal Program(s) under U.S.C. Section(s) _____.
2. The submission of a grant application(s), supporting documents, and assurances to the CFRTA is approved.
3. (Authorized Individual by Name and Title) _____ is authorized to sign the application and accept a grant award, unless specifically rescinded.

[DULY PASSED AND ADOPTED THIS _____, 20____]

[By: _____
(Signature, Chairperson of the Board) *[blue ink]*

[(Typed name & title)]

[ATTEST:]

_____ (seal)

Exhibit E: Certificate of Equivalent Service

According to Circular 9070.iG, providers of demand responsive service must utilize accessible vehicles, as defined at 49 CFR 37.7 or meet the applicable equivalent service standard. For private and public entities, the service must be equivalent in regard to schedules, response times, geographic areas of service, hours and days of service, availability of information, reservations capability, constraints on capacity or service availability, and restrictions based on trip purpose. If a subrecipient does not have wheelchair accessible vehicles available, a Certificate of Equivalent Service must be on file with LYNX at time of application and should be submitted with the 5310 Application. A certification of Equivalent Service has been provided below.

CERTIFICATION OF EQUIVALENT SERVICE

(Agency Name) certifies that its demand responsive service offered to individuals with disabilities, including individuals who use wheelchairs, is equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, is provided in the most integrated setting feasible and is equivalent with respect to:

1. Response time;
2. Fares;
3. Geographic service area;
4. Hours and days of service;
5. Restrictions on trip purpose;
6. Availability of information and reservation capability; and
7. Constraints on capacity or service availability.

In accordance with 49 CFR Part 37, public entities operating demand responsive systems for the general public which receive financial assistance under 49 U.S.C. 5310 and 5311 of the Federal Transit Administration (FTA) funds must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state office program. Such public entities receiving FTA funds under any other section of the FTA Programs must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing. Non-public transportation systems that serve their own clients, such as social service agencies, are required to complete this form.

Name and title of authorized individual

(Signature of Authorized Individual) *[blue ink]*

(Date)