

**LYNX  
TRANSPORTATION  
DISADVANTAGED SERVICE PLAN  
2013 – 2018**

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## **INTRODUCTION**

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the transportation disadvantaged and serves as a framework for performance evaluation. As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its service area. The TDSP lays out a strategy for meeting these requirements through development, service, and quality assurance components. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB).

The TDSP, long required in the State of Florida, is just the type of plan envisioned at the Federal level to ensure that all communities make the best use of Federal resources to meet the transportation needs of the elderly, individuals with lower incomes, and individuals with disabilities.

**TO BE ADDED WHEN APPROPRIATE:**

**LETTER OF TRANSMITTAL FOR TDSP FROM John Lewis, LYNX CEO, TO CTD**

**LETTER FROM CTD RE: TDSP REVIEW**

**LETTER FROM LYNX TO CTD ADDRESSING ANY REVIEW ITEMS**



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED  
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January 2013**

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## **I DEVELOPMENT PLAN**

### **A. Introduction to the Service Area**

#### **1. Background of the Transportation Disadvantaged Program**

##### **State Level Roles and Responsibilities**

The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population throughout the State of Florida. The program was established shortly after the Florida Department of Transportation (FDOT) and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the transportation disadvantaged as:

*"...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes."*

The Coordinating Council was established within the Florida Department of Transportation (FDOT) to implement the Transportation Disadvantaged Program. The Council was staffed by FDOT personnel and received no direct funding to accomplish their duties. The early days of the program were a period of learning and understanding of transportation-disadvantaged issues, expenditures, and ways to better use limited resources. In 1984, the first five-year statewide plan for the Transportation Disadvantaged Program provided limited information on population and a profile of local services.

The Commission for the Transportation Disadvantaged (CTD), established as an independent commission, replaced the Coordinating Council in 1989, when the Florida Legislature made extensive modifications to Chapter 427. The Commission was authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund (TDTF), the source of which was a fifty-cent license tag fee.

Two additional sources of funding were authorized in 1990: 15 percent of FDOT's public transit funding was to be transferred annually to the Commission; and \$5.00 for each temporary disabled parking placard sold was dedicated for the Transportation Disadvantaged Program.

Additional amendments to Chapter 427 made in the 1990's resulted in increasing the license tag fee to \$1.00 and allowing voluntary contributions to the TDTF. Another

provision required increasing membership of the commission to 27 members, including private for-profit transportation operators and business interests.

In 2001, Chapter 427 was amended to allow an additional recurring budget allocation of \$6 million to the Transportation Disadvantaged Trust Fund.

### **Federal Level Roles and Responsibilities**

The Federal government has long recognized the State of Florida as a leader in coordinating publicly funded transportation services and has undertaken its own efforts to address coordinated transportation issues. These efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

As a first principle to achieve these goals, federally-assisted grantees involved in providing and funding human service transportation must work together to more comprehensively address the needs of the populations served by various Federal programs. In their report to the President on the Human Service Transportation Coordination, members of the Council recommended that “in order to effectively promote the development and delivery of coordinated transportation services, the Administration seeks mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.”

In August 2005, the President signed legislation consistent with this recommendation. This legislation, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally-developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit/human services transportation plan. These programs are the Section 5316 Job Access and Reverse Commute (JARC) Program, the Section 5317 New Freedom Program (NFP), and the Section 5310 Elderly Individuals and Individuals with Disabilities Program. SAFETEA-LU guidance issued by FTA indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, lays out strategies for meeting these needs, and prioritizes services.” The minimum required plan contents include:

- Identification of current providers and services;

- Assessment of transportation needs of older adults, persons with disabilities, and individuals with lower incomes, as appropriate;
- Identification of strategies and/or activities to address those needs and service gaps; and
- Implementation priorities, based on time, resources and feasibility.

The requirements as set forth in the FTA guidance are found in Attachment 11 (Community Connector Plan) of this document and will be used as a guide for allocation of funds under JARC and NFP, for which LYNX is the designated recipient for the Orlando Urbanized Area. The JARC program provides funding for projects that assist welfare recipients and eligible low-income individuals in accessing jobs and other employment-related activities, as well as reverse commute projects for transporting individuals of any income level in urban and rural areas to suburban employment opportunities. The NFP, a new program, provides funding for new public transportation services and service alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) which assist individuals with disabilities to and from employment and full participation in community life.

Congress authorized the *Moving Ahead for Progress in the 21st Century Act (MAP-21)* in July 2012; with its provisions taking effect October 1, 2012. One of the impacts of MAP-21 is the consolidation of the Section 5316 Job Access and Reverse Commute and Section 5317 New Freedom discretionary programs into Section 5307/5311 and Section 5310 formula funds, respectively.

Under MAP-21, LYNX has the opportunity to administer the 5310 program directly or choose to designate FDOT as the administrator of the funds. LYNX is still discussing the possibility becoming the direct recipient, but as of May 3, 2013 no decision has been made. Furthermore, operating assistance is now available under the Section 5310 program, but it has been recommended that LYNX only use the funds for capital projects; except for services previously funded under the former Section 5317 program.

### **Local Level Roles and Responsibilities**

Metropolitan Planning Organizations (MPOs) or designated official planning agencies (DOPAs) perform long-range planning and assist the Commission and Local Coordinating Boards in implementing the Transportation Disadvantaged program in designated service areas. METROPLAN ORLANDO performs this role for the Transportation Disadvantaged Local Coordinating Board of Orange, Osceola, and Seminole counties.

Local Coordinating Boards (LCB) are advisory boards that provide information, advice, and direction to the Community Transportation Coordinator (CTC). Each LCB meets at least quarterly. Its committees meet when necessary to conduct an annual evaluation of the CTC, participate in annual updates of the TDSP, and review grievances which may be brought to them regarding service delivery.

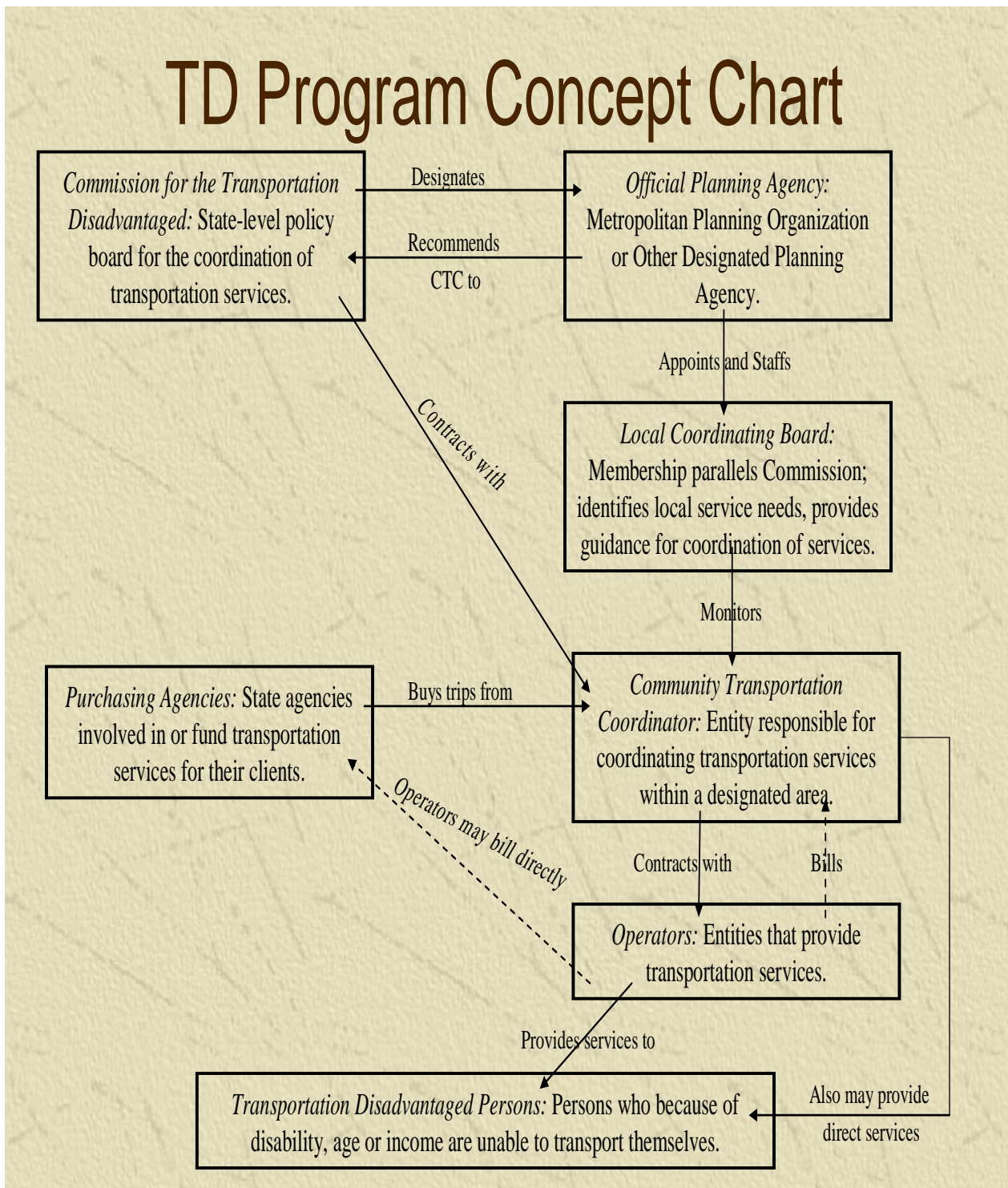
Pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, the following are the positions that comprise the Local Coordinating Boards.

- Chairperson – must be an elected official
- Elderly
- Disabled
- Citizen Advocate
- Citizen Advocate, representing people who use the coordinated system
- Veterans Services
- Community Action Agency (economically disadvantaged)
- Public Education
- Department of Transportation
- Department of Children and Families
- Department of Labor and Employment Security
- Department of Elder Affairs
- Agency for Health Care Administration – Medicaid Office
- State Coordinating Council (Early Childhood )
- Private Transportation Industry
- Mass/Public Transit Industry (if applicable)

Community Transportation Coordinators (CTC) are approved by the Florida CTD every five years and are responsible for arranging transportation for the transportation disadvantaged. The Community Transportation Coordinator may, with approval from the LCB, subcontract or broker transportation services to private transportation operators. Community Transportation Coordinators are also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area, on a full-time basis. Community Transportation Coordinators can be a governmental, private for-profit, private nonprofit, or a public transit entity that is under contract with the CTD through a Memorandum of Agreement (MOA). Annually, the CTC reviews all Transportation Operator contracts before renewal, to ensure the effectiveness and efficiency of the operator and to determine if they comply with the standards of the Commission. Community Transportation Coordinators also have the following powers and duties:

- Collect annual operating data for submittal to the Commission.
- Review all transportation operator contracts annually.
- Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with TDTF.

**Figure 1 - TD Program Concept Chart**





## **2. Community Transportation Coordinator Designation Date and History**

LYNX has been the designated Community Transportation Coordinator for Orange, Osceola, and Seminole Counties since October 1, 1992. The Florida Commission for the Transportation Disadvantaged entered into a Memorandum of Agreement (MOA), dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide non-sponsored transportation to the transportation disadvantaged persons in the area.

Prior to LYNX assuming the role of CTC, the East Central Florida Regional Planning Council (ECFRPC) was the CTC for the 1992 fiscal operating year. The CTC under this system provided reservations, scheduling, and dispatching service and brokered transportation service to a total of eight private providers. The ECFRPC assumed the role of Coordinator from Mears Transportation, which had been the CTC for the previous years of 1988 through 1991.

In June 1992, the ECFRPC and METROPLAN ORLANDO proposed to the Florida Commission for the Transportation Disadvantaged (CTD) that LYNX be designated the CTC for Orange, Osceola, and Seminole counties. At its meeting on July 15, 1992, the CTD designated LYNX to be CTC effective October 1, 1992.

Service began on October 1, 1992, and was provided by Grayline of Orlando, d.b.a. United Transportation. Transportation service was provided for customers eligible for Medicaid, Transportation Disadvantaged, LYNX ADA Complementary Paratransit, Community Coordinated Child Care, Vocational Rehabilitation, and the Division of Blind Services. United Transportation was the sole provider of service to the CTD in the tri-county region until January 19, 1996.

From 1996 to 1999, COMSIS Mobility Services, under the direction of LYNX, provided management support to the A+Link program. In 1999 LYNX transitioned brokerage services in-house and assumed the previous service provider's roles.

In 2001, a comprehensive assessment of the A+Link paratransit program was conducted by Multisystems, a paratransit transportation consulting firm. This assessment revealed issues of concern related to costs, customer satisfaction, and efficiency. This effort resulted in an entirely new paratransit model being developed by LYNX, in collaboration with the community, our customers, and funding partners.

In addition to reservations, customer service, and customer relations functions already being in-house, LYNX brought the scheduling and dispatch functions in-house; moved from four local service providers to one national service provider; and transitioned the paratransit program name and associated negative stigmas from "A+ Link" to "ACCESS LYNX."

While the program's image and performance improved drastically, it was at a significant financial cost to the agency. In 2004, LYNX outsourced all functions except for eligibility to the service provider, MV Transportation.

LYNX staff has complete oversight of the entire delivery system. MV Transportation, in addition to providing direct service, also provides all call center, scheduling, and dispatch functions. LYNX controls contract compliance, eligibility, data entry, billing, and customer relations, which includes intake of and response to complaints.

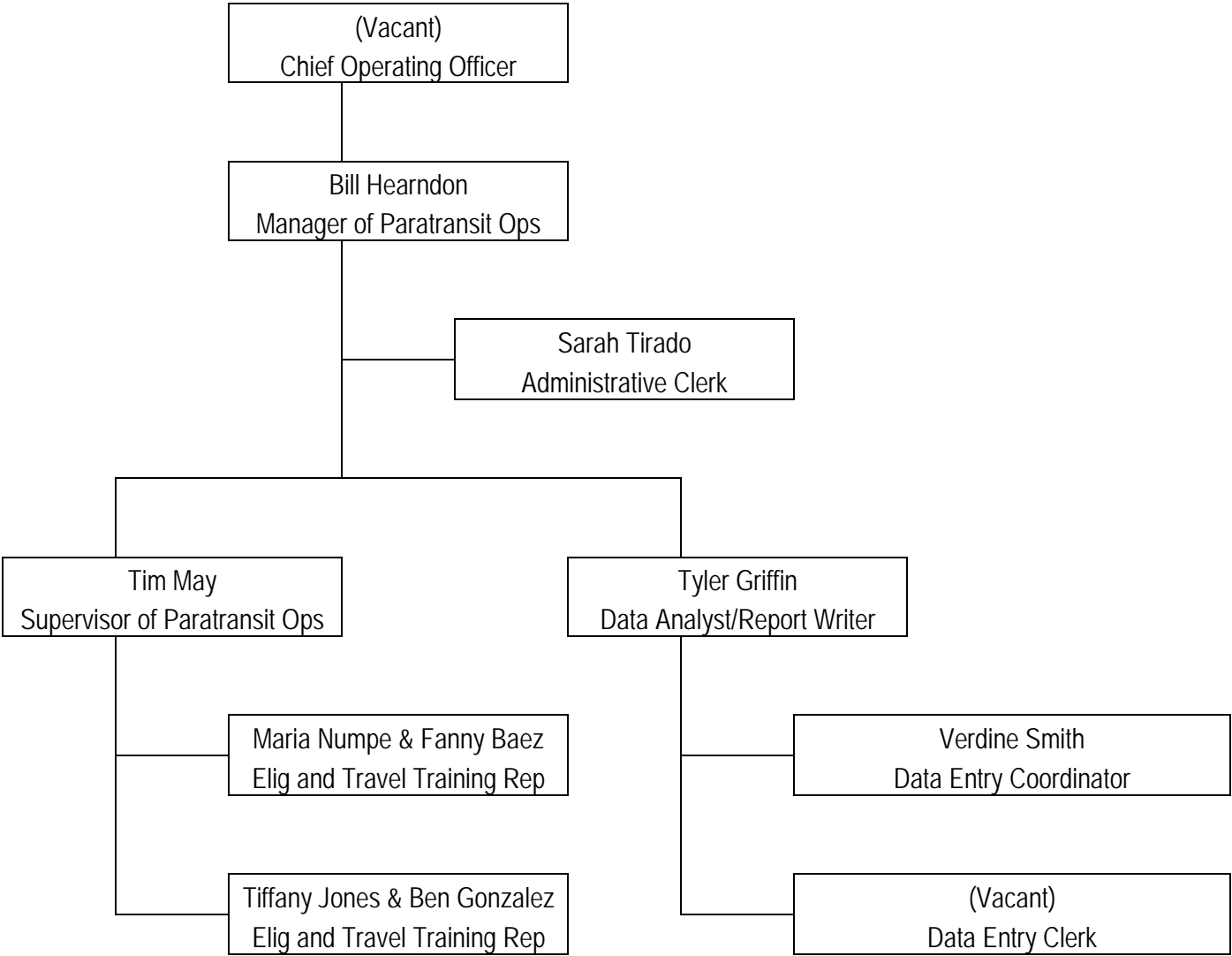
In October 2011, Transportation America was selected as the non-core (6:00 P.M. to 4:00 A.M. Monday through Saturday, and all day Sunday) service provider. MV Transportation continued to serve as the core (4:00 A.M. to 6:00 P.M. Monday through Saturday) provider.

The Core/Non-Core model of service provision caused inefficiencies and confusion in service provision. In March 2013, Transportation America was released from their contract with LYNX and MV Transportation assumed all service provision.

### **3. Organizational Charts**

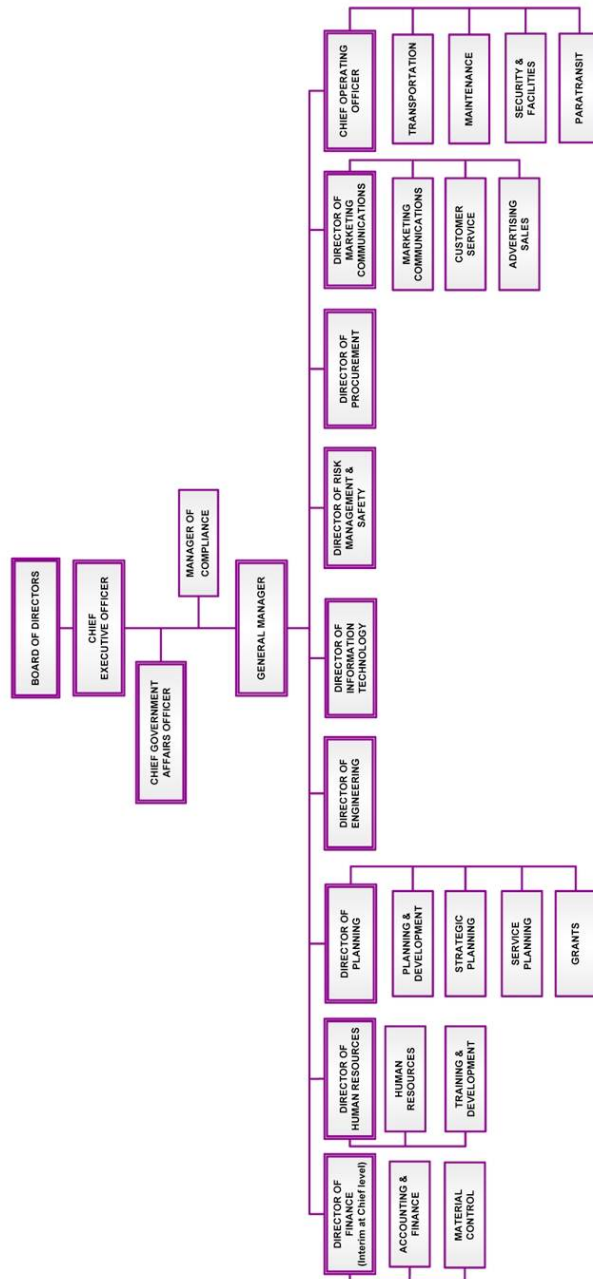
LYNX' paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area. Following are organizational charts for the LYNX paratransit Division, LYNX Corporate, MV Transportation, and Transportation America.

**Figure 2 – LYNX Paratransit Operations Organizational Chart**



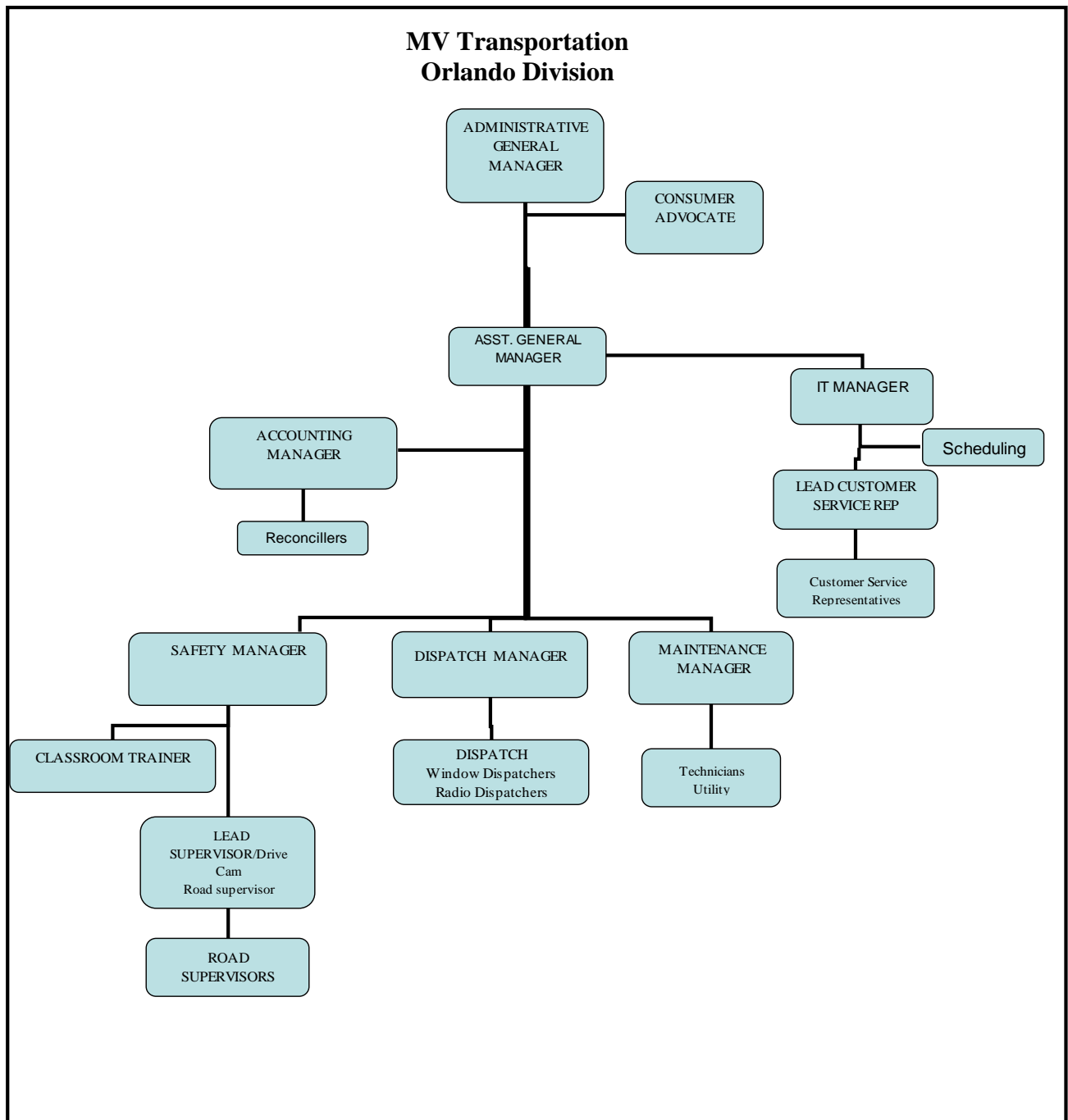
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07/11/2013

**Figure 3 – LYNX Organizational Chart**

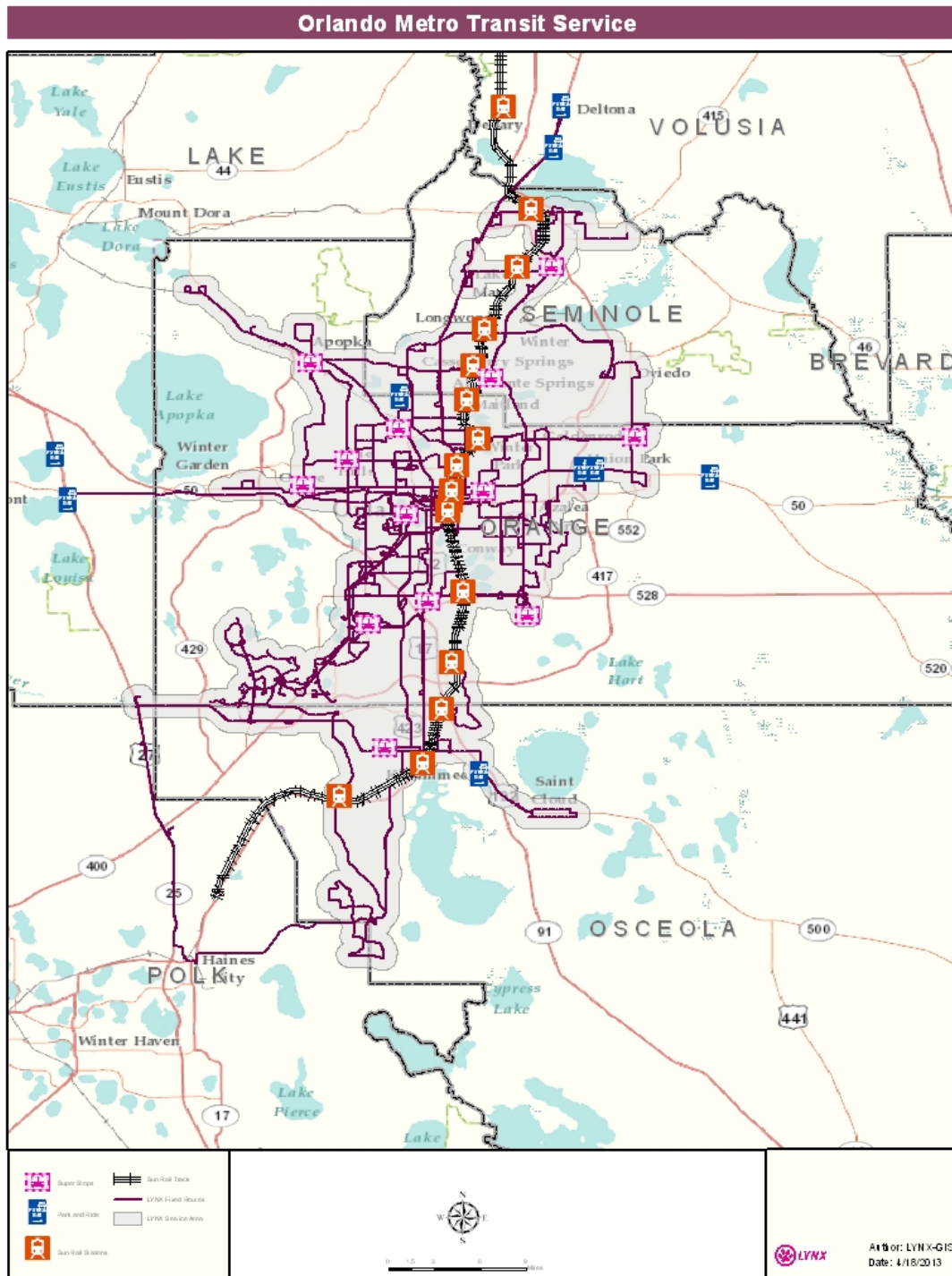


**LYNX ORGANIZATIONAL CHART**  
July 3, 2012

**Figure 4 – MV Transportation – Orlando Division – Organizational Chart**



# ACCESS LYNX SERVICE AREA



#### **4. Consistency Review of Other Plans**

As required for the Transportation Disadvantaged Service Plan, LYNX has reviewed various local planning documents to ensure consistency among them. Consistency among various local planning documents is assured by collaborative efforts of LYNX and METROPLAN ORLANDO (the DOPA/MPO for Orange, Osceola, and Seminole Counties). As required for the Transportation Disadvantaged Service Plan, LYNX has reviewed the following documents:

a. Local government comprehensive plans

The comprehensive plans for Orange, Osceola, and Seminole counties and their cities document long-term land use.

b. Strategic Regional Policy Plan

The Strategic Regional Policy Plan (SRPP) is produced by the East Central Florida Regional Planning Council for Brevard, Lake, Orange, Osceola, Seminole, and Volusia counties. The SRPP offers a regional planning perspective.

c. LYNX Transit Development Plan

The Transit Development Plan (TDP) is a ten-year strategic instrument that provides an assessment of where we are, where we are going, and how we propose to get there. It is a needs-based assessment, and is therefore not cost-constrained. The TDP presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP covers fiscal years 2013 through 2022.

The TDP is a requirement of the State of Florida for all public transportation service providers to qualify for Florida Department of Transportation (FDOT) public transportation funding assistance. The TDP assesses the current and projected community conditions in terms of transportation needs and quality of life issues and develops service plans to address those needs.

d. Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The five-year Transportation Disadvantaged Plan sets forth goals, objectives, and a plan of action for the Commission for the Transportation Disadvantaged. The five-year plan presents forecasts of demand for transportation disadvantaged services, the costs of meeting that demand

for transportation disadvantaged services, forecasts of future funding for transportation disadvantaged services, and the approaches to balancing the supply and demand for these services. The twenty-year plan presents forecasts for Florida's transportation disadvantaged system. Forecasts are provided of the transportation disadvantaged population, the demand for trips, the number of trips that will be supplied, the unmet demand for trips, the operating expense of the forecasted trips, the number and expense of the new vehicles that will be required to supply the forecasted trips.

e. METROPLAN ORLANDO's Long Range Transportation Plan (LRTP)

This twenty-year plan is developed through a cooperative effort with local governments, LYNX, and the Florida Department of Transportation.

Consistent with State and Federal requirements, the MPO's Transportation Plan is to identify the transportation improvements that lead to the development of an integrated inter-modal transportation system. The plan is also to identify the need for major investment studies, incorporate the recommendations of the bicycle and pedestrian plans, identify transportation enhancement activities and identify financing strategies to bring about the implementation of the plan.

f. Transportation Improvement Program

The Transportation Improvement Program (TIP) is a five-year implementation plan of the LRTP.



## 5. Local Coordinating Board Certification



### CERTIFICATION

STATE OF FLORIDA

§

COUNTY OF ORANGE

I HEREBY CERTIFY that the foregoing is a true and correct copy of the Membership Certification of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties approved in a regular meeting of the MetroPlan Orlando Board on December 12, 2012. The original copy of this document is on file in the Administrative Offices of MetroPlan Orlando, 315 East Robinson Street, Suite 355, Orlando, Florida.

IN WITNESS WHEREOF, I have hereunto set my hand and official seal of the MetroPlan Orlando Board, this 12th day of December, 2012.

By:   
Lena E. Tolliver, Sr. Board Services  
Coordinator Board Services and Recording Secretary



metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

APPROVED BY  
METROPLAN ORLANDO  
12/12/12 *L. Lynum*

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

**Date:** December 12, 2012  
**Name (DOPA):** MetroPlan Orlando  
**Address:** 315 East Robinson Street  
Suite 355  
Orlando, Florida 32801

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

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

**Signature:** *Daisy W. Lynum*  
Honorable Daisy W. Lynum

**Title:** Chairman of MetroPlan Orlando

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	S. Scott Boyd (Orange) Brandon Arrington (Osceola) John Horan (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

**MEMBERSHIP CERTIFICATION  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD  
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES  
Page 2**

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FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Samme Ripley	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Judy Binns	-
PUBLIC EDUCATION	Mike Barnett	-
VETERANS	Mike Dixon	-
MEDICAID (AHCA)	Benjamin Akinola	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Win Adams	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Diane Ketts	Three Years
CITIZENS ADVOCATE (SYSTEM USER)	Charles Graham	One Year
FOR-PROFIT OPERATOR	Dwight Sayer	One Year
NON-VOTING MEMBERS	Todd Stalbaum	-
	Bill Hearndon	
	Robert Melia	

## B. Service area Profile and Demographics

### 1. Service Area Description

The transportation disadvantaged service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles.

Service is provided throughout the tri-county area and includes the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions.

### 2. Demographics

#### a. Land Use

LYNX plays an active role in merging the needs of public transportation with regional development plans. This includes neighborhoods, shopping centers, and medical facilities. Enhancements include shelters, pedestrian-oriented design, and bus pull-off lanes for safe passenger boarding. LYNX has developed the Central Florida Mobility Design Manual that guides local planners and developers as they consider improvements to or expansion of the local transportation network of streets, sidewalks, and bicycle paths.

#### b. Population and Composition

**LYNX Service Area Demographic Summary**

	Orange County		Osceola County		Seminole County		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.
<b>Total Population</b>	<b>1,145,456</b>		<b>268,685</b>		<b>422,718</b>		<b>1,837,359</b>	
<b>Population as a percent of the service area</b>	<b>62%</b>		<b>15%</b>		<b>23%</b>		<b>100%</b>	
<b>Female</b>	581,630	51%	137,051	51%	217,919	52%	<b>936,601</b>	<b>51%</b>
<b>Male</b>	564,326	49%	131,634	49%	204,799	48%	<b>900,759</b>	<b>49%</b>

<b>Hispanic or Latino</b>	308,244	27%	122,146	45%	72,457	17%	<b>502,847</b>	<b>27%</b>
<b>Non-Hispanic or Latino</b>	837,712	73%	146,539	55%	350,261	83%	<b>1,334,512</b>	<b>73%</b>
<b>Under 18 Years Old</b>	270,147	18%	70,416	26%	97,181	23%	<b>437,744</b>	<b>24%</b>
<b>20 - 24</b>	105,821	9%	18,007	7%	30,888	7%	<b>154,716</b>	<b>8%</b>
<b>25 - 34</b>	177,117	15%	35,301	13%	54,808	13%	<b>267,226</b>	<b>15%</b>
<b>35 - 49</b>	249,760	22%	60,070	22%	93,606	22%	<b>403,436</b>	<b>22%</b>
<b>50 - 64</b>	191,058	17%	47,026	18%	83,779	20%	<b>321,863</b>	<b>18%</b>
<b>65 and older</b>	110,919	10%	29,656	11%	50,677	12%	<b>191,252</b>	<b>10%</b>
<b>African American</b>	238,241	21%	30,369	11%	47,107	11%	<b>315,717</b>	<b>17%</b>
<b>American Indian &amp; Alaska Native</b>	4,532	<1%	1,452	1%	1,386	0%	<b>7,370</b>	<b>&lt;1%</b>
<b>Asian</b>	56,581	5%	7,406	3%	15,692	4%	<b>79,679</b>	<b>4%</b>
<b>Native Hawaiian and Pacific Islander</b>	1,266	<1%	294	<1%	258	<1%	<b>1,818</b>	<b>&lt;1%</b>
<b>White</b>	728,795	64%	190,641	71%	330,664	78%	<b>1,250,100</b>	<b>68%</b>
<b>Other</b>	77,216	7%	27,623	10%	15,421	4%	<b>120,260</b>	<b>7%</b>
<b>Identified by Two or More</b>	39,325	3%	10,900	4%	12,190	3%	<b>62,415</b>	<b>3%</b>
	<b>Housing Units</b>	<b>% of Total Units</b>	<b>Housing Units</b>	<b>% of Total Units</b>	<b>Housing Units</b>	<b>% of Total Units</b>	<b>Housing Units</b>	<b>% of Total Units</b>
<b>Total Units</b>	487,839		128,170		181,307		<b>797,316</b>	
<b>Occupied Units</b>	421,847	86%	90,603	71%	164,706	91%	<b>677,156</b>	<b>85%</b>
<b>Owner-Occupied Units</b>	243,950	50%	58,541	46%	109,499	60%	<b>411,990</b>	<b>52%</b>
<b>Renter-Occupied Units</b>	177,897	36%	32,062	25%	55,207	30%	<b>265,166</b>	<b>33%</b>

Note: Demographic and housing information is reported "as is" from the 2010 United States Census. Some percentages may not total 100% due to rounding or unreported data.

## DEMOGRAPHIC PROJECTIONS

According to the Bureau of Economic and Business Research (BEBR)<sup>1</sup>, housed in the Warrington College of Business Administration at the University of Florida, Florida is

<sup>1</sup> The 2010 United States Census provides population projections for states but not for smaller areas such as cities and counties. For more detailed population projections at the county level, LYNX chose data

one of the fastest-growth states in the nation, adding approximately 3 million people each decade between 1970 and 2000. The growth rate increased between 2000 and 2006 when an expanding economy and booming housing market lured an average 395,000 people per year.

The state's population growth slowed with the economy in 2007 and actually declined between 2008 and 2009. Dramatic changes in state and county population trends in recent years demonstrate the uncertain nature of population projections. This is why BEBR publishes three series of population projections with the medium scenario being the most likely given existing data and trends, and the high and low projections providing reasonable alternative scenarios.

For county projections, BEBR started with county population estimates for 2009 and extrapolated forward to 2010, and then beyond for every five year period between 2010 and 2050 using five different techniques (linear, exponential, share-of-growth, shift-share, and constant population) and three historical base periods (2005-2010, 2000-2010, and 1995-2010). More detail on the methodology can be found in "Projections of Florida Population by County, 2009-2035" by Stanley K. Smith and Stefan Rayer in *Florida Populations Studies*, Volume 43, Bulletin 156 (March 2010).

### Population Projections (BEBR Medium Series)

County	Census		% Change between 2000 and 2010	Projected					% Change between 2010 and 2035
	2000	2010		2015	2020	2025	2030	2035	
Orange	896,344	1,145,456	28%	1,199,600	1,312,500	1,423,000	1,527,300	1,623,200	42%
Osceola	172,493	268,685	56%	315,700	366,200	415,600	462,500	506,400	88%
Seminole	365,199	422,718	16%	445,700	473,700	500,800	526,000	548,900	30%
<b>Total</b>	<b>1,434,036</b>	<b>1,836,859</b>	<b>28%</b>	<b>1,961,000</b>	<b>2,152,400</b>	<b>2,339,400</b>	<b>2,515,800</b>	<b>2,678,500</b>	<b>46%</b>

*United States Census*

*Smith, Stanley K. and Rayer, Stefan. Projections of Florida Population by County 2009 – 2035. Bureau of Economic and Business Research Volume 43, Bulletin 156. March 2010.*

Population growth in both Orange and Seminole counties was greater than projected in 2010, as census-reported figures of these two counties are between the low- and medium-series projections for 2015. In all scenarios, the LYNX service area is projected to grow in population over the next 25 years, a modest seven percent in the low series, but a more sizeable 46 percent in the medium series and a dramatic 84 percent in the high series

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provided by the Bureau of Economic and Business Research (BEBR), a scholarly and respected source of information used by government entities and researchers throughout the state.

projection. The medium or high series population forecasts along with trends in higher gasoline prices, are likely to result in a significant growth in demand for transit.

### **LABOR FORCE AND EMPLOYMENT**

Central Florida has suffered high rates of unemployment, shrinking public revenues and a greater strain on public resources as a result of the recent recession. LYNX experienced a dip in ridership numbers at the height of the recession (FY 2009) reflecting a lower demand for transportation to work and leisure trips. However, recent data indicates that the labor market may be improving. Unemployment rates for the Orlando-Kissimmee-Sanford metropolitan area have fallen by 1.7% year over year, according to the Bureau of Labor Statistics. Despite the temporary dip in 2009, ridership has passed pre-recession rates and LYNX anticipates setting another ridership record in 2012.

#### **Civilian Labor Force and Unemployment (February 2012)**

Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,110,100	101,100	9.1
State of Florida	9,223,300	839,400	9.1

*Source: Bureau of Labor Statistics, Civilian labor force and unemployment by state and metropolitan area (not seasonally adjusted)*

#### **c. Major Trip Generators**

In the tri-county region, major trip generators are the major tourist attractions, such as Walt Disney World, Sea World, Universal Studios, International Drive, and historic downtown Orlando. Various shopping malls and shopping districts are within the service area, such as Mall at Millennia, Fashion Square Mall, Altamonte Mall, Florida Mall, Oviedo Crossings, Seminole Town Center, West Oaks Mall, Colonial Mall, Winter Park Village, and Winter Garden Village at Fowler Groves. Orlando International Airport is also a major trip generator.

Major non-work related trip generators include dialysis, which account for approximately 33-percent of all trips. Currently, there are 30 renal centers in the tri-county region. Table 4 contains a list of the major trip generators in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period.

**Table 4**  
**Major Trip Generators**

**Trips by Location for Calendar Year 2012**

<b>Facility</b>	<b>Trips</b>
PARK PLACE BEHAVIORIAL CENTER	33,939
LAKESIDE MERCY DRIVE	28,277
SEM MENTAL HLTH SANF	20,443
DIALYSIS CENTRAL FL KIDNEY DT	12,608
DIALYSIS W COLONIAL	10,776
QUEST SOUTH	10,395
DIALYSIS DAVITA EAST	9,365
BRIGHT START PEDIATRICS	9,210
LIGHTHOUSE NEW HAMPSHIRE	9,130
VCC OSCEOLA BUS STOP	8,938
DIALYSIS DSCF-CENTRAL ORLANDO	8,397
DIALYSIS FLORIDA CENTER	8,174
DIALYSIS E COLONIAL	8,100
DIALYSIS WINTER PARK	7,985
DIALYSIS ST CLOUD	7,470
DIALYSIS VINELAND	6,886
PEDIATRIC HEALTH CHO	6,877
DIALYSIS STURTEVANT	6,840
DIALYSIS SANFORD	6,809
DIALYSIS KISSIMMEE	6,652
OSC COUNCIL ON AGING	6,510
DIALYSIS WINTER GDN	6,298
DIALYSIS DSCF EAST	5,918
QUEST NORTH	5,701
DIALYSIS KISSIMMEE- DAVITA	5,660



## C. Service Analysis

### 1. Forecasts of TD Population

The State of Florida recognizes two categories of transportation-disadvantaged persons. The first category consists of persons who have a disability or low-income status, but who also may have some access to self-supported transportation, or are eligible for transportation services under dedicated federal, state, or local funding sources.

The second category of transportation-disadvantaged persons are those who meet Florida's statutory definition of transportation disadvantaged, which includes those who, because of age, income, or disability, cannot provide for or arrange their own transportation. While this distinction may seem subtle, the intent of the Florida Legislature is to ensure that trust fund monies are used specifically for those persons who cannot be sponsored under other funding sources, so that our truly disadvantaged citizens receive the services they need.

Tables 5A through 5C are the projected TD population figures developed by CUTR through the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, and reported in the Florida Statewide Transportation Disadvantaged Plan Population Demand and Forecasts. Table 5A presents *potential* TD population forecasts by market segment by county. Table 5B presents TD population forecasts by market segment by county. Table 5C forecasts, by county, the number of trips that will be demanded and supplied.

**Table 5A**  
**Forecast of Potential Transportation Disadvantaged by County**  
**2009-2013**

<b>County</b>	<b>Disabled Non-Eld. Low Inc.</b>	<b>Disabled Non-Eld. Non-Low Inc.</b>	<b>Disabled Elderly Low Inc.</b>	<b>Disabled Elderly Non-Low Inc.</b>	<b>Non-Dis. Elderly Low Inc.</b>	<b>Non-Dis. Elderly Non-Low Inc.</b>	<b>Non-Dis. Non-Eld. Low Inc.</b>	<b>Total</b>
<b>2009</b>								
<b>Orange</b>	6,171	47,964	7,673	64,034	15,719	131,193	90,257	363,011
<b>Osceola</b>	938	9,153	1,745	16,242	4,210	39,191	14,703	86,181
<b>Seminole</b>	1,110	14,981	2,723	27,538	6,236	63,048	25,326	140,963
<b>Total</b>	8,220	72,098	12,141	107,814	26,165	233,432	130,286	590,156

**Table 5B**  
**Forecast of Transportation Disadvantaged Population by County**  
**2009-2013**

<b>County</b>	<b>Transp. Dis. Non-Eld. Low Inc.</b>	<b>Transp. Dis. Non-Eld. Non-Low Inc.</b>	<b>Transp. Dis. Elderly Low Inc.</b>	<b>Transp. Dis. Elderly Non-Low Inc.</b>	<b>Non-Transp. Dis. Low Inc. No Auto No F.R.</b>	<b>Total</b>
<b>2009</b>						
<b>Orange</b>	2,218	17,237	4,796	40,021	12,255	76,526
<b>Osceola</b>	375	3,661	1,060	9,867	1,400	16,363
<b>Seminole</b>	449	6,064	1,469	14,857	3,126	25,965
<b>Total</b>	3,042	26,962	7,325	64,745	16,780	118,854

**Table 5C**  
**Forecast of Transportation Disadvantaged Trips by County**

<b>2009/2013</b>	<b>Trip Supply in System</b>	<b>Supply out of System</b>	<b>Unmet Trip Demand</b>	<b>Total Trip Demand</b>
Orange	1,675,643	347,445	645,049	2,668,136
Osceola	406,965	84,384	129,269	620,618
Seminole	802,208	166,338	174,017	1,142,563
Total	2,884,815	598,167	948,335	4,431,317

## 2. Needs Assessment

By definition, the Transportation Disadvantaged (TD) are those persons who, because of physical or cognitive disability, income status, or age or who for other reasons are unable to transport themselves, or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high risk.

As LYNX provides a full array of transportation services, customers can access the mode of transportation best suited for their needs. LYNX offers fixed-route services and bus pass programs to those TD customers who cannot provide for their own transportation and are able to access fixed-route service. For those who cannot access fixed-route service, LYNX offers paratransit door-to-door services.

Need among all segments of the Transportation Disadvantaged is constantly growing and usually at a much higher rate than the growth of funding for services. For these reasons, LYNX has established trip priorities for customers under the TD program and has a written eligibility process for screening customers. As needs grow, LYNX will continue

efforts to eliminate misuse of the system, and transition customers off the more costly paratransit service to fixed-route bus service when appropriate. This is accomplished through incentive programs, needs assessments, and travel training.

As the Community Transportation Coordinator (CTC), LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and Medicaid services with TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit eligibility process to include an assessment of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. Staff determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation and patient evaluation. Accordingly, ADARide.com. has been providing these services through a third-party contract.

Strict implementation of eligibility is required by the ADA in order to preserve the civil rights of individuals with disabilities. An in-person functional assessment provides an objective process and an accurate determination of the need for paratransit services. For the functional assessment to be effective, it must be complimented with a "travel training" program. Through travel training, applicants who are denied service based on the fact that their disability does not prevent use of fixed-route service can be trained to use fixed-route service. In addition, customers who are deemed to be ADA eligible can also be provided fare incentives such as reduced fare passes to encourage fixed-route use, thereby reducing rising ADA paratransit costs.

Concerted efforts have also been made to more accurately assess the needs of consumers requesting service through Medicaid and the Transportation Disadvantaged Trust Fund. LYNX worked cooperatively over several months with local Medicaid officials to implement a written application process for Medicaid recipients seeking transportation assistance for reaching medical appointments. The official process was implemented in March 2003, coinciding with the implementation of LYNX' new transportation management software. Early in 2003, all Medicaid recipients were alerted of the new change by way of the Area 7 Medicaid Newsletter.

All recipients requesting service (including those already in our system) were informed in writing that transportation provided through the Medicaid program must be delivered by the most cost-effective mode possible. A transportation option they must first consider is friends and family, and request service through the ACCESS LYNX system only when no other option is available. If no other means is available, the first option is the Medicaid Bus Pass Program, which opens up other options for meeting transportation needs as the bus pass is good for thirty days and can be used an unlimited number of times for all other transportation needs. This more intense level of screening and assessment will assist the Medicaid Program in meeting serious budget constraints while still serving those eligible recipients who truly need the service.

In addition to the needs identified above, over the course of 2006 and 2007 LYNX took a fresh look at the needs of low-income individuals who must get to jobs and job-related activities, such as educational opportunities and training, as well as the needs of individuals with disabilities beyond those provided for under the ADA and other programs under which LYNX has already been serving the community. This effort was undertaken to ensure that the most needed services were added to LYNX' network of services in order to make best use of new funding resources provided under two relatively new Federal programs: the Job Access and Reverse Commute (JARC) and the New Freedom Program (NFP).

### **3. Barriers to Coordination**

The most serious issue facing the Transportation Disadvantaged program is a lack of consistent and enforceable legislation and policy to ensure that all agencies mandated to purchase through coordinated transportation systems are doing so. So much attention and effort was give over the past several years to garner additional funding for the Transportation Disadvantaged Trust Fund that other issues, particularly those affecting policy and service requirements and standards, were virtually ignored. It is imperative that participating agencies compromise on service policies so that the Community Transportation Coordinators (CTCs) can develop cost-effective and efficient systems that can meet the goals of all agencies.

### **D. Goals, Objectives, and Strategies**

The overall goal of the Coordinated Transportation System in the tri-county area is:

To coordinate and provide seamless access to transportation services to meet the mobility needs of those who, because of age, income, or disability, can neither provide nor arrange for their own transportation.

Goals establish the overall direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are broad-reaching and were used in guiding the direction of the paratransit operations division.

Objectives provide the specific actions that will be taken by LYNX to achieve the goal while the strategy identifies the tasks to be completed to meet the objectives. The goals and objectives are measured by quantifying the strategies. The strategies in this section are the quality assurance measures listed in Section III of this document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form.

#### **Goal 1: Increase Fixed-Route Ridership**

Objective: Evaluate paratransit riders for possible transition to fixed-route ridership.

Strategy: Determine the riders' eligibility through screening processes.  
Identify potential candidates for referrals.

**Goal 2: Become recognized as the most technologically advanced transit system of our size in the country.**

Objective: Utilize an effective method of categorizations for all data related to ridership.

Strategy: Update the passenger/trip database to track information.

**Goal 3: Elevate the role, image, and community support for public transit in Central Florida.**

Objective: Ensure easy access to information and promote a sense of open communication.

Strategy: Quick response to customer queries.  
Call hold times reduced to an average of three minutes or less.

**Goal 4: Strengthen LYNX' financial position, accountability, and organization productivity.**

Objective: Determine ways to streamline processes or increase efficiencies.

Strategy: Carrier payments for ACCESS LYNX are made according to guidelines found in the Transportation Disadvantaged Trust Fund Grant (Sec. 282.0585).

**Goal 5: Enhance our internal and external customer relations.**

Objective: Greater customer service and safety measures.

Strategies: Advanced reservations for sponsors.  
Preventative accident standards.  
Driver training and screening.  
Contract monitoring.  
Passenger assistance.  
Service animal inclusion.  
Will calls.

## **E. Implementation Plan**

### **1. Five-Year Transportation Disadvantaged Improvement Program**

LYNX, as the CTC for the tri-county region, uses Trapeze PASS transportation management software application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations, and has allowed LYNX to pinpoint passengers that reside within reasonable distance of the fixed-route service to promote more use of that option.

## 2. Implementation Schedule

**Table 9 – Implementation Schedule**

<b>Continue improvement of the fiscal condition of the organization</b>			
<b>Action</b>	<b>Begin</b>	<b>End</b>	<b>Individual Responsible</b>
Study and improve ways to reduce operating expenses	7/01/2013	Ongoing	Manager
Write reports to evaluate costs and improve efficiencies	7/01/2013	Ongoing	Data Analyst
Review previous year's revenues and expenses, consider service changes, project for worst possible position	10/01/2013	12/31/2013	Manager
Research available grants and other transportation funding sources to bring into the coordinated system	7/01/2013	Ongoing	Manager
Move paratransit customers to fixed-route when appropriate	7/01/2013	Ongoing	Manager Supervisor
Identify and address issues affecting increased operating expenses	7/01/2013	Ongoing	Manager Supervisor Data Analyst
<b>Complete major capital projects</b>			
Research available grants	7/01/2013	Ongoing	Manager
Integrate Smart Card technology with MDT implementation for alternative fare media	7/01/2013	6/30/2008	Manager Supervisor
<b>Improvement of LYNX' reputation with the Community</b>			
Attend and report at public meetings; meet regularly with funding partners	7/01/2013	Ongoing	Manager
Orient and involve Board of Directors and staff in the basics of Paratransit Operations	1/01/2014	3/31/2014	Manager
Review business practices and make improvement where needed	7/01/2013	Ongoing	Manager Supervisor
Emphasize the value of paratransit service to the community when attending public meetings.	7/01/2013	Ongoing	Manager

Return to the basics of what LYNX does best			
Orient and involve other departments in the basics of paratransit operations	4/01/2014	6/30/2014	Manager Supervisor
Review all business practices and modify as appropriate	7/01/2013	Ongoing	Manager
Meet with internal and external customers to facilitate communications	7/01/2013	Ongoing	Manager
Continue to improve Paratransit system	7/01/2013	Ongoing	Manager
Improve employee image and morale			
Praise employees when they have gone the extra mile to assist internal or external customers	7/01/2013	Ongoing	Manager Supervisor
Allow employees to provide input on business practices with the department	7/01/2013	Ongoing	Manager Supervisor
Meet regularly with employees to facilitate communications, keeping the employee “in the loop”	7/01/2013	Ongoing	Manager Supervisor
Encourage employees to interact with other departments to increase communications and broaden their understanding of the organization	7/01/2013	Ongoing	Manager Supervisor
Provide an opportunity for employees to learn new aspects of paratransit operations: cross train	7/01/2013	Ongoing	Manager Supervisor

## **II. SERVICE PLAN**

### **A. Types, Hours, and Days of Service**

Sponsors of service, through the coordinated system, transport the full range of transportation disadvantaged customers.

- Medicaid is a federally funded program which primarily transports individuals with lower incomes and persons with disabilities;
- LYNX sponsors the ADA complementary paratransit service which is designed for disabled persons in the service area who cannot access regular fixed-route services;
- Transportation Disadvantaged is a state sponsored program. The TD non-sponsored funds are used to provide trips for people who have no other way of providing for their own transportation needs.

Four agencies provided direct transportation for the Medicaid program. Lakeside Behavioral Healthcare, Park Place Behavioral Healthcare, and Seminole Behavioral Health provide coordinated transportation to customers receiving mental health day treatment at their facilities. BrightStart Pediatrics provides coordinated transportation to customers receiving prescribed pediatric extended care (PPEC) services at their facility.

In addition, the following agencies have coordination agreements with LYNX to provide services to their own clients: Agape Community Group Services, A.K. Scott & Associates, Alliance Companion Services, Attain, BeSafe Transportation, Bishop Grady Villas, Blessed Academy, Bright Beginnings Family Services, BrightStart Pediatrics, Brighter Future Services, Center for Drug Free Living, Central Florida Group Homes, Chantel Foster Care HomeCreative Living Services, Destiny Travel Services, Elquanah Group Home, Florida Mentor, Good Samaritan Society, Graceful Awakening, Heart & Soul Homecare, Hodge's Group Home, Independently Developing a New Way, INTOrlando, Kind Hands, Kinneret, Lakeside Behavioral Healthcare, Lecia Gray-Knighton, Leon Davis, Marie Vilme, Meals on Wheels, Med-Ride Express Services, Orlando Limousine, Osceola Council on Aging, Pachot Group Home, Park Place Behavioral Healthcare, Primrose Center, Quest, Renewed Hope Group Home, Rosie Dennis Independent Services, Salvation Army Residence, Seminole Behavioral Health, Seniors First, The Opportunity Center, Threshold, and Trinity Home Care Facility.

The ACCESS LYNX Consolidated System offers demand response, subscription, fixed-route paratransit, group trips, and special care services to ambulatory and non-ambulatory persons or persons requiring stretchers. These services are designed to meet the needs of any sponsor approaching LYNX for services.

ACCESS LYNX paratransit service is available to customers twenty-four hours a day, seven days a week. Due to traffic conditions in Central Florida, customers are encouraged to travel during off-peak times of 10:00 a.m. to 2:00 p.m.



In determining the pick-up time for a trip the customer need only give the time they need to arrive at their appointment. They will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time. On the return trip, the window will begin at the requested return time and go out thirty minutes.

“Will calls” are discouraged, but accepted. A will call is defined as a trip in which the customer did not specify a return time, but he/she plans on calling when ready. ACCESS LYNX’ policy requires a will call be picked up within ninety minutes of the call requesting the return. The ninety minute window also applies to same-day transports. However, if ACCESS LYNX fails to deliver a customer to his/her appointment on time, we must arrive to return the customer within thirty minutes of their ready call.

Subscription service is offered based on availability. A subscription trip is defined as trips going from the same location to the same destination on the same day(s) of the week on an ongoing basis. In keeping with the concept of a standing order, customers are allowed to modify their subscription no more than once in any thirty day period.

## **B. Accessing Services**

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available twenty-four hours a day, seven days a week. ACCESS LYNX has twenty-three telephone lines available to accept reservations and customer service queries. Additional telephone lines are available for requests by facsimile (FAX). The peak call times are 6:00 a.m. to 10:00 a.m. and 2:00 p.m. to 6:00 p.m. Customers are, therefore, encouraged to call during other times of the day.

(407) 423-8747 Reservations and Customer Service  
(407) 851-8203 FAX  
(407) 851-8594 TDD

Agencies have the option of faxing trips requests to ACCESS LYNX. In order to assure faxed information has been received, the information is faxed back to the sending agency with a confirmation number, estimated pick-up time, and cost of the trip.

Service is offered door-to-door. Door-through-door services are offered only to stretcher passengers. The driver can’t assist the customer beyond the front door of any building. At the customer’s residence, the customer is expected to be waiting on the first floor. The driver may not enter the residence (except for stretcher passengers). Drivers will not assist wheelchair or stretcher passengers down more than one step, nor will they attempt to push a wheelchair or stretcher through grass or sand. Customers may bring items on-board the vehicle with them, but they are limited to what they can carry unassisted.

ACCESS LYNX requests that a customer give twenty-four hour notice of cancellation, but will accept three hour notice. A “no show” is defined as a scheduled trip that is not

cancelled at least three hours prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. For non-ADA trips, if a customer no-shows on the going trip, then the return is automatically cancelled, unless notified otherwise.

ACCESS LYNX has developed a suspension policy for customers who engage in willful and chronic no-show:

*A customer may have no more than 4 no-shows within any 90-day period. To exceed this limit will result in customer suspension of 30 days for the first<sup>t</sup> occurrence, 60 days for the second occurrence, and 90 days for each occurrence thereafter.*

*Trips cancelled with less than three hours notice prior to the scheduled pick-up time will be considered a no-show.*

Customer may appeal a no-show finding by following the appeal process.

Letters will be sent to any customer who exceeds the above limits to remind them of the policy.

Customers who are using the service for life-sustaining medical purposes will not be suspended unless they engage in violent, illegal, or disruptive behavior.

Persons will be guilty of violent, disruptive or illegal behavior if they carry weapons or controlled substances and/or if they harass, verbally or physically abuse, assault or create an unsafe environment for other passengers and driver.

**Table 10**  
**Sponsor Operating Policies**

<b>Sponsor</b>	<b>Maximum Advance Reservation</b>	<b>Limit on Subscription Service</b>	<b>Same day service allowed</b>	<b>Out of Service Area</b>	<b>Fare Structure</b>	<b>Attendant</b>	<b>Companion</b>
TD Program	One (1) day	Life Sustaining Medical, Other Medical, and Employment Trips Only	No	No	0-4.9 miles=\$2.50 5-9.9 miles=\$3.50 10+ miles =\$4.50	Same fare as primary rider; only one attendant allowed	No
LYNX ADA paratransit service	Seven (7) days	None	No	No	\$4.00 for ADA trips \$7.00 for premium trips	Yes, one at no charge	Yes, same as for rider
Medicaid	Seven (7) days	None	Yes, hospital discharge or urgent care trips only	Yes, with approval	\$1.00, unless exempt	Yes, no fare; only one allowed	No

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969). Customers with hearing impairments may use our TDD number at: 407-423-0787.

## Eligibility

Customers requesting transportation by the ACCESS LYNX program must first complete the appropriate eligibility application and submit it, completed, to the ACCESS LYNX Eligibility Section. LYNX Eligibility staff will then date stamp and review the form according to eligibility guidelines for final eligibility determination (See Attachment 2). Customers will be instructed by telephone and by letter as to their status and progress.

### 1. Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible. The eligibility process uses five (5) steps for determination as developed by ACCESS LYNX and approved by the Local Coordinating Board (LCB). All eligible clients will be re-certified every two (2) years.

- Step One:*     **AVAILABILITY OF ANOTHER SPONSOR.** The TD program will be the sponsor of last resort. No other funding available.
- Step Two:*     **NO OTHER MEANS OF TRANSPORTATION IS AVAILABLE.** Applicant does not own his/her own vehicle or have access to one in his/her household. Applicant does not have friends or relatives who can take him/her places.
- Step Three:*   **AVAILABILITY OF FIXED-ROUTE SERVICE.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. For applicants outside the three-quarter mile radius, ACCESS LYNX paratransit service will be offered as a feeder service to fixed-route or as direct transport. Applicants who cannot access fixed-route bus system must demonstrate why.
- Step Four:*     **DISABILITY.** As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX paratransit service will be offered.
- Step Five:*     **INDIVIDUAL AND HOUSEHOLD INCOME STATUS ARE AT OR BELOW SPECIFIED PERCENT OF POVERTY LEVEL.** The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income status will be requested. The applicant's household income must be below 150% of the Federal Poverty Level based on the number of individuals within the household.

## 2. American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit eligibility based on the relevant Federal Administrative Code. LYNX determines eligibility by using a service area of  $\frac{3}{4}$  of a mile proximity to fixed-route bus service and categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The three categories of ADA eligibility are:

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

*Conditional Eligibility.* Any individual who is able to use the fixed-route buses for *some* of their trips and qualify for paratransit service for other trips. This category applies to persons who could use accessible fixed-route transportation, but (as an example) such accessible transportation is not being used at the time. Persons who cannot navigate *some* architectural or environmental barriers such as but not limited to: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

*Transitional Eligibility (temporary).* Any individual who has a health condition or disability that ***temporarily*** prevents him/her from using the fixed-route bus system. An example would be persons whose previous health condition or disability has changed due to therapy, corrective surgery or other. Travel Training can assist these individuals in learning how to access fixed-route, eventually eliminating the need for paratransit use.

### Functional Assessment and Travel Training for ADA

The ACCESS LYNX Eligibility Section is the “gatekeeper” for paratransit entry. Functional Assessment is used and provides a detailed method to determine whether applicants are more capable of using conventional public transportation.

Various types of eligibility determination processes are acceptable: self-certification with medical documentation, one-on-one interview, or functional assessments provided by a third party. Self-certification is performed for all applicants 80 year of age or older, certified legally blind (corrected visual acuity of greater than 20/200), quadriplegic, or reside in a skilled nursing facility. Documentation may be requested.

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The assessment is currently provided by ADARide.com, an organization that partners with our community in assisting individuals to become self-sufficient through an existing assessment and through Travel Training. The Travel Training program portion assists those able to utilize the public bus system in maneuvering throughout our tri-county area. When determining eligibility for paratransit service, ACCESS LYNX and ADARide.com will consider each client's physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-one by a certified trainer. This assessment is a fair and equitable process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

### **Appeals Process**

If a customer has been denied eligibility for ACCESS LYNX ADA paratransit service, they have the right of appeal.

- Step 1. Customer must contact the Manager of Paratransit Operations to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.
- Step 2. Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal are located at Attachments 3 and 4, respectively.

### **Visitors (those visiting the area from another area)**

ACCESS LYNX provides complementary ADA paratransit service to visitors. A visitor is defined as someone who does not reside in the tri-county region served by LYNX. For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

A visitor can become eligible in one of two ways. The first is to present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith credibility to the ID card or other documentation from the visitor. If the individual has no such documentation, LYNX may require the provision of proof of visitor status (i.e., proof of residence) and, if the individual's disability is not apparent, proof of the disability (i.e., a letter from a doctor or rehabilitation professional).

Once documentation is found to be satisfactory, LYNX will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system. Eligibility will be for any twenty-one (21) days within a 365 day period, after which the customer must apply for ACCESS LYNX eligibility.

### **3. Medicaid Program**

Medicaid sponsored transportation is offered to consumers only when they are eligible Medicaid recipients with transportation benefits, the trip is medically necessary and reasonable, and they are traveling to locations to receive Medicaid compensable services provided by a Medicaid provider. Additionally, recipients must complete a strict application developed and approved by Medicaid. Applicants are asked if anyone in their households owns a car, if they have friends or relatives who can take them places, if they can ride a fixed-route wheelchair accessible bus, and additional questions. Fixed-route service is offered as an alternative if applicants indicate that they have no other means of transportation. Those who are unable to access fixed-route service either due to proximity to the route or due to cognitive or physical condition will be offered paratransit service. If paratransit service is offered, the prior authorization process involves the following steps:

1. A determination will be made as to whether or not the purpose of the trip is to receive a Medicaid compensable service provided by a Medicaid provider.

2. The appropriate type of transportation will be scheduled based on the recipient's physical or cognitive condition. Requests for out-of-area trips are verified to be the closest provider able to give the required level of medical care.
3. The recipient's eligibility is verified via a third-party eligibility verification vendor.
4. If the recipient is not eligible for Medicaid sponsored transportation, the trip is not provided.

If fixed-route service is offered, the prior authorization process involves the following steps:

1. Client will be issued a LYNX thirty (30) day bus pass.
2. Client must send a monthly Medicaid Bus Pass Program verification card (provided to the client with postage paid). Client must list the number of Medicaid compensable appointments scheduled for the month with the date of medical appointments, doctors' names and phone numbers.
3. Client must sign and return the card within the guidelines requested.
4. Upon receipt of the card, LYNX verifies Medicaid compensable appointments and provides bus pass (if applicable). LYNX also verifies Medicaid eligibility. Note: client must have at least two (2) Medicaid compensable medical appointments per month to qualify.

#### **4. Other Sponsors of Service**

Other sponsors of service within the ACCESS LYNX program make their own eligibility determinations. These sponsors of service determine which of their customers are eligible for service and notify ACCESS LYNX of service needs on a trip-by-trip basis. All requests must be made by an authorized person, which is verified when the trip is taken.

#### **C. Trip Prioritization**

Since the definition of Transportation Disadvantaged entails people who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of Trust Fund monies. Subscription and demand response trips provided via ACCESS LYNX paratransit will continue to be the primary mode of trips provided with Trust Funds.



48.92%	<u>Subscription trips</u> are generated by the scheduling software the same day and time every week.
51.08%	<u>Demand response trips</u> are random trips not automatically generated by the scheduling software.

Prioritization of Trust Fund trips within each category is as follows:

#### Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented
2. Other medical
3. Employment trips

#### Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented.
2. Other medical
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

### **D. Transportation Operators and Coordination Contractors**

#### **1. Operator Capability**

The selection process for paratransit service operator includes consideration of relevant experience of the provider, vehicle fleet, record-keeping procedures, financial stability, cost and ability to mobilize for service.

MV Transportation, LYNX' current paratransit service provider, operates 189 vehicles to provide daily service within the consolidated system in the tri-county area: 20 sedans; 1 ambulatory passenger vans, 20 raised roof vans, and 155 cutaway buses. Stretcher services are subcontracted to BeSafe Transportation, a local Disadvantaged Business Enterprises (DBE).

#### **Driver Training**

MV Transportation has a comprehensive professional driver training program in place to assure the consistent and effective training of all ACCESS LYNX drivers. This all-inclusive program includes a series of three training manuals as well as instructional Power Point slides and a Knowledge Review Workbook to document the trainee's mastery of the material presented. These five components work in concert with one another to provide a thorough, consistent, and effective training program for new drivers. The program includes 40 hours of classroom instruction, 24 hours of cadetting, and 40 hour of behind-the-wheel training.

In addition, before a driver is placed into service for the ACCESS LYNX program they must pass U.S. Department of Transportation physical and pre-employment drug screening. All drivers must have a valid Florida driver's license appropriate for the type and size of vehicle they will be operating, acceptable motor vehicle operating record, and acceptable criminal background check. Drivers must be at least 21 years of age and speak, read, and write English.

## **2. Coordinated Providers**

LYNX developed a Coordination Contract for those agencies that can provide their own transportation more efficiently than LYNX can. In the contract, each agency agrees to provide transportation to customers eligible for their respective programs subject to a Scope of Services. In the Scope, operators meet the following criteria for service:

- Hours and days of service
- Vehicle standards for ambulatory and non-ambulatory customers
- Provide sources of transportation funding
- Passenger assistance
- Safety requirements
- System safety program plan
- Drug testing and drug free work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
  - Complaints
  - Accidents
  - Operating and financial data
  - Vehicle inventory

- Record keeping
- Monitoring and auditing

## COORDINATION CONTRACT APPROVAL POLICY

Rule Chapter 41-2.002 defines a Coordination Contract as “a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.”

The rule further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C.”

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms and coordination contracts. The Manager of Paratransit Operations must approve all potential coordination contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach.

- What percentage of their transportation disadvantaged services is the agency proposing to transport?
- What are the anticipated funding sources?
- What are the unique and diverse needs of the customer?
- Is the requestor compliant with all the requirements of reporting insurance, safety, and other terms that apply equally to any transportation operator?
- Any other relevant factors?

All requests from agencies interested in entering into a Coordination Contract with the CTC must submit the request in writing to:

Manager of Paratransit Operations

LYNX

455 North Garland Avenue

Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 11 contains a list of providers within LYNX' coordinated system.

**Table 11**

**PROVIDER INFORMATION**

Adventures In Caregiving  
105 Oakland Av  
Sanford, FL 32773

Ajuda, Corporation  
6774 Magnolia Homes Road  
Orlando, FL 32810

Ambassador Cottage  
2118 Ambassador Ct.  
Orlando, FL 32808

Be Safe Transportation  
2605 Wembley Cross Way  
Orlando, FL 32828

Bishop Grady Villas  
401 Bishop Grady Court  
St. Cloud, FL 34769

Brighter Future Services  
902 Haverford Dr.  
Ocoee, FL 34761

Central Florida Group Homes  
1095 West Morse Boulevard  
Winter Park, FL 32789

Crystal Lake  
2500 Marlboro St.  
Orlando, FL 32806

Elquanah Group Home  
955 Tuskawilla Rd.  
Orlando, FL 32708

Global Unity Care  
P.O. Box 421983  
Kissimmee, FL 34742

Health Inspirations  
3829 West Washington Street  
Orlando, FL 32805

Hodges Group Home  
4001 Kaluga Park St.  
Orlando, FL 32808

J & B Ttransportation Services  
881 Bookfield Place  
Apopka, FL 32712

Kinneret Apartments  
515 S. Delaney Ave.  
Orlando, FL 32801

Kirbicort  
2901 Yule Court  
Christmas, FL 32709

Kissimmee Good Samaritan Health Center  
1500 South Gato Dr.  
Kissimmee, FL 32746

Lakeside Behavioral Healthcare  
1800 Mercy Dr.  
Orlando, FL 32808

Lasting Moments  
P.O. Box 683406  
Orlando, FL 32868-3406

Lecia Gray-Knighton  
1601 W. Miller St.  
Orlando, FL 32805

Lottie Davis Support Services  
2289 Okada Ct.  
Orlando, FL 32818

Meals on Wheels, Etc.  
2801 S. Financial Ct.  
Sanford, FL 32773

Med Ride Express Service  
612 South Dean Road  
Orlando, FL 32825

MV Transportation  
9313 Bachman Road  
Taft, FL 32824

New Discovery Group Home  
3829 West Washington Street  
Orlando, FL 32805

Osceola ARC  
310 N. Clyde Avenue  
Kissimmee, FL 34741

Osceola County Council on Aging  
700 Generation Point  
Kissimmee, FL 34744

Osceola County Mental Health  
206 Park Place Boulevard  
Kissimmee, FL 34741

Pachot Group Home  
3905 Timber Trail  
Orlando, FL 32808

Primrose Center  
2733 S. Ferncreek Avenue  
Orlando, FL 32806

QL Transportation Service  
6100 Old Winter Rd. # C  
Orlando, FL 32835

Quest  
500 E. Colonial Dr.  
Orlando, FL 32803

Renewed Hope Group Home  
429 Bloomfield Dr.  
Kissimmee, FL 34758

Seminole Community Mental Health Center  
237 Fernwood Boulevard  
Fern Park, FL 32730

Seniors First  
5395 L. B. McLeod Road  
Orlando, FL 32811

Sweet Serenity Home  
7914 Country Run Pkwy  
Orlando, FL 32818

Trinity Home Care Facility  
2502 Greywall Avenue  
Ocoee, FL 34761

World Connect Agency  
117 E. Amelia St.  
Orlando, FL 32801

Zealene Hatcher  
105 Oakland Ave  
Sanford, FL 32773

**Table 12 –Vehicle Inventory**

Veh #	Vehicle Type	Year	Manufacturer	Model	ADA Lift	Fuel Type	Vehicle Length	Max Seat	Max WC
101	ARBOC	2012	CHEVY	4500	RAMP	GASOLINE	25	12	2
102	ARBOC	2012	CHEVY	4500	RAMP	GASOLINE	25	12	2
103	ARBOC	2012	CHEVY	4500	RAMP	GASOLINE	25	12	2
104	ARBOC	2012	CHEVY	4500	RAMP	GASOLINE	25	12	2
105	ARBOC	2012	CHEVY	4500	RAMP	GASOLINE	25	12	2
106	ARBOC	2012	CHEVY	4500	RAMP	GASOLINE	25	12	2
7000	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7001	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7002	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7003	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7004	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7005	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7006	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7007	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7008	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7009	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7010	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7011	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7012	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7013	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7014	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7015	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7016	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7017	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7018	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7019	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7020	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7021	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7022	CUTAWAY	2010	FORD	E350	Yes	GASOLINE	23	12	4
7023	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7024	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7025	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7026	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7027	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7028	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7029	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4

7030	CUTAWAY	2010	FORD	E450	Yes	GASOLINE	23	12	4
7031	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7032	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7033	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7034	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7035	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7036	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7037	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7038	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7039	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7040	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7041	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7042	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7043	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7044	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7045	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7046	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7047	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7048	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7049	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7050	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7051	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7052	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7053	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7054	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7055	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7056	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7057	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7058	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7059	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7060	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7061	CUTAWAY	2011	FORD	E450	Yes	GASOLINE	23	12	4
7062	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7063	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7064	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7065	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7066	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7067	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7068	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7069	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7070	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4

7071	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7072	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7073	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7074	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7075	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7076	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7077	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7078	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7079	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
7080	CUTAWAY	2012	FORD	E450	Yes	GASOLINE	23	12	4
8000	Raise Roof	2008	FORD	E350	Yes	GASOLINE	18	7	2
8001	Raise Roof	2008	FORD	E350	Yes	GASOLINE	18	7	2
8002	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8003	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8004	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8005	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8006	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8007	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8008	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8009	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8010	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8011	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8012	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8013	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8014	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8015	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8016	Raise Roof	2009	FORD	E350	Yes	GASOLINE	18	7	2
8017	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8018	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8019	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8020	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8021	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8022	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8023	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8024	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8025	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8026	Raise Roof	2011	FORD	E350	Yes	GASOLINE	18	7	2
8027	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8028	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8029	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8030	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2



[illegible]

8072	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8073	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8074	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8075	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8076	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8077	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8078	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8079	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8080	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8081	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8082	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8083	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8084	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8085	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8086	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8087	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8088	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8089	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
8090	Cutaway	2012	FORD	E350	Yes	GASOLINE	22	6	2
21050	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21051	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21052	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21053	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21054	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21055	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21056	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21057	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21058	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21059	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21060	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21061	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21062	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21063	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21064	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21065	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21066	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21067	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21068	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21069	SEDAN	2011	FORD	FUSION	NO	GASOLINE	14	4	0
21101	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0
21102	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0

21103	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0
21104	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0
21105	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0
21106	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0
21107	Pass Van	2009	FORD	E350	NO	GASOLINE	18	14	0

#### **E. Public Transit Utilization**

ACCESS LYNX is committed to the use of fixed-route service and has developed the Medicaid Bus Pass Program for the Medicaid program that was implemented in October 1996. Hundreds of customers per month are moved from paratransit service to fixed route. LYNX also offers travel training to help customers make the transition from paratransit service to fixed-route.

#### **F. School Bus Utilization**

Each school board provided to LYNX as the Community Transportation Coordinator their reports of Vehicle Availability for use within the Coordinated System, and in each case the prices provided were greater than prices charged by private operators under the Coordinated System.

The barrier to use of school bus services is that of availability. School Bus services are available between the hours of 9:30 a.m. and 1:00 p.m. This is the time frame of least demand within the system.

#### **G. System Safety Program Plan**

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator and the Transportation Disadvantaged Commission requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. According to this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

- Carrier and CTC Management
- Vehicles and equipment

- Operational functions
- Driving requirements
- Maintenance and training\Equipment for transporting wheelchairs
- Federal, state and local regulations, ordinances, or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for vehicles is:

- Seat belts
- Wheelchair securement systems and restraining devices (lap-type body belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two-way radios

The SSPP limits the number of consecutive hours a driver can work, requires defensive driving, and passenger assistance/sensitivity training for all drivers. It further requires all subcontracted service providers be certified before providing service in the coordinated transportation system and requires vehicles undergo bi-annual safety inspections. The SSPP also includes driver and accident policies.

Extensive record keeping by the CTC and the individual subcontractors is also required, including personnel data, operational reports, dispatching logs, driver trip sheets and reports of accidents, incidents and service delays.

**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

**DATE:** January 11, 2013  
**BUS TRANSIT SYSTEM:** Central Florida Regional Transportation Authority dba LYNX  
**ADDRESS:** 455 N. Garland Avenue  
Orlando, FL 32801

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061  
THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.).  
Current date of Adopted SSPP: February 2010 \*FDOT has copy from 12/2012 Triennial Audit\_\_\_\_  
Current date of Adopted SPP: ~~December 2008~~ February 2013 *update*
2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)

Lisa Darnall  
Signature  
Lisa Darnall  
Name (Printed or Typed):  
Chief Operating Officer  
Title

4. Name and address of entity(ies) which has (have) performed safety inspections:

Joe Cheney  
Name  
2500 Lynx Lane  
Address (Street Number)  
Orlando, FL 32804  
Address (City, State, Zip Code)  
11/13 *(inspections are on-going based on mileage)*  
Date of Inspection

5. Names and contact information for all contract bus transit systems subject to the provisions of Rule 14-90, F.A.C.

William Hearndon  
Name  
1200 West South Street  
Address (Street Number)  
Orlando, FL 32805  
Address (City, State, Zip Code)  
407-254-6092  
Phone Number

(If additional space is needed, please continue on the back of this page.)

C:\Users\lhall\Documents\Safety Staff\Annual Safety Certification 14-90\Bus Transit System Annual Safety Certification Form for CTCs 1-2013.docx

## **H. Inter-county Services**

LYNX has done informal coordination with Polk, Lake, and Volusia counties.

If a Medicaid customer is transported into the tri-county area under the Medicaid program, the Medicaid NET provider for the county of residence on file with Medicaid is responsible for the customer's transportation needs.

## **I. Natural Disaster/Emergency Procedures**

Whenever customers are delayed or there is a mechanical breakdown of a vehicle, the driver of the vehicle is responsible for making radio contact with the dispatcher and alerting him/her of the situation. The dispatcher at that time will make every effort to rectify the situation. In the event of vehicle accidents carriers are required to notify ACCESS LYNX and appropriate emergency personnel immediately. Appropriate emergency personnel can include police, fire, or ambulance. MV Transportation must submit a written accident or incident report and management analysis within twenty-four hours to ACCESS LYNX. If bodily injury and/or property damage exceed levels outlined by U.S. DOT, LYNX requires the driver to undergo drug and alcohol testing according to Federal guidelines.

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) for Orange County. This designation carries the responsibility of evacuating all special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then ACCESS LYNX will notify the MV Transportation of the situation.

## **J. Marketing**

Each month ACCESS LYNX attempts to participate in community outreach activities. These are primarily community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program.

## **K. Acceptable Alternatives**

LYNX has been active in transitioning passengers from paratransit to fixed-route. We are in the process of coordinating paratransit services with other CTCs, local Coordination Agencies, and Common Carriers. Coordination Agencies are listed in Table 11 of this document. LYNX maintains a list of Common Carriers in its Transit Development Plan's Private Provider inventory. The Local Coordinating Board has approved these alternatives.

### III QUALITY ASSURANCE

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually. ACCESS LYNX developed the Service Standards with input from the Local Coordinating Board. Table 13 has the standards that have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

**Table 13**  
**Service Standards**

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE</b>
<b>Advance Reservations Requirements</b>	Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service.
<b>Air Conditioning/ Heating</b>	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
<b>Billing Requirements</b>	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes)
<b>Contract Monitoring</b>	ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.  Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.
<b>Driver Criminal Background Screening</b>	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
<b>Driver Identification</b>	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Out-of-Service Area Trips</b>	Out-of- Service Area Trips are provided to Medicaid recipients traveling to the closest facility able to provide the Medicaid compensatory service the client requires.
<b>Passenger Assistance</b>	<p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door (with the exception of stretcher customers).</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>
<b>Passenger Property</b>	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
<b>Passenger/Trip Database</b>	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, trip history and Medicaid number.
<b>Pick-up windows</b>	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>
<b>Reservation Hours</b>	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.



STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Smoking, Eating, and Drinking</b>	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle.
<b>Transport of Escorts and Dependent Children Policy</b>	<p>Within the ACCESS LYNX program, each eligible rider is allowed one escort, as long as the escort is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The escort must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>An escort must accompany all children under the age of fifteen. Only one escort may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See “Use and Responsibility of Child Restraint Devices” below.)</p>
<b>Two-Way Communications</b>	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
<b>Use and Responsibility of Child Restraint Devices</b>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's escort is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
<b>Vehicle Cleanliness</b>	All vehicles in the ACCESSSS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.
<b>Vehicle Transfer Points</b>	No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.
<b>Will Calls</b>	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but at our earliest convenience.
<b>Cardiopulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>Standing Orders</b>	The current policy provides for a change of a standing order only once within a 30 day period. If a customer request changes more often than this, the standing order will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
<b>Trip Negotiations</b>	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion that all of us experience in the greater Orlando area is at it's minimum as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella. (TD trips and Medicaid trips as well). If the call is in reference to the status of a pick up time, remember that we may arrive anytime within the 30 minute negotiated pickup window. Please wait until we are outside that window before a call is placed regarding the pick up.</p>
<b>Trip Request Limit</b>	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Advance Reservations Limit</b>	When calling to schedule appointments, please call us as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Please have all of your information ready so that we can complete the request efficiently.
<b>Accidents</b>	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
<b>Call Hold Time (If applicable)</b>	It is LYNX' goal to have average inbound telephone hold times of no more than two minutes (2:00) for any given hourly period of the day. This two minute (2:00) standard is to be achieved for 95% of the hourly time periods that a phone line in question is in operation, measured monthly.
<b>Complaints</b>	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>
<b>No-Show Policy</b>	<p>A customer may have no more than 4 no-shows within any 90-day period. To exceed this will result in customer suspension of 30-days for first occurrence, 60-days for second occurrence, and 90-days for each occurrence thereafter.</p> <p>Trips cancelled with less than three hours notice prior to the scheduled pickup time will be considered a No Show.</p>
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 92% or greater of trips on time</p> <p>Trips are on-time if picked up before the end of the negotiated 30-minute window.</p>
<b>Public Transit Ridership</b>	Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is refer at a minimum 10% of individuals applying for service to fixed route service.
<b>Road Calls</b>	No more than 1 every 10,000 miles.

## **B. Local Grievance Procedures/Process**

A grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life-sustaining activities.

ACCESS LYNX in conjunction with the Local Coordinating Board, has developed and implemented rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and settle disputes concerning service rendered. It should be noted that the LCB holds jurisdiction only over TD and Medicaid concerns. ADA concerns are under the jurisdiction of the FTA.

A Grievance Subcommittee has been appointed by the Local Coordinating Board Chair and consists of at least three voting members of the Board and may include other appointed volunteers. The procedures and examples of the grievance forms are in Attachment 5.

## **C. Evaluation Processes**

### **1. CTC Evaluation Process**

The 2011-2012 Community Transportation Coordinator Annual Evaluation is contained in Attachments 6 and 7. The Local Coordinating Board has conducted this annual evaluation.

The purpose of the Annual Review is to evaluate the CTC's performance over the previous year. This is conducted using the Commission for the transportation Disadvantaged Evaluation Workbook for Community Transportation Coordinators and Providers in Florida. Modules include Competition, Cost Effectiveness and Efficiency, and Availability.

The CTC in turn uses this as a means to detect which areas within the CTC excel and those areas that need improvement. Lastly, this is used as a means to develop future goals and objectives.

## **2. CTC Monitoring Procedures of Operators and Coordination Contractors**

The following is a review of the previously discussed monitoring policy.

### **TRIP MONITORING POLICY**

Trip monitoring is important to ensure that service is provided in a manner that is consistent with the policies and procedures that have been established and that safety regulations are not compromised for any reason.

This process is actually one means of monitoring service. For example, trips that appear as any add-on to driver manifest, rather than having come through the computerized reservation process, are automatically checked to verify that ACCESS LYNX has authorized the trip before being performed. Unauthorized trips are not billed to the sponsoring agency and are not reimbursed to the transportation carrier. Complete customer information is required in the customer database before making any trip arrangements for a customer. This procedure eliminates the possibility of scheduling trips for customers who are not eligible for a particular service or who are not registered with the program.

## **3. Planning Agency Evaluation Process**

The Planning Agency Biennial Review conducted on November 30, 2006, is contained in Attachment 8. This report summarizes the results of the Quality Assurance and Program Evaluation (QAPE) section's Planning Agency review of METROPLAN ORLANDO, the official planning agency for Orange, Osceola and Seminole Counties. Findings and recommendations for the planning agency review are presented in the report. The Planning Agency was evaluated based on the deliverable submitted to the Commission and the performance of planning tasks.

## **IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE**

### **JUSTIFICATION**

In 2011, LYNX issued a Request for Proposals for Paratransit Services, which invited firms to submit proposals based on a Scope of Service that included provisions for the following standards:

Vehicles  
 Drivers  
 Complaints  
 Passenger Loading  
 Monitoring  
 Passenger Types  
 Record Maintenance  
 Staffing  
 Management  
 Fare Collection  
 Drug and Alcohol Program  
 Accident Policy  
 System Safety Program Plan  
 Insurance

In addition to the provision of paratransit service, LYNX, as the Community Transportation Coordinator, must include administrative costs for:

Coordination Contractor Inspections  
 Coordination Contractor Monitoring  
 Coordination Contractor Reporting  
 Monthly Reporting  
 Road Supervision  
 Contract compliance  
 Training.

**Table 14**  
**Draft Rate Structure**

Service Type	Unit	Rate
Ambulatory	Per trip	\$29.26
Wheelchair	Per trip	\$50.17
Stretcher (Medicaid Only)	Per trip	\$104.51

# **Attachment 1**

## **Glossary of Terms**

## Glossary of Terms and Abbreviations

The following glossary is intended to coordinate terminology with the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used that the definition is universally acknowledged.

Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.
Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.
Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.



Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and deliver time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.
Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the "coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.

Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the deliver of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.
Coordination	The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service. Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.
Coordination Contract	A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if no all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
Deadhead	The miles or hours that a vehicle t ravel s when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).

Dispatcher	The person responsible for having every schedules run leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.
Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.
Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.

Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.
General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.
Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.

Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.
Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.
Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.
Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.
Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
Passenger Trips per Vehicle Mile	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.
Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.
Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.
Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.
Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.



Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.
Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.
Transportation Disadvantaged Funds	Any local government, state, or federal funds that are for the transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.
Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan

Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.
Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.
U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

## **Attachment 2**

### **LYNX Eligibility Application**



#### **ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES**

##### **Instructions to Applicant or Proxy:**

1. Please read the enclosed paratransit eligibility criteria carefully. If you feel that you meet these criteria, please fill out the Applicant sections of this form.
2. Please be sure to print and complete all information requested and sign where appropriate.
3. Have the Professional Verification section completed and signed by an approved health care professional. All provided information will be verified and confirmed. You may attach supporting documentation.
4. Completing this application does not automatically certify you for paratransit services. Some applicants may be required to go through a functional assessment to assist us in determining your level of eligibility. All applicants will be notified by mail of the outcome of their application.

##### **Instrucciones para el Solicitante o Apoderado:**

1. Por favor de leer con cuidado el criterio de elegibilidad incluido, para el servicio de paratransit. Si usted cree que reúne el criterio, por favor completar las secciones correspondientes.
2. Asegurese de escribir, con letra legible, completar toda la información requerida y firmar en los espacios correspondientes.
3. La Sección de verificación médica debe ser llenada y firmada por un profesional de la salud licenciado. Toda la información será verificada y confirmada. Usted puede incluir información adicional de un profesional de las salud relacionado con su incapacidad.
4. Completar esta aplicación no sera automaticamente certificado para el servicio de Paratransit. A algunos solicitantes se les puede requerir que pasen por el proceso de una evaluación funcional, que nos asistira a determinar el nivel de elegibilidad. A todo solicitante se le notificará por correo la determinación tomada respecto a su solicitud.

**WHEN COMPLETED, PLEASE RETURN THIS FORM TO:  
DESPUES DE COMPLETAR ESTA APLICACIÓN  
FAVOR DE ENVIARLA A LA SIGUIENTE DIRECCIÓN:**

**ACCESS LYNX  
455 N Garland Avenue  
Orlando, Florida 32801-1518  
Attention: Eligibility  
Phone: (407) 423-8747 - Select Option 6  
Fax: (407) 849-6759**



						<b>(For Office Use Only)</b>	
Applicant Name, Nombre del Solicitante				Customer ID _____ New _____ Recer _____			
Date of Birth Fecha de Nacimiento		Social Security Number Número del Seguro Social		Medicaid Number Número de Medicaid			
Last Name Apellido		First Name Nombre		Middle Initial Initial del Segundo Nombre		M/F	
Home Address Dirección de la casa				Apartment Number Número de Apto			
City Ciudad		County Condado		State Estado		Zip Code Postal	
Complex/Subdivision/Facility Name Comunidad/Nombre de la Facilidad		Nearest Intersecting Street Calle que Intersecta		Nearest Bus Route Transporte Publico			
If this is a gated community, please provide Gate Code _____ Codigo de entrada a la comunidad							
Home Phone Teléfono		Work Phone Teléfono de Trabajo		Cell Phone Teléfono Móvil		E-Mail Address Correo Electrónico	
Mailing Address Dirección de Correo		Apt. Number Apto.	City Ciudad	County Condado	State Estado	Zip Code Postal	
Emergency Contact Name Contacto de Emergencia			Relationship Relación/Parentesco			Phone Number Teléfono	
Address Dirección		Apt. Number Número de Apto.	City Ciudad	County Condado	State Estado	Zip Code Postal	
<b>Please check all that apply to you. (Seleccione cuales aplican a usted).</b>							
<input type="checkbox"/> Portable Oxygen Oxígeno Portátil		<input type="checkbox"/> Assist Walking Ayuda para caminar		<input type="checkbox"/> Needs Escort Acompañante		<input type="checkbox"/> Wheelchair Silla de Ruedas	
<input type="checkbox"/> Sight Impairment Problemas de vision		<input type="checkbox"/> Cane Bastón		<input type="checkbox"/> Crutches Muletas		<input type="checkbox"/> Walker Caminador	
<input type="checkbox"/> Service Animal Animal de Servicio		<input type="checkbox"/> Stretcher Camilla		<input type="checkbox"/> Mental Imp. Probl. Mentale		<input type="checkbox"/> Hearing Loss Probl. Para Oir	
Do you have weekly scheduled medical appointments? _____ ¿Tiene usted citas médicas semanales?							
How many medical appointments do you have in a month? _____ ¿Cuántas citas médicas tiene usted en el mes?							
How do you currently travel to your destination? ¿Cómo usted se transporta a sus destinos actualmente?							
<input type="checkbox"/> LYNX Bus Bus de la ciudad		<input type="checkbox"/> Taxi		<input type="checkbox"/> Drive yourself Carro		<input type="checkbox"/> Other Otro	

Do you have relatives or friends who can take you? \_\_\_\_\_  
 ¿Tiene usted familiares o amigos quienes pueden transportarlo a usted?  
 What is your annual household income? \_\_\_\_\_  
 ¿Cuál es su ingreso anual?  
 How many people, including yourself, are in your household? \_\_\_\_\_  
 ¿Cuántas personas (incluyéndose usted) están en su hogar?  
 Have you, in the past 2 years, qualified for public assistance? \_\_\_\_\_  
 ¿Usted a calificado en los 2 últimos años para asistencia pública?  
 Would you ride the bus if you were provided with a bus pass? \_\_\_\_\_  
 ¿Le gustaría viajar en el bus de la ciudad con un pase?  
 How far is the nearest bus stop? \_\_\_\_\_  
 ¿Cuál es la distancia de la parada de bus más cercana?  
 Do you currently have a LYNX Advantage ID card? \_\_\_\_ Yes \_\_\_\_ No  
 ¿Tiene usted una identificación de LYNX?

### Functional Ability (Capacidad Funcional)

Without the assistance of someone else, can you:

Board a bus?	Yes ____ No ____	Read/understand directions?	Yes ____ No ____
¿Abordar el bus?		¿Leer y entender direcciones?	
Handle coins and transfers?	Yes ____ No ____	Travel on a sidewalk?	Yes ____ No ____
¿Manejar dinero y cupones?		¿Caminar en la acera/banqueta?	
Travel to nearest bus stop?	Yes ____ No ____	Stand at a bus stop?	Yes ____ No ____
¿Ir a la parada de bus cercana?		¿Esperar el bus en la parada?	
Identify the correct bus?	Yes ____ No ____	Walk ¾ mile?	Yes ____ No ____
¿Identificar el bus correcto?		¿Caminar ¾ de milla?	
Climb a 12 inch step?	Yes ____ No ____	Cross a street?	Yes ____ No ____
¿Subir una escala de 12 inches?		¿Cruzar la calle?	
Balance while seated?	Yes ____ No ____	Grip handles and railings?	Yes ____ No ____
¿Mantenerse sentado?		¿Agarrarse a una baranda?	
Give address and phone number?	Yes ____ No ____	Recognize landmarks?	Yes ____ No ____
¿Proveer su dirección y teléfono?		¿Reconocer lugares?	
Wait outside for more than 15 minutes?	Yes ____ No ____	Travel through crowds?	Yes ____ No ____
¿Esperar afuera por más de 15 minutos?		¿Movilizarse en sitios públicos?	

Please check the condition(s) which prevents you from accessing a regular LYNX fixed route bus.

Por favor, marque las condición o condiciones, por la cuál no le permite que usted pueda usar el servicio regular de buses.

\_\_\_\_ None.

Ninguna.

\_\_\_\_ The bus stop is too far or the bus does not run where I need to go.

La parada de bus esta muy lejos, o el bus no llega a donde necesito ir.

\_\_\_\_ My disability prevents me from using the regular fixed route bus system.

Debido a mi condición no puedo usar el servicio de buses de la ciudad.

\_\_\_\_ I need transportation to and from medical appointments only.

Necesito transportación para citas médicas solamente.

**Medical Verification – To be completed by a licensed professional.**

**Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or cognitive limitation, which prevents the use of our fixed route bus service. The diagnosis of a potentially limiting illness or condition is not sufficient determination for paratransit services.**

What is the applicant's disability? \_\_\_\_\_

\_\_\_\_\_

How does the condition functionally prevent the applicant from using regular bus service?

\_\_\_\_\_

\_\_\_\_\_

If temporary, what is the duration? \_\_\_\_\_

Signature of Medical Professional \_\_\_\_\_ Date \_\_\_\_\_

Professional License # \_\_\_\_\_ State Issued \_\_\_\_\_

Print Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone # \_\_\_\_\_ Extension \_\_\_\_\_

Contact person \_\_\_\_\_

**Applicants Release:**

I understand that the purpose of this evaluation form is to determine my eligibility for paratransit service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use paratransit services.

**Permiso del Solicitante:**

Yo al firmar el espacio correspondiente, entiendo que esta solicitud es para determinar la elegibilidad para los servicios de paratransit, transporte puerta a puerta, a través de ACCESS LYNX. Entiendo que la información dada por mí acerca de mi incapacidad será mantenida de manera confidencial, y será compartida solamente con los profesionales relacionados con la evaluación, y determinación de elegibilidad para los servicios que estoy solicitando. A la vez, autorizo a mi representante médico que provea a LYNX toda información correspondiente a mi condición médica. Entiendo, que el proveer información falsa o errónea a LYNX, podría resultar en que mi elegibilidad para los servicios que solicito no pueda llegar a determinarse, incluso una vez determinada, pueda ser revocada. Yo, en acuerdo, notificaré a ACCESS LYNX dentro de 10 días si ha surgido algún cambio en circunstancias, o si no he de necesitar los servicios de paratransito.

Applicant Signature, Firma del Solicitante

Date, Fecha

If applicant is unable to sign this form, he/she may have someone sign on his/her behalf.

Si el solicitante no puede firmar la solicitud, el o ella puede designar a otra persona que firme por el solicitante.

Signing for Applicant, Firmando por Solicitante

Relationship, Relación

Date, Fecha

## **Attachment 3**

### **ACCESS LYNX Appeal Process**





LYNX  
Attn: Eligibility Coordinator  
455. North Garland Ave.  
Floor 4, Eligibility  
Orlando, FL 32801-1518  
407-423-TRIP (8747) Option 6

### **ACCESS LYNX ADA APPEAL PROCESS**

Pursuant to US Department of Transportation regulations implementing ADA paratransit requirements (USC 49 Part 37 Subpart F. Section 37.125) ACCESS LYNX service may appeal:

- A determination that an applicant is not eligible for ADA paratransit service
- Conditions placed upon eligibility for use of ACCESS LYNX service
- Denial of a particular trip request due to conditional eligibility to any particular trip request

ACCESS LYNX will also hear appeals on:

- Suspension of service
- no-shows
- conduct

### **Filing An Appeal**

1. All appeals must be filed in writing within 60 calendar days of the receipt of the original determination letter of ineligibility or conditional eligibility, suspension of service notification letter or denial of a specific trip request. If the 60<sup>th</sup> day after the original determination or trip denial is on a weekend or a legal holiday, an appeal will be accepted on the next subsequent business day.
2. The Authority will enclose an appeals form with the notification letter, time frame that the appeal is to be submitted, and who the appeal is to be submitted to. If, due to disability, the appellant is unable to send written notification of appeal, the Authority may designate a staff member to submit the appeal in the appellant's own words. The appellant also has the option of having the same source that filled out the original application write out the appeal.
3. The applicant shall identify in writing, their name, address, telephone number, and the facts in support of their appeal. In describing the appeal, the applicant shall clearly and concisely state why they believe determination does not accurately reflect their ability to use fixed route, or why suspension is inappropriate.

Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 445 W. Amelia St., Suite 800, Orlando, FL 32801.

4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
  - a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.
  - b. If an appeal is taken based upon a determination of trip eligibility, Service for the trip in question will be provided until an appeal hearing is concluded.
  - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.
  - d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.
9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff

will present information on why the determination of eligibility, suspension or no shows was made.

10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
12. All materials that are written will be provided in a format accessible by the appellant.
13. The appeals process is the final decision within the Authority.  
All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing. Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.  
All sessions are audio taped. Tapes along with supporting materials will remain the property of ACCESS LYNX for five (5) years at which time they will be destroyed. Copies of these tapes and materials will be made and released only through the process of legal discovery (fact-finding) undertaken in any subsequent legal action.

**Other accessible formats available upon request.**

## **Attachment 4**

### **ACCESS LYNX Request for Appeal**

# ACCESS LYNX Request for Appeal

**PURPOSE:** To apply for review of the decision to deny individual ADA Paratransit eligibility whether temporary or permanent.

## **To File An Appeal of Your Individual Eligibility for Paratransit Services:**

Step 1. Complete the "Eligibility Determination Appeals Request Form". Completed forms must be submitted within sixty (60) calendar days of the date of denial stated on the "letter of denial". For example, if your denial date is March 1st, the deadline for submittal of the Eligibility Determination Appeals Request is May 1st.

### **Appeals Request**

The appeal request must include a complete form and any additional information documenting the individuals individual eligibility for Paratransit services.

Step 2. The Appeals Request Form and any additional information must be submitted to the Manager of the Paratransit Intake Department or to an appointed representative. It must be submitted in an [envelope](#), addressed to:

**Paratransit Eligibility Appeals  
Paratransit Operations, Intake Dept. Manager  
455 North Garland  
Orlando, FL 32801**

Upon receipt by Manager, the Appeals Request Form is immediately date-stamped

Step 3. Upon receipt, the intake Manager reviews the Appeal Form for completeness and notes any additional information submitted. The Request Manager then completes and returns Response Letter to the appellant.

Step 4. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal.

A. The Appeals Panel Representatives Pool is as follows:

- One representative of a Transit Operator
- One representative of the medical profession
- One representative user of:
  - a. Fixed Route
  - b. Lift-Van /Ramped Taxi
  - c. Taxi
  - d. Agency Receiving Services

There will be three to five total Panel Members

B. Panel Members have an opportunity to review the Appeal Request

Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.

- C. The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by one representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.
- D. An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.
- E. On the day of the hearing:

1. The staff introduces appellant to panel members and reviews determination of eligibility for paratransit.

2. The appellant and staff each have equal time (10 minutes) to present information specific to eligibility before Appeals Panel.

3. The panel members may ask questions after the presentations by the staff and appellant at their discretion.

4. Upon completion of questions, the appellant is informed:

a. A decision on eligibility status will be made within thirty days.

b. If a panel decision is not made by the 31st day, appellant may request use of Paratransit services until decision is made.

5. Panel members discuss applicant's case and all other information provided as part of the hearings after applicant and staff are excused.

6. Panel members may:

- a. Come to a common conclusion on eligibility;
- b. Vote on determination of eligibility; or
- c. State reasons for decision, special conditions for eligibility or denial of service

## **Attachment 5**

### **Rules and Procedures for the Grievance Process**



ORANGE, OSCEOLA, AND SEMINOLE COUNTIES  
LOCAL COORDINATING BOARD

GRIEVANCE PROCEDURE  
FOR  
TRANSPORTATION DISADVANTAGED SERVICES



# GRIEVANCE PROCEDURE

## I. CREATION OF A GRIEVANCE PROCEDURE

A. This is hereby created and established as a Grievance Procedure

B. The Local Coordination Board (LCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

## II. DEFINITIONS

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

1. Community Transportation Coordinator (CTC)

A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

2. Transportation Disadvantaged (Customer)

Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.

3. Funding Agency

Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.

4. Transportation Operator (Carrier)

The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

### **III. OBJECTIVE**

- A. The objective of the Grievance Process shall be to implement rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

### **IV. MEMBERS**

- A. Members of the Grievance Committee shall be appointed by the Local Coordinating Board Chair and shall consist of at least five (5) voting members of the Board and may include other appointed volunteers.

#### **B. Term of Members**

- 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
- 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.

- 3. A simple majority shall be present for any official action.

The meetings shall be held at such times as the Grievance Committee may determine.

- 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

### **V. GRIEVANCE PROCEDURES**

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
  - 1. A service problem must be documented as ongoing for a 30-day period.
  - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.

3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
  4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

#### C. STEP ONE

1. When the CTC is advised that the grievant wishes to file a grievance, the CTC will send the grievant the Grievance Form and a copy of the current ORANGE, OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Manager of Paratransit.

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

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed ten (10) working days after receiving the grievance. A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the originals—support documentation, CTC response and any other data about the case.

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

- "Resolved" The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
- "Unresolved" The CTC feels that the issues stated in the Grievance Form have not been resolved due to

existing policy, procedure, service standards, lack of evidence or a lack of resolve.

3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to METROPLAN ORLANDO (MPO) within Ten (10) working days of the Step One Response (based on postmarked).

#### **D. STEP TWO**

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customers desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) working days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.
  - a. The Grievance Committee shall have the power to hold hearings<sup>7</sup> and conduct investigations in all matters relating to grievances brought before the committee.
  - a. The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
  - b. All meetings and hearings will be open to the public.
  - c. Minutes shall be kept at each hearing and filed with the LCB and shall be public record.
3. The MPO will continue to complete the Grievance Tracking Form for this and the subsequent steps of the process.

#### E. STEP THREE

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

#### VI. CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the Board as adopted the 10 day of May 2012.

---

Honorable Scott Boyd, Chairperson, For the Orange, Osceola,  
and Seminole Counties Transportation Disadvantaged Local  
Coordinating Board

**GRIEVANCE TRACKING FORM  
FOR OFFICE USE ONLY**

CTC File Number: \_\_\_\_\_

Step 1 of the Grievance Process

Date Grievance Received at CTC: \_\_\_\_\_

CTC Representative: \_\_\_\_\_ File Established: \_\_\_\_\_

Date Grievance responded to: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

**Step 2 of the Grievance Process**

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Grievance Committee of the LCB: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s):

\_\_\_\_\_

Step 3 of the Grievance Process

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Local Coordinating Board: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s):

\_\_\_\_\_

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

AGENCY/INDIVIDUAL NAME: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance.

Please send completed form and any supporting documentation to:

LYNX  
Attn: Manager of ACCESS LYNX  
445 N Garland Ave  
Orlando, FL 32801 - 9920  
(407) 841-5969

=====

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## GRIEVANCE FORM - CONTINUED

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Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

## **Attachment 6**

### **LCB CTC Annual Evaluation**

# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION



3/31/2013

Orange, Osceola, and Seminole Counties

MetroPlan Orlando's Transportation Disadvantaged Local Coordinating Board evaluation of the Central Florida Regional Transportation Authority (d.b.a. LYNX) as CTC for the period from July 1, 2011 to June 30, 2012.

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## INTRODUCTION

Transportation is a critical part of our lives. A person's quality of life and the economic vitality of communities are loosely dependent on an individual's ability to access work, education, health services and other civic and social opportunities. Unfortunately, there is a segment of our community whose access to transportation is limited by their physical, mental and/or financial abilities. In 1979, to address the needs of this segment of the community, the Florida Legislature created Florida's Transportation Disadvantaged Program to foster the coordination of transportation services for the state's transportation disadvantaged population.

The purpose of the **Commission for the Transportation Disadvantaged**, which administers the program, is to establish coordinated transportation systems from which state agencies and local entities can purchase cost-effective and non-duplicated transportation services for their clients. The **transportation disadvantaged (TD)** are individuals, including children, who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available.

To assist with program implementation, the Commission contracts with a Community Transportation Coordinator (CTC) and planning agency in each county. As the planning agency for the Central Florida region, MetroPlan Orlando provides staff support to the Transportation Disadvantaged Local Coordinating Board (LCB). With the assistance of the LCB, MetroPlan Orlando identifies local service needs and advises and directs the CTC on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.

The Central Florida Regional Transportation Authority (d.b.a. LYNX) has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The Commission entered into a Memorandum of Agreement, dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide sponsored and non-sponsored transportation to the transportation disadvantaged persons in the Central Florida region. **Figure 1** shows the TD system organization in the Central Florida region.

The region is composed of Orange, Seminole, and Osceola counties. Together they constitute approximately 2,584 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the cities of Altamonte Springs, Apopka, Kissimmee, Lake Mary, Longwood, Maitland, Ocoee, Orlando, Oviedo, Sanford, St. Cloud, Winter Springs, Winter Garden, and Winter Park.



According to the Commission's 2012 Annual Performance Report, most TD trips provided by LYNX occur for Medical (58%), Education/Training (17%), Employment (10%), Life Sustaining (10%), and Nutritional (5%) reasons. While Orange County



holds the majority of the general population (1,157,300 residents), Osceola County has, at 8.55 percent, the largest percentage of the county's population of TD services being served. Orange County stands at a close second with 7.72 percent, while Seminole has the lowest with 4.83 percent. In total in 2012, the tri-county region held 1.8 million residents (9.8 percent of State total) with 33 percent being potential TD customers. LYNX serves 7.15 percent of TD passengers in the area.

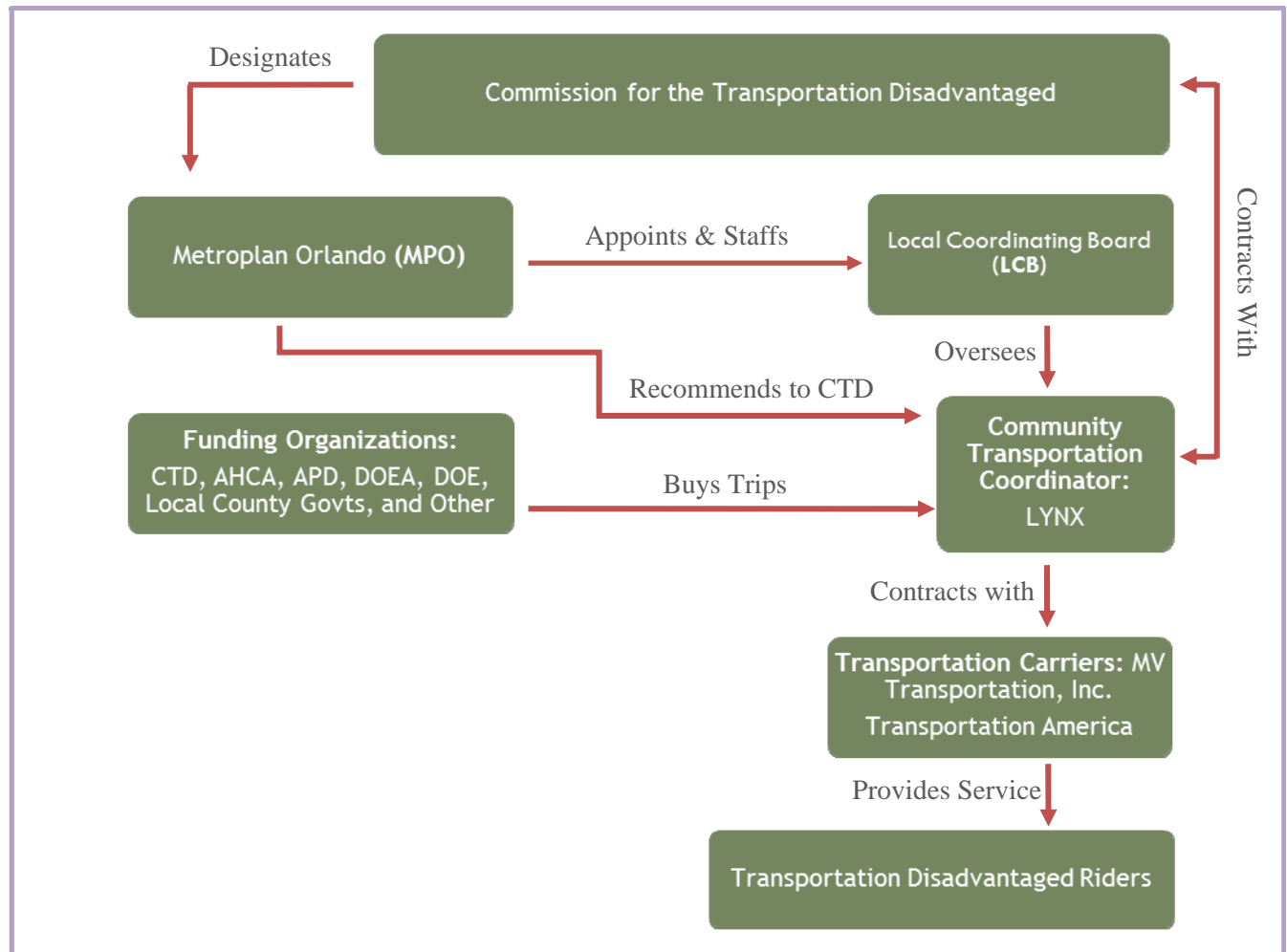


Figure 1- Central Florida Transportation Disadvantage Program Organization

## PARATRANSIT SERVICES

The mission of LYNX TD services is to provide safe, cost effective transportation to those who, because of disability, age, or income, are unable to provide or purchase their own transportation. LYNX achieves its goal through their ACCESS LYNX service. ACCESS LYNX is a shared ride paratransit, door-to-door transportation service provided by MV Transportation, Inc. (MV) and Transportation America (TA) under the supervision of LYNX. The program provides service for eligible individuals who are not able to use the regular bus service (also called 'fixed route') because of a disability or other limitations.

The ACCESS LYNX paratransit program provides more than 2,000 scheduled passenger trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. Vehicles are wheelchair-lift equipped and meet Americans with Disabilities (ADA) standards. ACCESS LYNX services are available any time that the public bus system is in operation and provides transportation to and from medical facilities, aging services daycare, and nutrition sites. Non-medical trips, such as personal and grocery shopping, church services, etc. are also provided on a space available basis.

ACCESS LYNX fees are charged based on client eligibility and funding source rules. ACCESS LYNX staff is responsible for determining eligibility for paratransit service. Reservations for transportation can be made by phone between 8:00 a.m. and 5:00 p.m., seven days a week, or online 24-hours a day. Customers may schedule up to three round-trips with one phone call. Reservations can be made up to seven days in advance, and must be made no later than 5:00 p.m. the day before service needs to be provided.

## 2011-2012 PARATRANSIT SERVICE REVIEW

Between July 2011 and June 2012, TD services in the Central Florida region saw a great deal of adjustment. In October 2011, LYNX modified the paratransit services contract from one service provider to two. MV began providing core services (Monday to Saturday, 4:00 A.M. to 6:00 P.M.), while TA managed non-core services (Monday to Saturday, 6:00 P.M. to 4:00 A.M. and all day on Sunday). MV, in addition to providing core services, also provided all call center services including scheduling and dispatch functions. LYNX continued to control eligibility, data entry, billing, and customer relations, which includes intake of and response to complaints.

This transition affected TD customers in many different ways. In the months following the transition, riders saw long call hold times, delayed services, and lengthy travel times. Grievances were aired at the November 10, 2010 LCB public hearing. The hearing had more than 40 attendees from all walks of TD life, from system users to social service providers. Twenty people spoke at the hearing, many of them addressing the same issues. LYNX staff took notes and researched each individual issue brought up at the hearing. Each individual who spoke at the hearing was contacted by LYNX to notify them of the issue resolution.



By the end of the service year, service quality and quantity had improved. Consolidated trips increased by 23 percent to 718,254, unduplicated passengers increased by 65 percent to 14,811, no-shows decreased by 33 percent to 27,518, and vehicle miles increased by 25 percent to 9,878,772. At the same time, complaints decreased by 28 percent and commendations increased by 53 percent. Other successful indicators include a decrease in operating expenses per vehicle mile of 9 percent to \$2.21 and operating expenses per trip decrease of 7 percent to \$30.44.

Unfortunately, the transition did bring some challenges. Although road calls decreased by 18 percent between July 2011 to June 2012, the trips per road call increase drastically by 52 percent to 3.52. Accidents also increased during this period by 46 percent and accidents per 100,000 miles increased by 16 percent. ACCESS LYNX's 2011/12 service measurements can be found under **Appendix A**.

## EVALUATION PERFORMANCE

As required by the Commission for the Transportation Disadvantaged, the LCB is responsible for conducting an annual evaluation of the CTC. The purpose this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to the Central Florida TD population. The intent of this evaluation is to determine the level and quality of CTC (and operators') service, and whether the costs are reasonable. On February 14, 2013, LCB members were asked to evaluate LYNX based on four (4) areas: coordination, cost effectiveness and efficiency, local measurements, and availability. The following report is a breakdown of the evaluation by area. The CTC Evaluation Form can be found under **Appendix B**.



This year, MetroPlan Orlando implemented a new voting mechanism for the evaluation. In previous years, staff had handed out physical copies of the evaluation for LCB members to complete at their leisure. Unfortunately, this proved to be an inefficient evaluation method. Members submitted their evaluations back at different times causing reporting delays. For the 2012 evaluation, however, MetroPlan conducted an on-site, electronic voting session during the normally scheduled meeting.

Members were given the evaluation questions two weeks in advance to research and evaluate any specific topics. Members were then assigned a voting remote at the beginning of the meeting to cast their vote during the evaluation portion of the meeting. Staff assisted those members with physical disabilities. A moderator went over the instructions and questions. Members were given 30 seconds to answer each question and members were able to abstain from voting if they wished to do so. In order to maintain the integrity of the evaluation, members were asked not to discuss any of the questions during the evaluation. Staff would clarify any questions or terms, but members could not voice their opinions about a topic. However, members were given the option to write their comments, questions, and concerns at the end

of each area. Staff would add those comments to the evaluation report. In total, 13 LCB members attended the meeting and participated in the evaluation.

## Coordination

The first portion of the evaluation covered the ability of ACCESS LYNX to arrange the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. This area was divided into two categories: operations and administrative, each one touching important factors of TD coordination.

*"From time to time there are problems with a client's reservation, e.g. address or time of appointment."  
"LYNX continues to improve service monitoring"*

## Operations

The Operations category asked five important factors: planning, transportation availability, service monitoring, billing, and reporting. LCB members were mainly pleased with the operations efforts of ACCESS LYNX. Most questions were answered with a 'strongly agree' or 'agree' vote. Service Monitoring received the highest number of 'disagree' votes in this category with two votes. Although it is not a majority of the vote, it is still an issue to address in 2012/13.

The voting breakdown in the Operations category is shown below:

1. **PLANNING** - ACCESS LYNX ensures that TD services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.  
Strongly Agree - 6 votes (50%)      Agree - 6 votes (50%)  
Strongly Disagree - 0 votes (0%)      Disagree - 0 votes (0%)      Abstained - 1
2. **TRANSPORT AVAILABILITY** - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible shuttle.  
Strongly Agree - 5 votes (38.5%)      Agree - 8 votes (61.5%)  
Strongly Disagree - 0 votes (0%)      Disagree - 0 votes (0%)      Abstained - 0
3. **SERVICE MONITORING** - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and providers.  
Strongly Agree - 2 votes (15.4%)      Agree - 9 votes (69.2%)  
Strongly Disagree - 0 votes (0%)      Disagree - 2 votes (15.4%)      Abstained - 0
4. **BILLING** - ACCESS LYNX has established a coordinated billing system in which they properly collects fares and reimburses for trips provided.  
Strongly Agree - 6 votes (46.2%)      Agree - 6 votes (46.2%)  
Strongly Disagree - 0 votes (0%)      Disagree - 1 vote (7.7%)      Abstained - 0
5. **REPORTING** - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information.  
Strongly Agree - 8 votes (61.5%)      Agree - 5 votes (38.5%)  
Strongly Disagree - 0 votes (0%)      Disagree - 0 votes (0%)      Abstained - 0

## Administrative

The second category under the Coordination area is Administrative. These questions dealt with ACCESS LYNX reservationists, scheduling, trip allocations, and eligibility records. Again, under this category most members seemed satisfied with ACCESS LYNX's administrative support. Reservationist and Scheduling received tied votes. Some members were confused with the difference between eligibility records, reservationist, and scheduling. Although MetroPlan staff provided a TD glossary with the evaluation which defined these terms, it is beneficial to know that questions in this section need additional clarification.



In addition, Trip Allocation received the highest number of 'disagree' votes in this category. Some members were not informed of LYNX's trip allocation criteria. ACCESS LYNX staff heard about trip allocation and trip length time concerns during the November public hearing. This is clearly an issue that needs attention during the 2012/13 service year.

The voting breakdown in the Administrative category is shown below:

1. **ELIGIBILITY RECORDS/CERTIFICATION** - ACCESS LYNX has created a user-friendly reservation system for riders who can reserve trips in one phone call and are able to learn which transportation services they are eligible for.  
Strongly Agree - 5 votes (38.5%)      Agree - 7 votes (53.8%)  
Strongly Disagree - 0 votes (0%)      Disagree - 0 votes (0%)      Abstained - 0
2. **RESERVATIONISTS** - ACCESS LYNX serves as the single point of contact for taking, confirming, and proving information to dispatch.  
Strongly Agree - 6 votes (46.2%)      Agree - 6 votes (46.2%)  
Strongly Disagree - 0 votes (0%)      Disagree - 1 votes (7.7%)      Abstained - 0
3. **TRIP ALLOCATION** - ACCESS LYNX's assignment of trips is based on successful predefined criteria (such as cost, capacity, rotation, match of service, or multi-loading) making it efficient and effective.  
Strongly Agree - 2 votes (15.4%)      Agree - 9 votes (69.2%)  
Strongly Disagree - 0 votes (0%)      Disagree - 2 votes (15.4%)      Abstained - 0
4. **SCHEDULING** - ACCESS LYNX has a centralized scheduling facility in which all transportation requests are scheduled via a single phone number.  
Strongly Agree - 6 votes (46.2%)      Agree - 6 votes (46.2%)  
Strongly Disagree - 0 votes (0%)      Disagree - 1 vote (7.7%)      Abstained - 0

## Cost Effectiveness & Efficiency



Unfortunately, providing paratransit services is an expensive operation. In 2011/12, the average trip cost LYNX \$30.44 one-way. With decreasing funding and increasing operation costs, it is crucial for paratransit agencies to find cost-effective and efficient methods of providing services. This section of the evaluation looked at ACCESS LYNX's ability to manage their services under these circumstances.

For the most part, LCB members were satisfied with ACCESS LYNX's ability to deliver cost-effective and efficient transportation services. The biggest concern came from the continuous increase of coordinated trips (22.95 percent increase) and the increase in accidents (46.22 percent). Members were confused that the total number of road calls decreased by 18.87 percent but the number of trips by road calls increased by 52 percent.

On the other hand, members were pleased to see that other measurements had shown improvement. The number of no-shows decreased by 33.19 percent and ACCESS LYNX continues to add more paratransit vehicles to their fleet. On the operating side, members were content that operating expenses per vehicle mile decreased by 9 percent and operating expense by trip decreased by 7 percent to \$30.44.

The measurement comparisons between 2010/11 and 2011/12 service years given to LCB members for the evaluation of this area is shown in the tables below:

Measurements	2010/2011	2011/2012	% Change
Coordinated Trips	584,134	718,254	22.95%
Unduplicated Passengers	8,974	14,811	65.04%
No-Shows	41,186	27,518	-33.19%
Road Calls	318	258	-18.87%
Accidents	238	348	46.22%
Vehicles	184	216	17.39%

Measurements	2010/2011	2011/2012	% Change
Trips/Vehicle Mile	0.074	0.073	-2%
Trips/Road Call	1,837	2,784	52%
Operating Expense/Vehicle Mile	\$2.44	\$2.21	-9%
Operating Expense/Trip	\$32.84	\$30.44	-7%
Accidents/100,000 Vehicle Miles	3.03	3.52	16%
Local Revenue/Operating Expense	49.46%	54.24%	10%



The voting breakdown in the Cost Effectiveness & Efficiency area is shown below:

1. Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient transportation between July 1, 2011 through June 30, 2012

Very Good - 3 votes (23.1%)

Satisfactory - 8 votes (61.5%)

Needs Improvement - 2 votes (15.4%)

Unsatisfactory - 0 vote (0%)

Abstained - 0

## Local Performance Measurements

As we have seen over the years, the local government environment is changing. Demand for services is increasing, supporting revenues have stagnated, and citizens are demanding government accountability. In 2010, the Quality Assurance Task Force of the LCB established local goals in order to identify strengths and weaknesses in the TD service so that those programs can be adjusted to perform at acceptable levels, thus saving scarce resources and improving citizen satisfaction.



The QATF's goals and objectives for 2012 are as follows:

**Goal 1:** Complaints per 1,000 trips  
**Objective:** Complaints Per 1,000 Trips = Less than 3 valid complaints for every 1,000 one-way passenger trips provided

**Goal 2:** Average Call Hold Time  
**Objective:** Average Call Hold Time = No more than 2-minutes, 30-second

**Goal 3:** On Time Performance  
**Objective:** On-Time Performance = 92% or higher

**Goal 4:** Fact Sheet  
**Objective:** Produce and maintain a pocket fact sheet on TD Service users

**Goal 5:** Advocacy  
**Objective:** Develop and support legislation for sustainable TD service

*"The average call hold time may be 2 minutes and 57 seconds, but that has not been my experience"*

*"I would like to see more reservation agents taking calls to lower call hold times"*

*"Continue to limit the time clients are on vehicles. On-time performance is one of the most important aspects of our services"*

This area of the evaluation looked ACCESS LYNX's quality of service and focused on three objectives: 1) on-time performance; 2) call hold time; and 3) commendations and concerns. Having established goals and objectives helped LYNX in 2011/12 maintain acceptable levels of service. The evaluation results show that most members were satisfied with ACCESS LYNX's

ability to provide quality service. However, LYNX should continue to work on on-time performance and call hold time.

The QATF's call hold time goal for 2012 of 2 minutes and 30 seconds was not met by ACCESS LYNX, who had a call hold time of 2 minutes and 57 seconds. Similarly, the QATF's on-time performance goal of 92 percent or higher was not met by the CTC, with an on-time performance rate of 91.2 percent. Nonetheless, members were pleased to learn that rider concerns dropped from 652 in 2010/11 to 469 in 2011/12, a reduction of 28.07 percent and that commendations rose by 52.7 percent from 74 in 2010/11 to 113 for 2011/12.

The voting breakdown in the Local Performance Measurements category is shown below:

1. **ON-TIME PERFORMANCE** - The QATF established an on-time performance goal of 92% or higher. The average on-time performance by ACCESS LYNX was of 91.2% from July 2011 to June 2012.

Satisfactory - 7 votes (53.8%)

Unsatisfactory - 0 votes (0%)

Needs Improvement - 6 votes (46.2%)

Abstained - 0

2. **CALL HOLD TIME** - The QATF established an average call hold time goal of no more than 2 minutes and 30 seconds. The average call hold time by ACCESS LYNX was 2 minutes and 57 seconds from July 2011 to June 2012.

Satisfactory - 6 votes (50%)

Unsatisfactory - 1 votes (8.3%)

Needs Improvement - 5 votes (41.7%)

Abstained - 0

3. **COMMENDATIONS & CONCERNS** - The QATF established a goal of 3 valid complaints per 1,000 trips. The average complaint per 1,000 trips by ACCESS LYNX was 2.9 complaints from July 2011 to June 2012.

Satisfactory - 12 votes (92.3%)

Unsatisfactory - 0 votes (0%)

Needs Improvement - 1 votes (7.7%)

Abstained - 0

## Availability

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. This section of the evaluation looked at three specific objectives: 1) Provide services to meet the demand; 2) Ability to access customer service; and 3) Improve passenger awareness of TD transportation services.

Once again, members were satisfied with ACCESS LYNX's availability in all three categories. Members voted unanimously with ability to meet demand. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide funding to meet 100% of the demand. In 2011/12, there were 0% unmet needs.

*"Increased timeframes for making reservation during the week days when many individuals are at work would provide working ACCESS LYNX riders with greater access and ability to make necessary trip reservations"*

*"Increase customer service times at least two hours (e.g. 7:00 a.m. to 6:00p.m. or 8:00 a.m. to 7 p.m.)"*



Most members were also satisfied with ACCESS LYNX's customer service accessibility. Analyzing the days and hours during which service is available and the times available to make a reservation may reflect on program availability. ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at [www.golynx.com](http://www.golynx.com). Online reservations can be made 24 hours a day, seven days a week. Customer Service, where customers can check the status of their reservation or cancel a reservation, is also available 24 hours a day, seven days a week. ACCESS LYNX TD services are available any time that the public bus system is in operation. Over two-thirds of members believed that ACCESS LYNX's customer service times, service availability, and online reservation procedures were satisfactory.

The voting breakdown in the Local Performance Measurements category is shown below:

**1. DEMAND - Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:**

Satisfactory - 13 votes (100%)	Needs Improvement - 0 votes (0%)
Unsatisfactory - 0 votes (0%)	Abstained - 0

**2. CUSTOMER SERVICE ACCESSIBILITY - Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:**

Satisfactory - 11 votes (84.6%)	Needs Improvement - 2 votes (15.4%)
Unsatisfactory - 0 votes (0%)	Abstained - 0

**3. PUBLIC AWARENESS - Based on your level of awareness and your conversations with TD customers, how well ACCESS LYNX has been at reaching out to the TD community:**

Satisfactory - 10 votes (76.9%)	Needs Improvement - 3 votes (23.1%)
Unsatisfactory - 0 votes (0%)	Abstained - 0

## Overall Evaluation

Even though ACCESS LYNX started off the service year under drastic changes, most LCB members understood the challenges LYNX was facing. In the end, all LCB members were satisfied with ACCESS LYNX's level of services with 46.2 percent of members voting 'very good' and 53.8 percent voting 'satisfactory' in the overall evaluation of the CTC. Nonetheless, it was understood that the 2012/13 service year must bring improvements in the accident rate, on-time performance, and call hold time measurements. Evaluation results can be found under **Appendix C**.

The voting breakdown in the Overall Evaluation category is shown below:

**YOUR OVERALL EVALUATION OF ACCESS LYNX IS:**

Very Good - 6 votes (46.2%)	Satisfactory - 7 votes (53.8%)
Needs Improvement - 0 votes (0%)	Unsatisfactory - 0 vote (0%)
Abstained - 0	

## EVALUATION RECOMMENDATIONS

MetroPlan Orlando is pleased with the progress LYNX has achieved in this challenging service year. We understand that a lot of these measurements were skewed because of the situation. Based on evaluation results and comments made by LCB members and service riders, MetroPlan Orlando recommends the following actions:

### IMPROVE THE ACCIDENT RATE

The contract service changes that occurred October 2011 (the beginning of the service year) lead to an increase of accidents with the hiring of new, inexperienced drivers. According to LYNX reports, the majority of the accidents occurred in the months of October, November, December and January. In addition, the 46.2 percent of the reported incidents included both the preventable (the driver's fault) and non-preventable (outside of the driver's control) accidents. An analysis of the accident rate shows that 49 percent of accidents were preventable and 51 percent were non-preventable.

It has been a year since the contract service changes and drivers should be fully trained at this point. MetroPlan Orlando recommends the continuous monitoring of the accident rate as the service year progresses. The 2012/13's evaluation should reveal a significant decrease in preventable incidents and accidents.

### IMPROVE ON-TIME PERFORMANCE

ACCESS LYNX did not meet the QATF's on-time performance goal of 92 percent; however they came close at 91.2 percent. As previously mentioned, the contract service changes led to the hiring of new, inexperienced drivers. Although all ACCESS LYNX vehicles have Automatic Vehicle Location (AVL) units, which provide turn-by-turn navigation when the driver requests assistance, some new drivers may not have felt comfortable using the technology. Drivers should be fully trained and comfortable with the technology. MetroPlan Orlando recommends continuing to improve the on-time performance rate by properly scheduling trips and being mindful of traffic conditions throughout the routes and trouble areas throughout the tri-county region.

### IMPROVE CALL HOLD TIME

Similar to on-time performance, ACCESS LYNX did not meet the QATF's call hold time goal of 2 minutes and 30 seconds; however they came close at 2 minutes and 57 seconds. MetroPlan Orlando recommends continuing to improve their call hold time rate by hiring additional reservationists and continuing to train current ones on efficient customer service.

In addition, ACCESS LYNX should conduct a cost-benefit analysis on extending reservation hours. Extending the hours might lead to less call congestion during peak hours, which in turn would decrease call hold time.

Lastly, LYNX should conduct online reservation seminars where TD customers can learn how easy and effective online reservations can be. Educating more customers on online reservation access can also lead to less people calling in to make reservations.

### ESTABLISH A MYSTERY RIDER PROGRAM

In order for LCB members and staff to learn more about ACCESS LYNX services and the hurdles TD customers must go through to obtain transportation, MetroPlan Orlando recommends establishing a mystery rider program. Additionally, mystery riders can audit TD bus routes and measure drivers' compliance with expected behaviors, such as greeting and helping passengers, proper dress code, and appropriate behavior on a variety of safety and passenger care standards.

MetroPlan Orlando will assist LYNX in developing standardized monitoring criteria and participant educational materials so that participants know how to access the program, what they should expect, and how to rank their experience. LYNX could use the mystery rider data to improve ACCESS LYNX services.

### ACCESS LYNX RIDER SURVEY

To complement the mystery rider program and the annual evaluation, MetroPlan Orlando also recommends reinstituting a rider survey. LYNX has a rider survey program already in place. However, due to personnel shortages and lack of funds, they have not been able to conduct one since 2010. A rider survey would gather passenger and operating data in order to provide a review and evaluation of current services. MetroPlan Orlando strongly encourages LYNX to begin conducting random rider services in order to properly track and manage TD transportation services.

### OFFER FREE FIXED-ROUTE SERVICE TO ELIGIBLE TD USERS AND COMPANIONS

MetroPlan Orlando recommends establishing a free fixed-route fare policy to eligible paratransit service users and their companions. This policy may encourage persons who are eligible for ACCESS LYNX service but who can use the bus for some trips to travel by fixed-route whenever possible. This could reduce a share of TD user's service costs from \$30.44 per ACCESS LYNX trip to \$4.03.

APPENDIX A  
2011-2012 ACCESS LYNX'S SERVICE MEASUREMENTS

## 2011-12 Cost-Effectiveness Measurements

Measurements	(July - June) 2011/2012	(July - June) 2011/2012	% Change
Consolidated Trips	584,203	718,254	22.95%
Unduplicated Passengers	8,974	14,811	65.04%
Unmet Need	0	0	0.00%
No-Shows	41,186	27,518	-33.19%
Complaints	652	469	-28.07%
Vehicle Miles	7,865,525	9,878,772	25.60%
Road Calls	318	258	-18.87%
Accidents	238	348	46.22%
Vehicles	184	216	17.39%
Wheelchair Equipped	84%	84%	0.00%
Operating Expense	\$19,184,319	\$21,860,359	13.95%
Local Revenue	\$9,487,907	\$11,856,127	24.96%
Total Revenue	\$19,974,323	\$22,294,842	11.62%

Measurements	(July - June) 2011/2012	(July - June) 2011/2012	% Change
Trips/Vehicle Mile	0.074	0.073	-2%
Operating Expense/Vehicle Mile	\$2.44	\$2.21	-9%
Operating Expense/Trip	\$32.84	\$30.44	-7%
Accidents/100,000 Vehicle Miles	3.03	3.52	16%
Trips/Road Calls	1,837	2,784	52%
Local Revenue/Operating Expense	49.46%	54.24%	10%

Source: 2011 and 2012 AOR

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Average
Concerns per 1,000 Trips	2.42	3.82	2.31	5.34	4.14	2.6	2.84	2.21	2.42	2.21	2.63	2.73	2.97
Average Call Hold Time	2.57	3.34	n/a	5.02	4	1.42	1.44	1.56	2.06	2.04	2.57	2.22	2.57
On Time Performance	93.43	94.07	93.73	81.61	87.45	91.19	94.11	91.76	91	92	93	91	91.20
Commendations	13	9	23	3	4	2	14	3	8	11	15	8	9.42

Source: Montly Paratransit Statistical Breakdowns

APPENDIX B  
2012 CTC EVALUATION  
(Not attached to the TDSP)

APPENDIX C  
2012 CTC EVALUATION RESULTS

Question No.	Question	Participants Results	
1	Please rate your agreement with the following statement: The weather outside is beautiful.		
	1 Strongly Agree	1	8.3%
	2 Agree	3	25.0%
	3 Disagree	8	66.7%
	4 Strongly Disagree	0	0.0%
	N	12	
2	PLANNING - CTC ensures that TD services complement each other.		
	1 Strongly Agree	6	50.0%
	2 Agree	6	50.0%
	3 Disagree	0	0.0%
	4 Strongly Disagree	0	0.0%
	N	12	
3	TRANSPORT AVAILABILITY - CTC ensures that the appropriate vehicles are available for clients.		
	1 Strongly Agree	5	38.5%
	2 Agree	8	61.5%
	3 Disagree	0	0.0%
	4 Strongly Disagree	0	0.0%
	N	13	
4	SERVICE MONITORING - CTC properly monitors and resolves transportation problems involving passengers and providers.		
	1 Strongly Agree	2	15.4%
	2 Agree	9	69.2%
	3 Disagree	2	15.4%
	4 Strongly Disagree	0	0.0%
	N	13	



5	BILLING - CTC has established a coordinated billing system in which they properly collect fares and reimburse for trips provided.			
	1	Strongly Agree	6	46.2%
	2	Agree	6	46.2%
	3	Disagree	1	7.7%
	4	Strongly Disagree	0	0.0%
		N	13	
6	REPORTING - CTC regularly provides accounting, operating statistics, and measures related to certification and billing.			
	1	Strongly Agree	8	61.5%
	2	Agree	5	38.5%
	3	Disagree	0	0.0%
	4	Strongly Disagree	0	0.0%
		N	13	
7	ELIGIBILITY RECORDS/CERTIFICATION - CTC has created a user-friendly reservation system for riders.			
	1	Strongly Agree	5	38.5%
	2	Agree	7	53.8%
	3	Disagree	1	7.7%
	4	Strongly Disagree	0	0.0%
		N	13	
8	RESERVATIONISTS - CTC serves as the single point of contact for taking, confirming, and proving information to dispatch.			
	1	Strongly Agree	6	46.2%
	2	Agree	6	46.2%
	3	Disagree	1	7.7%
	4	Strongly Disagree	0	0.0%
		N	13	

9	TRIP ALLOCATION - CTC assignment of trips is based on successful predefined criteria.			
	1	Strongly Agree	2	15.4%
	2	Agree	9	69.2%
	3	Disagree	2	15.4%
	4	Strongly Disagree	0	0.0%
		N	13	
10	SCHEDULING CTC has a centralized scheduling facility.			
	1	Strongly Agree	6	46.2%
	2	Agree	7	53.8%
	3	Disagree	0	0.0%
	4	Strongly Disagree	0	0.0%
		N	13	
11	Please refer to page 4 of the evaluation for data tables. Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient transportation from July 1, 2011 to June 30, 2012?			
	1	Very Good	3	23.1%
	2	Satisfactory	8	61.5%
	3	Needs Improvement	2	15.4%
	4	Unsatisfactory	0	0.0%
		N	13	
12	ON-TIME PERFORMANCE - QATF goal: 92% or higher. CTC average on-time performance: 91.2%			
	1	Satisfactory	7	53.8%
	2	Needs Improvement	6	46.2%
	3	Unsatisfactory	0	0.0%
		N	13	

13	CALL HOLD TIME - QATF goal: 2 minutes and 30 seconds. CTC average call hold time: 2:57			
	1	Satisfactory	6	50.0%
	2	Needs Improvement	5	41.7%
	3	Unsatisfactory	1	8.3%
		N	12	
14	COMMENDATIONS & CONCERNS- QATF goal: less than 3 valid complaints. CTC avg complaint per 1,000 trips: 2.9			
	1	Satisfactory	12	92.3%
	2	Needs Improvement	1	7.7%
	3	Unsatisfactory	0	0.0%
		N	13	
15	DEMAND - Rate your satisfaction with the CTC's ability to meet demand for trips.			
	1	Satisfactory	13	100.0%
	2	Needs Improvement	0	0.0%
	3	Unsatisfactory	0	0.0%
		N	13	
16	CUSTOMER SERVICE ACCESSIBILITY - CTC's ability to provide scheduling and transportation service availability is:			
	1	Satisfactory	11	84.6%
	2	Needs Improvement	2	15.4%
	3	Unsatisfactory	0	0.0%
		N	13	
17	PUBLIC AWARENESS - Rate CTC's outreach efforts to the TD community:			
	1	Satisfactory	10	76.9%
	2	Needs Improvement	3	23.1%
	3	Unsatisfactory	0	0.0%
		N	13	

18	YOUR OVERALL EVALUATION OF ACCESS LYNX IS:				
	1	Very Good		6	46.2%
	2	Satisfactory		7	53.8%
	3	Needs Improvement		0	0.0%
	4	Unsatisfactory		0	0.0%
			N	13	

APPENDIX D  
2011-2012 CTC EVALUATION WORKBOOK  
(Not attached to the TDSP)

# **Attachment 7**

## **CTC Evaluation**

**CTC/STP Name: Orange, Osceola & Seminole – Lynx Transportation**  
**Entrance Conference Document**  
**Monitoring Period: July 1, 2010 – May 31, 2011**

Date of Exit Conference: 6/29/11 Location: Lynx Transportation, Orlando, FL

Begin time of Exit Conference: 9:30 am End time of Exit Conference: 10:00 am

Individuals present at the meeting included the following:

1. Bill Hearndon, Manager of Paratransit Operations, LYNX transportation
2. Sarah Tirado, Administrative Clerk, Lynx Transportation
3. Lane Williams, THF Monitor
4. Karen Somerset, FCTD Executive (via teleconference call)
5. John Irvine, FCTD Project Manager (via teleconference call)
6. Allison Harrell, THF Senior Manager (via teleconference call)
7. \_\_\_\_\_, LCB Representative

**1) Introduction**

- a) Greetings
- b) Recap/Review Purpose of engagement

**2) Review Monitoring Results**

- a) **Findings**
  - i) **Prior Monitoring Findings**

Prior Monitoring Report was not issued to CTC.

- ii) **Current Monitoring Findings**

**Finding CTC Orange, Osceola, Seminole 2010-11-001**

Florida Administrative Code Rule 41-2 - Operator Driver Records

**Finding:** During our testing of 10 Operator Driver Records, we noted one file did not contain a background check at the time of hire. In addition, two drivers selected for testing had a national background check which identified the existence of previous violent charges that was not evaluated by operator management. The drivers work for MV Transportation as a subcontractor for the Lynx Transportation.

**Criteria:** Florida Administrative Code Rule 41.2.006(4)(t), the TDSP, and the SSPP.

**Cause:** The CTC failed to monitor its operator for compliance with FAC 41.2.006(4)(t), the TDSP, and the SSPP. The operator failed to ensure that all driver files were complete with evidence that completed background checks were free of criminal charges that would prohibit employment in a sensitive job position.

**Effect:** Noncompliance with Florida Administrative Code Rule 41.2

**Recommendation:** We recommend that a copy of the national background checks be evaluated by management for final approval of hiring new drivers and that the TDSP be updated for evaluation criteria of background checks. We recommend that the subcontractor maintain complete records on drivers. We also recommend that CTC includes verifying background checks for new hires during annual monitoring of sub contractor. As a best practices recommendation, we also recommend the CTC consider revising TDSP and Operator contract to include periodic background checks to monitor changes in circumstances of employees.

**Finding CTC Orange, Osceola & Seminole 2010-11-002**

CTD Trip & Equipment Grant, Section 14.80

**Finding:** Monitor inquired as to accident reporting of accidents over \$1,000 to the CTD as stipulated in CTD Trip and Equipment Grant, Section 14.80. Monitor noted that the CTC failed to notify the CTD within 72 hours of accidents with over \$1,000 of property damage.

**Criteria:** CTD Trip & Equipment Grant Section 14.80

**Cause:** The CTC was unaware of this requirement.

**Effect:** Noncompliance with CTD Trip & Equipment Grant Section 14.80

**Recommendation:** We recommend that the CTC ensure compliance with the terms of the TD Trip & Equipment Grant.

**Finding CTC Orange, Osceola & Seminole 2010-11-003**

Onsite Observation of the System – TD Helpline Number

**Finding:** As part of the onsite observation of the system, the monitor rode on MV Transportation Vehicle unit number 32105 on June 28, 2011, and noted the following deficiency:

- Vehicle did not have a sign posted on the interior of the vehicle with both the local phone number and the TD helpline number for comments/complaints/commendations.

**Criteria:** Florida Administrative Code Rule 41-2.006(4f) and FCTD Contract BDM63

**Cause:** The CTC failed to ensure that all operator vehicles have required signage upon implementing new vehicles purchased into fleet.

**Effect:** Noncompliance with the Florida Administrative Code Rule 41-2.006(4f) and FCTD Contract #BDM63 requirements.

**Recommendation:** We recommend that the CTC ensure all vehicles include a posted sign with a local phone number and TD helpline numbers.



## **b) Suggestions**

### **Suggestion #1 - FCTD Rate Calculation Documented Procedures (Orange, Osceola & Seminole Cos CTC)**

During testing of the TD rate calculation, monitor was able to obtain documents from the CTC to support the numbers used in the rate calculation model. However, monitor noted that the CTC does not have a formal process for performing the TD rate calculation documented in its policies and procedures. We suggest that the CTC update its policies and procedures to specifically describe the calculation procedures including internal CTC documents needed in the process.

### **Suggestion #2 – Medicaid Eligibility (Orange, Osceola & Seminole cos CTC)**

Monitor noted that no documentation of initial Medicaid eligibility verification is maintained within the eligibility files. Monitor noted that CTC is routinely checking continued eligibility on a monthly basis via batch file processing, which is then imported into the system. We recommend that the CTC establish procedures to ensure that all Medicaid eligibility files include documentation supporting initial verification of Medicaid eligibility (for example, a screen print from the applicable website confirming Medicaid eligibility).

### **Suggestion #3 - Measurable Standards and Goals (Orange, Osceola & Seminole Cos CTC)**

Monitor obtained the CTC's 2010 Annual Performance Report (APR) from the FCTD to perform measurable goals testing. We recommend that the CTC in conjunction with the Local Coordinating Board set measurable goals for the following:

- Passenger no-shows

By establishing measurable goals for the above, the CTC will be able to track data to determine compliance with the goal and implement corrective action when not in compliance with the measurable goals.

Monitor also noted during testing of the CTC's Measurable Standards and Goals that the CTC was not meeting the following goals:

- Accidents: no more than 1 accident per 100,000 vehicle miles
- Complaints: less than 3 per 1,000 trips
- Call-hold time: an average of 2:30 minutes per hour for 95% of calls

We recommend that the CTC monitor this performance standard and determine if they can comply with standard outlined in the TDSP. Additionally, they want to consider what factors may be contributing to increased accidents, complaints and call-hold times.

### **Suggestion #4 – Written communications in other languages (Orange, Osceola & Seminole Cos CTC)**

Monitor noted that Spanish is spoken by greater than 5% of service area and that written communications should be available in Spanish as indicated in the Medicaid contract. Monitor noted that the CTC's application is an English/Spanish combined application, but that the How to Ride Guide and other communications are available only in English and alternative formats (Braille, large-print); however it was noted that customer service operators were bi-lingual to assist Spanish speaking riders.

**Suggestion #5 – Payment to subcontractors (Orange, Osceola & Seminole Cos CTC)**

Monitor tested Lynx's contract with its operator to ensure compliance with the CTD Trip and Equipment Grant, Section 21.20. Monitor noted that the contract failed to include proper language concerning payment to subcontractors; however, the operator was notified in a separate letter dated July 21, 2010 of Section 21.20. We recommend the CTC ensure the language is included in updated contracts upon renewal.

**Suggestion #6 – Update TDSP to include standard for phone numbers (Orange, Osceola & Seminole Cos CTC)**

Monitor noted that the TDSP did not include a standard to have the toll free telephone and TD Helpline number posted. We recommend that the CTC suggests that the TDSP include a standard for the local toll free telephone and TD Helpline number.

**c) Other Items**

**Medicaid Handbook**

Per its executed contract with the Florida Commission for the Transportation Disadvantaged (FCTD), the Central Florida Regional Transportation Authority, d/b/a Lynx Transportation, (the CTC) is required to provide a Medicaid Beneficiary Transportation Services Handbook (Handbook) to each Medicaid Beneficiary within 7 calendar days following the CTC's determination whether the Medicaid beneficiary is eligible for transportation services. Monitors noted that the CTC does not have such a Handbook, as they are awaiting an example of a handbook from FCTD. FCTD is aware of this issue and has submitted their proposed example to the Agency for Health Care Administration (AHCA). Once approved by AHCA, FCTD will send out the Handbook example to be used by the CTC.

**Insurance limit**

Pending response from TD on minimum liability insurance requirements that exceed 1 million per incident.

**3) Extension Required for any Open Items? \_\_\_\_Yes      \_\_X\_\_No**

**4) Deliverables**

- a) We anticipate issuing the draft of the monitoring report by July 14, 2011 (15 calendar days after the end of fieldwork or end of extension period).

- ### 5) Other Items/Conclusion

- ## 6) Questions?

We will be available as needed for follow up meetings or phone conferences to address questions on the report findings/recommendations and/or observations.

Acknowledged by: \_\_\_\_\_  
(THF Monitor) (Date)

# LYNX Response

August 5, 2011

John Irvine  
Florida Commission for the  
Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, Florida 32399-0450

RE: Orange, Osceola, and Seminole Counties  
Community Transportation Coordinator  
2010-2011 Compliance Monitoring Report

Dear Mr. Irvine,

Please accept this letter as a corrective action plan for the three findings of the above referenced monitoring.

## **Finding**

“During our testing of 10 Operator Driver Records, we noted one file did not contain a background check at the time of hire. In addition, two drivers selected for testing had a national background check which identified the existence of previous violent charges that was not evaluated by operator management. The drivers work for MV Transportation as a subcontractor for the Lynx Transportation.”

## **LYNX Response**

During LYNX’ annual audit of the provider on October 14 and 15, 2010, where 100% of all driver files were reviewed for compliance, there was documentation that the driver in question, Mr. Rueben Wattley, had the required criminal background check. (See attached audit worksheet.) A new background check was completed on Mr. Wattley at the time of the finding (also attached). Further, the finding of two drivers having the existence of previous violent charges on their background checks is irrelevant, as the disposition of those charges included “adjudication withheld” and “nolle prosequi,” meaning that they may have been charged for an action, but they were never convicted of the action and, therefore, that action cannot be held against the applicant. Our provider, MV Transportation, being a large national provider, has stringent qualification standards for applicants (attached).

### **Finding**

“Monitor inquired as to accident reporting of accidents over \$1,000 to the CTD as stipulated in CTD Trip and Equipment Grant, Section 14.80. Monitor noted that the CTC failed to notify the CTD within 72 hours of accidents with over \$1,000 of property damage.”

### **LYNX Response**

LYNX will immediately begin reporting to the Commission all accidents with over \$1,000 in property damages not more than 72 hours after LYNX becomes aware of the accident.

### **Finding**

“As part of the onsite observation of the system, the monitor rode on MV Transportation Vehicle unit number 32105 on June 28, 2011, and noted the following deficiency:

- Vehicle did not have a sign posted on the interior of the vehicle with both the local phone number and the TD helpline number for comments/complaints/commendations.”

### **LYNX Response**

LYNX has provided signage containing both the local phone number and the TD helpline number to our provider, however the signage in the vehicle was older signage and only contained the local phone number for comments/complaints/commendations. To ensure all vehicles contain both the local phone number and the TD helpline number, LYNX will add this requirement to field checks and will do a 100% compliance monitoring during our annual audit in October 2011.

If you have any questions or need anything further, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. E. Hearndon', with a stylized flourish at the end.

William E. “Bill” Hearndon  
Manager of Paratransit Operations

## **Attachment 8**

### **CTD QAPE Planning Agency Biennial Review**

**PA Name:** MetroPlan Orlando  
**Date(s) of Review:** 11/27/06  
**TD Staff Assigned to Review:** Robert Craig  
**Review Period:** 10/1/2005 – 9/30/2006

## **I. Records and Areas of Review**

- A. General Information
- B. Deliverables
- C. Quality and Availability of Services
- D. Inventory of Local Transportation Services
- E. Level of Competition
- F. Performance of Planning Tasks
- G. LCB Meeting and PA Visit
- H. Surveys
- I. Follow-Up of the Status Report
- J. Additional Observations
- K. Current Year Planning Grant

## **II. Findings and Recommendations**

### **A. General Information**

MetroPlan Orlando serves as the Planning Agency (PA) for Orange, Osceola, and Seminole Counties. The PA utilizes two (2) staff members with .60 FTEs to accomplish the Transportation Disadvantaged (TD) program tasks. The PA advertises TD services in a variety of forums which include; newspapers, websites, meeting agendas, and posting on the MetroPlan message board.

### **B. Deliverables**

**Area of Observation:** The PA held four (4) local Coordinating Board (LCB) meetings as required for the contract period. Further, the PA updated the by-laws; ensured that the LCB evaluated the Community Transportation Coordinator; held a public hearing; and submitted the Annual Budget Estimate, Actual Expenditure Report, and the Audit Report. All records are kept for five years, and the PA's staff has attended Commission sponsored training. However, the PA did not update the grievance procedures.

**Recommendation:** The PA will update the grievance procedures during the next Transportation Disadvantaged Service Plan update.

**Timeline for Compliance:** May 2007.

### **C. Quality and Availability of Services**

**Area of Observation:** There are two (2) staff members utilizing .60 FTEs to accomplish Transportation Disadvantaged (TD) issues. Local funds and Federal funds are used to support TD tasks. MetroPlan Orlando uses the newspaper, internet, and board postings as public information efforts. During the contract period, MetroPlan had four (4) subcommittees: Evaluation, By-Laws, CTC Nomination, and Grievance. Only the Grievance Subcommittee held a meeting.

**Recommendation:** None.

**Timeline for Compliance:** N/A

**D. Inventory of Local Transportation Services**

**Area of Observation:** MetroPlan has a current inventory of local transportation service providers. This list is updated annually.

**Recommendation:** None.

**Timeline for Compliance:** N/A

**E. Level of Competition**

**Area of Observation:** The current CTC (LYNX) is a Transit Authority for Orange, Osceola, and Seminole Counties. MetroPlan recommended, and the Commission for the Transportation Disadvantaged selected LYNX as the CTC for the three-county region.

**Recommendation:** None.

**Timeline for Compliance:** N/A

**F. Performance of Planning Tasks**

**Area of Observation:** MetroPlan appoints members to the LCB, reviews the Annual Operating Report, and encourages the integration of transportation disadvantaged issues into the local and regional comprehensive plans. The PA maintains a current membership roster and mailing list of LCB members.

**Recommendation:** None

**Timeline for Compliance:** N/A

**G. LCB Meeting and PA Visit (see attachment)**

**Area of Observation:** Staff was unable to attend an LCB meeting or visit the PA's office during this review cycle. When staff is able to attend an LCB meeting and visit the PA's office, an addendum to this report shall be issued. The staff was able to visit MetroPlan's facility and determined that records are maintained for five (5) years, and the facility is accessible.

**Recommendation:** None

**Timeline for Compliance:** N/A

**H. Surveys (see attachment)**

**Area of Observation:** All comments were favorable.

**Recommendation:** None

**Timeline for Compliance:** N/A

**I. Follow-Up and Status Report of Previous QAPE Review**

**Area of Observation:** Completed.

**Recommendation:** None

**Timeline for Compliance:** N/A

**J. Additional Observations**

**Area of Observation:** None

**Recommendation:** N/A

**Timeline for Compliance:** N/A

**K. Current Year Trip and Equipment Grant**

**Area of Observation:** MetroPlan's PA contract for this period ran from October 1, 2005, to September 30, 2006.

**Recommendation:** None

**Timeline for Compliance:** N/A



### **III. Conclusion**

**MetroPlan Orlando** is doing a fine job of providing the required planning deliverables, services, and tasks as outlined in their contract with the Commission. MetroPlan Orlando should continue to provide staff support to the Local Coordinating Board and serve as the Official Planning Agency of Orange, Osceola, and Seminole Counties.

We have issued a recommendation for corrective action, which the PA should address in a status report. The PA should submit a status report to the Quality Assurance Manager within 15 days from the date of this report, which will be January 19, 2006. (The QAPE has attached the format for the status report.)

**Report completed by:** **Robert Craig**

**Title:** **Quality Assurance Manager**

**Report reviewed by:** **Laurie Revell**

**Title:** **Quality Assurance Team**

**Executive Director:** **Lisa Bacot**

**Date:** **December 27, 2006**

**Attachment 9**  
**Transportation Disadvantaged**  
**Rate Review Worksheet**  
**(Draft)**

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA / LYNX  
**County (Service Area):** Orange, Osceola, and Seminole  
**Contact Person:** Bill Hearndon  
**Phone #** 407-254-6092

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

**NETWORK TYPE:**

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

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

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from Oct 1st of 2010 to Sept 30th of 2011	Current Year's APPROVED Budget, as amended from Oct 1st of 2011 to Sept 30th of 2012	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 30th of 2013	Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox						Medicaid we report unsubsidized rates, so farebox doesn't matter. TD is reduced by 10%, regardless of fare collected, so farebox doesn't count as a subsidy.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

### Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

### CTD

Non-Spons. Trip Program	\$ 2,401,561	\$ 2,674,998	\$ 2,778,427	11.4%	3.9%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

### USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

### AHCA

Medicaid	\$ 5,667,497	\$ 5,593,747	\$ 5,653,056	-1.3%	1.1%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

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

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of 2010 to Sept 30th of 2011	Current Year's <b>APPROVED</b> Budget, as amended from Oct 1st of 2011 to Sept 30th of 2012	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of 2013 to Sept 30th of 2013	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6

APD					
Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
Bus Pass Program Revenue					
DJJ					
(specify in explanation)					
Bus Pass Program Revenue					
Other Fed or State					
ARRA					
5307 / 5309					
TD Rural Capital					
Bus Pass Program Revenue					
Other Revenues					
Interest Earnings					
XXXX					
XXXX					
Bus Pass Program Revenue					
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ 2,070,936	\$ 2,232,970	\$ 2,210,947		
Balancing Revenue is Short By =					
Total Revenues =	\$10,139,993	\$10,501,715	\$10,642,430	3.6%	1.3%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	\$ 198,543	\$ 215,963	\$ 212,965	8.8%	-1.5%	Materials and Supplies = increased fuel costs. Utilities = Increased telephone expenses. Reduced printing expenses. SUBCONTRACTED OPERATORS = MV Transportation & Transportation America.
Fringe Benefits	\$ 116,771	\$ 126,443	\$ 134,542	9.2%	6.4%	
Services	\$ 175,916	\$ 159,991	\$ 132,032	-9.1%	-17.5%	
Materials and Supplies	\$ 1,548,606	\$ 1,687,504	\$ 1,690,686	9.0%	0.2%	
Utilities	\$ 30,945	\$ 35,422	\$ 35,694	14.5%	0.8%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 8,069,058	\$ 8,268,745	\$ 8,431,483	2.5%	2.0%	
Other						
Miscellaneous	\$ 1,155	\$ 7,647	\$ 5,328	561.9%	-30.3%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

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

--

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA / LYNX

County: Orange, Osceola, and Seminole

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from Oct 1st of 2012 to Sept 30th of 2013				
1	2	3	4	5

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

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

### Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	-
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

### CTD

Non-Spons. Trip Program	\$	2,778,427
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

### USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

### AHCA

Medicaid	\$	5,653,056
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

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\$	2,778,427	\$	-	\$	-
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local match req.

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YELLOW cells  
are NEVER Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

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

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

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

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

## GOLD cells

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

# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA / LYNX

County: Orange, Osceola, and Seminole

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

	Upcoming Year's BUDGETED Revenues from Oct 1st of 2012 to Sept 30th of 2013	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Excludes EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
<b>APD</b>				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>DJJ</b>				
DJJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>Other Fed or State</b>				
ARRA	\$ -	\$ -	\$ -	
5307 / 5309	\$ -	\$ -	\$ -	
TD Rural Capital	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
<b>Other Revenues</b>				
Interest Earnings	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ 2,210,947	\$ 2,210,947	\$ 2,210,947	
<b>Total Revenues =</b>	<b>\$ 10,642,430</b>	<b>\$ 8,431,483</b>	<b>\$ 2,210,947</b>	<b>\$ -</b>

## EXPENDITURES (CTC/Operators ONLY)

### Operating Expenditures

Labor	\$ 212,665
Fringe Benefits	\$ 134,642
Services	\$ 132,032
Materials and Supplies	\$ 1,690,696
Utilities	\$ 35,694
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 8,431,483
Other	\$ -
Miscellaneous	\$ 5,328
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -

### Capital Expenditures

Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -

Total Expenditures =	\$ 10,642,430
minus EXCLUDED Subsidy Revenue =	\$ 2,210,947
Budgeted Total Expenditures INCLUDED In	
Rate Base =	\$ 8,431,483
Rate Base Adjustment <sup>1</sup> =	
Adjusted Expenditures Included In Rate	
Base =	\$ 8,431,483

\$ 2,210,947

Amount of Budgeted  
Operating Rate  
Subsidy Revenue

### <sup>1</sup>Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year:

2010 - 2011

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

## Worksheet for Program-wide Rates

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

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

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	2,417,655	2012 - 2013
Rate Per Passenger Mile = \$	3.49	
Total Projected Passenger Trips =	212,075	Avg. Passenger Trip Length = 11.4 Miles
Rate Per Passenger Trip = \$	39.76	

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	4.40
Rate Per Passenger Trip = \$	50.18

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

### Vehicle Miles

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

### Vehicle Revenue Miles (VRM)

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

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

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



## Worksheet for Multiple Service Rates

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

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

### SECTION I: Services Provided

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

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

### SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do NOT Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:  
per Passenger Mile -  
per Passenger Trip -

Ambulatory	Wheelchair	Stretcher	Group
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

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

## Worksheet for Multiple Service Rates

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

CTC: CFRTA / LYNN Version 1.4  
County: Orange, Osceola, and Seminole

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ☐ Yes ☒ No



Skip #2 - 4 and  
Go to Section V

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



Leave Blank

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

Leave Blank

4. How much will you charge each escort?

Leave Blank

### SECTION IV: Group Service Loading

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

Do NOT  
Complete  
Section IV

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate  
0.00 to 1.00

### SECTION V: Rate Calculations for Multiple Services:

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 2,417,655

RATES FOR FY: 2012 - 2015				
Ambul	Wheel Chair	Stretcher	Group	
1,478,154	834,047	105,453	Leave Blank	0
\$2.67	\$4.40	\$9.17	\$0.00	\$0.00
per passenger per group				

Rate per Passenger Mile =

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 212,075

Ambul	Wheel Chair	Stretcher	Group	
129,663	73,162	9,250	Leave Blank	0
\$29.28	\$60.17	\$104.61	\$0.00	\$0.00
per passenger per group				

Rate per Passenger Trip =

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

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	\$0.00
\$2.67	\$4.40	\$9.17	\$0.00	\$0.00
per passenger per group				

Rate per Passenger Mile for Balance =

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.24	\$5.55	\$11.67	\$0.00	\$0.00
per passenger per group				
Ambul	Wheel Chair	Stretcher	Group	
\$38.84	\$65.32	\$131.82	\$0.00	\$0.00
per passenger per group				

Program These Rates into Your Medicaid Encounter Data



**CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY  
COMMUNITY CONNECTOR PLAN UPDATE**

*Prepared For:*

**LYNX**  
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September 2012

*Prepared By:*

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## Section 1 | Introduction

In August 2005, the President signed into law the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU), which provided billions of dollars in surface transportation investments funding and represented the largest surface transportation investment in United States (U.S.) history. SAFETEA-LU provided guaranteed federal funding for highways, highway safety, and public transportation. Amongst its many programs, SAFETEA-LU provides funding for capital investment and transit operating assistance, through such programs as the Elderly Individuals and Individuals with Disabilities Program (Section 5310), Job Access and Reverse Commute Program (Section 5316), and New Freedom Program (Section 5317). LYNX is a direct recipient of 5316 and 5317 grant program funds for the urbanized area depicted in Map 1. The Florida Department of Transportation receives and administers funding from the Section 5310 program. Starting in federal fiscal year 2007, projects funded through these programs are required to be derived from a *Locally Developed Coordinated Public Transit-Human Services Transportation Plan* (LDCPTHSTP). Based on guidance from the U. S. Department of Transportation's Federal Transit Administration (FTA), the LDCPTHSTP should be a "unified comprehensive strategy for public transportation service delivery" to meet the needs of individuals with disabilities, older populations, and individuals with limited income and should include, at a minimum, the following:

- Identification of current providers and services
- Assessment of transportation needs of older persons, persons with disabilities, and persons with limited income, as appropriate
- Identification of strategies and/or activities to address those needs and service gaps
- Implementation priorities, based on time, resources, and feasibility

## Program Descriptions

Descriptions of the four funding programs that apply to this LDCPTHSTP update are presented below.

- Special Needs of Elderly and Individuals with Disabilities (E&D) 5310 funding program provides funding, allocated by a formula to states to assist in meeting the transportation needs of older adults and persons with disabilities.
- Job Access and Reverse Commute (JARC) 5316 funding program provides formula funding to states and designated recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income



individuals to and from jobs and activities related to their employment. The JARC program also supports reverse commute projects designed to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

**MAP**

**1:**

**URBANIZED**

**AREA**

- New Freedom (NF) 5317 funding program was newly established in SAFETEA-LU. The purpose of the NF program is to provide new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) These new services are intended to fill gaps between human service and public transportation services previously available and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community.
- Veterans Transportation Community Living Initiative (VTCLI) 5309 funding is a discretionary grant program which was announced in the Section 5309 Discretionary Bus and Bus Facilities Program and makes funds available to local, state, and tribal agencies to create or expand One-Call/One-Click Transportation Resource Centers in their communities. These centers will increase the availability of community transportation resources to veterans, service members, and military families and improve the accessibility of existing mobility resources and other transportation information to the whole community.

Projects eligible to be funded with JARC or NF program grants require the applicant to provide a local match. Operating projects are funded at 50 percent level through these federal programs. Capital projects funded can receive up to 80 percent through the JARC and NF programs. Mobility management, which consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers is funded at the same level as capital projects (80 percent) through the JARC and NF programs. The incremental costs of vehicle-related equipment and facilities, as required by the Clean Air Act (CAA) or Americans with Disabilities Act (ADA) can be funded up to 90 percent federal. Matching funds must be provided from sources other than Department of Transportation (DOT) funds and programs/projects receiving funding must be selected through a competitive process.

The VCTLI grant award is 80 percent federal with a 20 percent local match requirement. LYNX and its partners will provide the VCTLI grant match through a combination of sources.

### **Community Connector Plan**

In October 2007, as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties and through collaboration with local partners and an extensive public participation process, LYNX developed its LDCPTHSTP, which the general public termed the *Community Connector Plan*. The Community Connector Plan included a description of LYNX's existing services, projects and initiatives, identification and prioritization of service

gaps and unmet needs relative to transit service, accessibility, enhancements, and establishment of “Next Steps” towards the fulfillment of federal SAFETEA-LU planning requirements. The Community Connector Plan also described and documented LYNX’s public participation efforts in Appendix A and a service provider inventory in Appendix B.

The service gaps and unmet needs identified in the Community Connector Plan were prioritized by stakeholders and the public into High, Medium, and Low priorities based on project type and category as follows:

	New Fixed-route	Service
	Expanded Weekend Service	Service
	Vanpool	Service
	Sidewalks	Accessibility
	Shelters	Accessibility
	Remote Infrared Audible Signs (RIAS)	Enhancements
	Provider Inventory	Accessibility
	Extend Route Hours	Service
	Extend Paratransit	Service
	Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL)	Enhancements
	Mobile Data Terminals (MDT)	Enhancements
	Increase Existing Route Frequency	Service
	Later Evening Service	Service
	Bus Buddy	Accessibility
	Language Enhancements	Accessibility
	Transit 101	Enhancements
	GIS Tool	Enhancements

Since the development of the Community Connector Plan in 2007, LYNX has funded the following projects with JARC and NF grant funds:

- Later evening service to Disney;
- Increased frequency on routes serving major employment locations;

- Increased neighborhood circulation through PickUpLines (now known as NeighborLink) provides greater mobility through the hybrid service between fixed-route and demand-response that gives customers the best of both types of traditional transit service. Communities benefitting from these NeighborLinks include Poinciana, Bithlo, Ocoee, Oviedo, Buena Ventura Lakes, Williamsburg, Pine Hills and Winter Garden;
- Completed a Transit 101 educational document.

LYNX has also provided funding to sub-recipients whose projects were selected through the competitive process for a combination of both urban, small urbanized, and rural funding. The human services agencies are as follows:

- Seniors First – An agency assisting Central Florida senior citizens achieve a higher quality of life by providing various support service. Through their sub-recipient funding they have been able to support door-to-door transportation service for the elderly in Winter Park to access shopping and other activities.
- Meals on Wheels, Etc. – A non-profit organization assisting seniors with maintaining their nutrition through food services was able to expand rural area transportation for accessing congregate feeding locations.
- Seminole Behavioral Healthcare – A private, not-for-profit organization with multiple campuses providing resources to those with mental illness, alcohol or drug dependency, or physical, sexual or emotional abuse can expand transportation resources provided to clients.
- Opportunity Center - The Opportunity Center, Inc. offers an array of services to individuals with developmental disabilities, including adult day training, transportation, supported employment, and supported living. Through their grant assistance they can assist the disabled with accessing employment opportunities in Osceola County.
- ITN Orlando – Offers membership for transportation services within a designated service area for persons 60 years and older and adults with visual impairments. There are no limitations on ride purpose. Rides are offered 24 hours a day, 7 days per week in a private automobile by trained drivers.
- Quest – An agency that provides programs for children and adults with disabilities, including educational, vocational, recreational, and residential services can assist with transportation through their sub-recipient status.
- Primrose Center, Inc. – As a not-for-profit organization providing a variety of support to over 400 adults with developmental disabilities on a daily basis funding will help support transportation to adult day training and therapeutic activity programs.

In addition, with the priorities identified to increase mobility in the region, LYNX has utilized other grant funds to support the implementation of Mobile Data Terminals (MDT) and Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) technology to its paratransit and fixed-route fleet, updated its website to be more user friendly with section 508 compliance, added 300 new shelters with American Reinvestment and Recovery Act funding, and provided more access to GIS tools through the [www.golynx.com](http://www.golynx.com) website. LYNX continues to pursue the implementation of priorities identified by the community and funding sources to support such priorities.

The FTA announced a Notice of Funding Availability (NOFA) for projects under the fiscal year (FY) 2011 Discretionary Funding Opportunity; Section 5309 Discretionary Bus and Bus Facilities Veterans Transportation and Community Living Initiative (VTCLI). The VTCLI grant program makes funds available to local, state, and tribal agencies to create or expand “One Call/One Click Transportation Resource Centers” in their communities. These Centers will “increase the availability of community transportation resources to veterans, service members, and military families and improve the accessibility of existing mobility resources and other transportation information to the whole community”.

In response to the NOFA, LYNX requested funding for a Transportation Resources and Community Services (TRACS) project focused on supporting the needs of current and former military personnel and their families. The TRACS project was anticipated to build on the Model Orlando Regionally Efficient Travel Management Coordination Center (MORE-TMCC) project currently being implemented by LYNX. On July 27, 2011, the FTA announced the selection of projects funded under the VTCLI grant program. A total of 55 projects throughout the U.S. were selected, and LYNX is one of six Florida recipients of this funding.

### **Community Connector Plan Update**

The Community Connector Plan, which is part of LYNX’s Transportation Disadvantaged Service Plan (TDSP), is being updated to evaluate if the needs of JARC and NF populations have changed, if gaps in service currently exist, and to specifically address the needs of veterans, service members, and military families to meet the planning and programming requirements of LYNX’s newly received VTCLI grant funding.

This update of the Community Connector Plan will include the following major components:

- Inventory of existing providers and identification of redundancies and gaps in services – The inventory and assessment of existing providers was presented as the baseline for understanding current conditions.

- Identification of deficiencies and unmet needs – Deficiencies and unmet public transportation needs were summarized along with the existing services that attempt to address these needs.
- Development of a framework for project identification and prioritization based in part on public involvement – Information was developed to provide guidance to stakeholders in identifying potential project for use of JARC and NF grant funding.
- Development of a step-by-step project prioritization and application process – A step-by-step project prioritization process was prepared based on input from stakeholders and the public regarding the region’s mobility needs. Evaluation criteria and scoring guidance were provided to facilitate comparative evaluations of projects during the selection process.
- Development of a process for plan updates to guide future updates to the plan – A process was developed to assist with future updates to the Community Connector Plan to ensure that as projects are implemented and mobility needs change those changes are reflected in the LDCPTHSTP.

## **Report Organization**

This report is composed of seven major sections, including this introduction section. Each section is described below.

Section 2 summarizes the public involvement activities that were undertaken as part of the Community Connector Plan Update process. Public involvement activities discussed and summarized in this section include workshops, surveys, and a series of stakeholder interviews.

Section 3 presents the target population demographic information for the State of Florida, Orange, Osceola, and Seminole counties. This section also includes a review of plans and policies that affect transportation for the target populations living within the Central Florida region. This section also includes the extent to which the fixed-route system serves major destinations including medical facilities, affordable housing locations, and employers.

Section 4 provides an overview of existing transportation services in the Central Florida area.

Section 5 presents the identified needs and barriers to coordination based on the analysis of target population demographics, plans and policies, existing transportation services, and public outreach activities.

Section 6 summarizes the JARC and NF application process and the process that will be used to select projects for funding.

Section 7 presents the next steps for administration of the JARC and NF programs and the VTCLI grant as well as the process for future plan updates.



## Section 2 | Public Involvement

A key component of the planning process is the public outreach and participation process. In order to support priorities for JARC and NF funding, as well as, determine the needs of veterans, military personnel, and their families, LYNX sought various techniques to garner the maximum amount of participation.

### Website and Surveys

LYNX placed a citizen survey on its website to collect public input on transportation needs of transportation disadvantaged populations. The survey was hosted on the LYNX website at [www.golynx.com/news](http://www.golynx.com/news) through the due date of April 20, 2012. The survey results are summarized below.

Generally, the majority of the survey respondents were between the ages of 45 to 54 with annual household incomes of under \$39,999. The majority of respondents also did not have a valid driver's license or a motor vehicle and relies solely on LYNX for their transportation to work, which they noted is their primary destination. Trips to medical and shopping facilities were secondary trip destinations. Two respondents indicated that they did not know what "one call/one click" is, and the others did not provide a response relative to whether or not they would use a one call/one click service. The survey also asked customers to identify what they perceive as the region's greatest mobility needs, any barriers that have prevented them from accessing employment or employment-related opportunities, any overlaps/duplications in service, and their level of satisfaction with the current service. Below are the highlights of their responses:

- Region's greatest mobility needs – the comments varied and included:
  - More buses, more scheduled days and hours at bus stops
  - Increased frequency of service
  - Sunday service along certain routes
  - Better connection between links and at shorter frequencies
  - Regular times of buses that are easy to memorize
  - More service coverage area
- Barriers to employment and employment-related opportunities
  - Not able to work after 6:00 pm on weekdays or Sundays because there is no LYNX bus schedule available
  - Times and frequency of bus schedule and sometimes locations of stops
  - Buses running once an hour (Route 51)
  - Disabled, physical stamina, heart condition, and bone/joint pain

- Location/transit scheduling from downtown to attractions
- Not having direct routes without long travel routes
- Ignorance of businesses about the dependability of bus service/riders
- No close pickups from my area
- Most desired mobility improvement
  - Again, more buses, more often
  - Implementation of a 24/7 schedule for all buses (something like New York Transit Authority System)
  - More frequent travel time on Route 57, Sunday service, and ADA-accessibility on John Young Parkway
  - Grid updates on screen while riding the bus
  - 24-hour service
  - Direct route to downtown Kissimmee/half-hour service
  - Half-hour service on Route 51
  - Return Link 41 back to run every 30-minute intervals
  - Links in Dr. Phillips area
- Identified overlaps and duplications in service – respondents answered that there are a few overlaps/duplications but could not recall any off-hand
- Level of satisfaction with certain services
  - The majority either had “neutral” feelings or were “very unsatisfied” with availability of service for a) veterans, b) ADA-accessible accommodations/technologies on buses, at bus stops, and transfer stations, c) accessibility to job opportunities using public transit.
  - Only a small percentage indicated that they were “satisfied” with the availability of regional transportation information at one location and the ease of accessing available transportation information.
- Additional comments – the respondents echoed their earlier comments regarding the need to return service times along certain routes back from one-hour intervals to half-hour intervals, need for greater connection between routes, and addition of Sunday service along certain routes.
  - The primary concern of several respondents was regarding safety for elderly persons and persons with disabilities because bus drivers were not enforcing the ADA-accessible seating (youth and non-disabled persons were allowed to sit in ADA-accessible seats) and were impatient with the time-delay caused by elderly or disabled persons slowly boarding the buses. Comments also expressed desire for bus drivers to announce approaching stops and to be more sensitive to the needs of elderly and disabled persons.
  - LYNX should consider reducing the age requirement for AdvantAge passes to 55 like other businesses, retailers, restaurants, etc., because of the impacts that the

down economy is having on older citizens who have either lost employment or been reduced to part-time employment.

## **Public Workshops**

LYNX hosted three (3) *Community Connector Plan Update* public workshops over the course of two days in various locations within its service area. LYNX developed informational flyers in both English and Spanish to advertise the workshops and placed these flyers on buses and bus shelters, at Superstops, and at the LYNX Central Station (LCS) terminal. The public workshop notices were also placed in the *Sentinel* and *El Sentinel* and on the LYNX website at [www.golynx.com/news](http://www.golynx.com/news). During each of the workshops, participants heard a presentation on the federal grants requirements and the need to provide input into the Community Connector Plan update so that needed projects can be funded. Participants were asked to share with the group their public transportation needs. Comments from all three workshops have been grouped into Mobility Needs and General Comments. The potential solutions that participants shared to resolve existing mobility gaps during the public workshops are reflected in Section 3.

### ***Mobility Needs:***

- Biggest need is education to citizens about transit use and availability of transit (ACCESS LYNX, safety, affordability, etc.)
- Bus services and routes need to be more regionally connected to other regions and transit providers. For example, the Veteran Administration (VA) has clients in Brevard and Volusia Counties; however, there is insufficient connectivity between Space Coast Area Transit, Votran, and LYNX to give veterans appropriate access to services.
- More 30-minute service frequencies along existing routes are needed.
- Veterans have a difficult time getting to LYNX Central Station in order to obtain bus passes because of timing and lack of frequency/reliability of transit service.
- NeighborLink service is needed along Lakemont and Aloma roads in Winter Park to circulate around the Wal-Mart, various commercial locations and employment opportunities.
- Transit service is needed to and within the Lake Nona area, especially when the VA hospital opens.
- A new fixed-route along Orange Blossom Trail and Columbia Avenue providing service to locations around the Osceola Regional Hospital area over to Poinciana Boulevard.
- Shelters and amenities may be needed near Good Samaritan Village area due to their older resident population.
- Sunday service is needed for Routes 26 and 18 with more hours on these services (Poinciana area).

- Additional fixed-route service and stops are needed for the Bithlo area.

***General Comments:***

- Distributing free bus passes is counter-intuitive. Eligible recipients for various free bus-pass programs that also have an addiction are collecting multiple free passes from these agencies and selling/trading them to satisfy their addictions.
- LYNX is trying to service too large of an area. LYNX should focus its resources to provide greater service accessibility and frequency within urban areas and less accessibility and frequency in rural areas.
- Consider designing the bus routes to be based on activity centers or popular target population destinations (i.e. St. Marks Senior Citizen Center, malls/shopping centers, employment centers, etc.) instead of being based on corridors.
- Coordinate with FDOT for dedicated bus lanes and High Occupancy Vehicle (HOV) lanes.
- Consider future connections to SunRail commuter rail stations
- Some participants stated that they do not currently use transit because of the following:
  - Prefer using their cars during hot or rainy weather,
  - Service is not frequent enough,
  - Service is not reliable,
  - Span of service does not extend late enough (i.e. Route 38); or
  - Service is not available to my area or is too far to walk.

**Transportation Provider Surveys**

As part of this Community Connector Plan Update, LYNX has updated its list of Transportation Provider Contracts and Private Providers. LYNX distributed surveys to transportation service providers, both electronically and by facsimile, to obtain information on the extent, cost, and type of services they offer. Limited comments were received. The updated list of transportation providers serving the Central Florida area are provided in the Appendix B Inventory.

**Stakeholder Interviews**

Stakeholder interviews were conducted with various representatives from the following organizations in an attempt to gather information relating to the region's mobility needs for low-income persons, older adults, disabled persons, veterans, and military families.

- Primrose Center
- Quest
- Orange County Public Schools

- City of Orlando Veterans Services
- HSA Golden Engineering
- American Red Cross
- Orange County Veterans Administration
- Orlando Regional Medical Center / Orlando Health

During the interview process, stakeholders were asked a series of questions relating to the services they provide, the clients they serve, existing mobility needs, and ideas for potential solutions to meet those needs. The stakeholders were also asked to provide feedback on the planning and implementation of the LYNX TRACS project in an effort to identify any unique user needs prior to designing the system architecture. The TRACS project goal is to improve the quality of life for veterans and military families through easily accessible customer communication. The system will offer one-call/one-click options for veterans and military families to access transportation resources in the region.

Agencies that were interviewed represented all of the target populations. The majority of the stakeholders provide assistance to their clients with obtaining employment opportunities. Some of the companies currently providing employment to persons with developmental or intellectual disabilities include Sea World, Publix, Universal Studios, Florida Hospital, and Rosen Shingle Creek. Quest clients are provided higher-level jobs paying \$14 to \$15 per hour through the Quest Shred program. The agency's clients are provided job opportunities collecting documents for shredding. All employees use locked boxes and the documents remain under camera surveillance. In addition, Quest would like to hire veterans for its supported living facility.

The human services agencies that participated in the interview process indicated that the agency vehicles are used solely for agency purposes and are not available to the general public. A common theme among the stakeholders was the need for additional funds to support the agencies' existing transportation services as well as to meet the needs of new clients and provide additional trips. In addition, stakeholders indicated that their clients are heavily reliant on public transportation.

Orlando Health has over 15,000 employees at their facilities and is also a major medical provider in the area that participated in a stakeholder interview. Some employees ride the bus to work and Orlando Health offers its employees bus passes. Employees who carpool to work are provided priority parking. In addition, some shuttle service is offered in between facilities and on the downtown campuses. Orlando Health has not previously collected data relating to employees that cannot find transportation access to job opportunities at their facilities, customers that cannot access the hospitals, or customers in need of transportation when leaving the facilities. Customer

data is collected based on insurance rather than income; therefore, the needs cannot be associated to one particular income level.

The organization would be open to the possibility of providing LYNX informational kiosks in the hospital lobbies; however, the final decision would be based on a series of factors including size, location, target audience, and appearance of equipment.

Orlando Health is proactively planning for the future SunRail system and completing a master plan that assesses the existing connectivity from corner-to-corner of the downtown campus. The master plan is a collaborative effort with representation from Orlando Health, SunRail, City of Orlando, and LYNX. Orlando Health has successfully coordinated with LYNX on service and amenities at the campus. Further coordination will occur between LYNX and Orlando Health to explore the existing and planned services that will connect with the SunRail near Orange Avenue and potential future bus rapid transit service.

The key mobility needs and potential solutions that were identified during the interviews are summarized below.

***Mobility Needs:***

- Transportation is a barrier to employment for young people, particularly those that are disabled and/or low-income without access to vehicles.
- Persons living in east Orlando, including Bithlo and Christmas are in need of transportation services and access to jobs and job-related activities.
- Developmentally disabled students living in Avalon and attending Timber Creek need access to jobs in the Waterford Lakes area.
- Mobility is an issue in Winter Garden and Windermere. Wealthy individuals meet their employees at the bus stops along SR 50 and drive them to their homes in Windermere since buses are not allowed in the community.
- Older veterans will need access to information for all benefits and services not just transportation related.
- The unemployment rate is approximately 70 percent for persons with disabilities.
- Based on the current economic conditions, younger persons are now competing with recent college graduates for employment opportunities.
- Disabled persons earning more than \$1,000 per month will lose benefits from Social Security Income and/or healthcare benefits and many jobs do not offer insurance benefits.
- Parents are often fearful to allow their disabled child to use public transit.
- There are not enough buses in operation. Based on the lack of availability, infrequent timing, and development that supports the automobile, it is difficult to use the existing transit system.

- Additional transportation training is needed. In particular, coaches are needed at bus stops to assist the disabled passengers with using the system; however, all persons serving as transit coaches should undergo thorough background checks.
- Funding for the human services agencies is an issue. Many agencies are having difficulty providing the current level of trips and have a need to provide additional trips.
- The ability to schedule trips through the one-click website is needed.
- Scheduling and dispatch is a concern. The vehicles often arrive to pickup clients too early or very late.
- Disabled persons may not have the understanding level or the income to obtain computers and use the one-click website.
- A couple of the human services agencies' clients have qualified for ACCESS LYNX; however, many older adults have to weigh the options of wanting to work versus the safety of accessing transit.
- Better routing that serves nursing homes, community centers, shelters, thrift stores, and assisted living facilities is needed to meet the mobility needs of low-income, elderly, disabled, and veteran populations. Routes should go to the facilities that serve the target populations.
- Lengthy automated menus are frustrating for persons with disabilities and the elderly. The faster a human can get on the phone and answer questions, the better.
- Any one-click website should have large text and be written at a middle school reading level. Also, the site should have the capability of being translated into various languages, including Creole and Spanish.

Overall, stakeholders commented that LYNX could save money by keeping the one-click website simple and not overly complicated or fancy. The majority of interview participants commented that people will only use the information system if it is user-friendly and easy to navigate. Several of the agencies interviewed are currently receiving or have received funding under the JARC and/or NF programs. Agency representatives commented that the JARC and NF funds significantly helped to fund their transportation program and they are interested in receiving additional funding to provide more transportation services.

It was also noted during the interview with the American Red Cross that LYNX has done a great job responding to transportation needs when emergency situations arise. LYNX has supported those most in need during natural disasters such as hurricane evacuation and recovery and transportation for those individuals needing repatriation due to the earthquakes in Haiti, and during unfortunate accidents such as fires. The American Red Cross supports LYNX with its efforts to increase mobility in the region and is willing to provide information for a one-call/one-click resource.

Copies of the flyers, public newspaper announcements, and sign in sheets from the workshops are provided in this Update in Appendix A.



## **Section 3 | Assessment of Target Populations**

An integral part of understanding and identifying gaps in services is to have an understanding of the target population trends and existing services and resources for individuals with disabilities, older adults, people with lower incomes, military personnel and their families, and veterans living within the Central Florida region. To achieve this understanding, a review of demographic data, relevant plans and documents, and other data sources was conducted, including:

- LYNX's Transit Development Plan (TDP)
- LYNX's Transportation Disadvantaged Service Plan (TDSP)
- Florida Economic Development Council (FEDC) documents on major employers, employment conditions, and trends
- Veteran Administration's Plans, Services, and Needs

In addition, the proximity of the public transit system to major medical facilities, community centers, employers, and affordable housing facilities was also assessed to determine any unmet needs.

### **Review of Relevant Plans and Policies**

#### **Transit Development Plan**

As required by Section 341.052, Florida Statutes (F.S.), and Rule 14-73.001, Florida Administrative Code (F.A.C.), transit providers must develop a ten-year Transit Development Plan (TDP) to be used as a planning tool and to be updated every five (5) years. LYNX is currently completing its TDP update for the fiscal year (FY) 2013-2022 planning horizon, which is an update to the 2008-2017 TDP. A review of the current TDP reveals a number of interesting findings, as highlighted below:

- Of the 9 Service Recommendations for FY 2011, two were completed and one was partially completed.
  - The two completed projects were relative to increased efficiencies in service along various routes and the addition of Saturday service on PickUpLine (now termed NeighborLink) 621.
  - The incomplete projects were relative to Link restructuring or adjustments that could not be implemented due to various reasons including: potential impacts to passengers, budgetary constraints, and revisions to LYNX's overall service

implementation program. However, a couple of these incomplete projects have been identified in the implementation program for the upcoming year.

- Although not all of the Service Recommendations were completed, LYNX did achieve a number of accomplishments relative to service initiatives, ACCESS LYNX, transportation, facility maintenance, vehicle maintenance, passenger amenities, planning and development, GIS tools, customer service, vanpooling, bus pass programs, marketing, and finance.
- For FY2013, LYNX will continue to identify service enhancements that can compete for JARC and NF grant programs funding. Other incomplete projects and initiatives are contingent upon securing local funding.
- For the current tenth year (2021), LYNX is planning nine (9) revisions to the implementation program, five (5) of which are additions of new routes to serve Town Center Boulevard (332), South International Drive/Kissimmee West Transit Center (338), University of Central Florida Circulator (413), and parts of U.S. 27 (240 and 262). Other planned projects include improvements in frequency and span of existing services. LYNX has not added specific recommendations for the new tenth year (2022) at this time.

### **Transportation Disadvantaged Service Plan**

The TDSP serves as the LDPTHSTP for the LYNX service area, to provide a planning mechanism to identify eligible projects that can be funded through the JARC, NF, and Section 5310 Grant Programs as authorized by SAFETEA-LU. The TDSP reflects LYNX's commitment to maintain and improve transportation services for the transportation disadvantaged (TD) and serves as a framework for performance evaluation by laying out a strategy for development, service, and quality assurance.

The current 2008-2013 TDSP includes a five-year Transportation Disadvantaged Improvement Plan (TDIP) and implementation schedule, which place emphasis on continuing improvements of the fiscal condition of the organization, completion of major capital projects, improvements of LYNX's reputation within the community, a return to the basics of what LYNX does best, and improvements to employee image and morale. The major capital projects included the integration of Smart Card technology with the current MDT (mobile data terminals) technology to allow for alternative fare media. The TDSP also includes the results, goals, and project recommendations resulting from the public involvement process to develop the Community Connector Plan.

### **Federal Guidance**

A new policy concerning project eligibility for NF funding was released in April 2009. This policy expands the type of projects the FTA considers to be “beyond the ADA;” therefore, increasing the types of projects eligible for funding under the NF program. Under this interpretation, new and expanded fixed-route and demand response service planned for and designed to meet the needs of individuals with disabilities are now eligible projects, provided that the service meets the following criteria:

- The service is identified in the Community Connector Plan;
- The service is available to the public at large, but was planned and designed to meet the mobility needs of individuals with disabilities in response to circumstances where existing fixed-route and demand response transportation is unavailable or insufficient to meet the mobility needs of individuals with disabilities;
- The service was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Program (TIP) or the State Transportation Improvement Program (STIP); and
- Implementation of the service is not designed to allow an agency to meet its obligations under the ADA or the DOT ADA implementing regulations at 49 Code of Federal Regulations (CFR) parts 37 and 38.

The federal government took a proactive approach to consolidating through Executive Order (EO) 13514, Federal Leadership in Environmental, Energy, and Economic Performance (signed October 5, 2009). This EO led to federal department efforts to consolidate mobility activities and increase funding opportunities through this consolidation for mobility projects. The Departments of Transportation, Housing and Urban Development, and Environmental Protection Agency developed six guiding principles to assist their respective departments in coordinating and in meeting the objectives of EO 13514. These six principles included the following as shown on the DOT website:

1. Provide more transportation choices to decrease household transportation costs, reduce our dependence on oil, improve air quality and promote public health.
2. Expand location- and energy-efficient housing choices for people of all ages, incomes, races and ethnicities to increase mobility and lower the combined cost of housing and transportation.
3. Improve economic competitiveness of neighborhoods by giving people reliable access to employment centers, educational opportunities, services and other basic needs.
4. Target federal funding toward existing communities – through transit-oriented and land recycling – to revitalize communities, reduce public works costs, and safeguard rural landscapes.

5. Align federal policies and funding to remove barriers to collaboration, leverage funding and increase the effectiveness of programs to plan for future growth.
6. Enhance the unique characteristics of all communities by investing in healthy, safe and walkable neighborhoods, whether rural, urban or suburban.

The Department of Veterans Affairs was also committed to achieving the objectives of the EO and applying the six principles to their activities. The VA developed a Strategic Sustainability Performance Plan to guide its agencies in delivering efficient, environmentally-friendly, and coordinated services to veterans.

## **Review of Demographic Data**

The State of Florida has been characterized as having a high elderly population in comparison to other states, which directly affects the provision of transportation services. According to the recent 2010 Census, the elderly (persons 65 years of age or older) made up 17.3 percent of the population, roughly 3.2 million persons. Elderly populations tend to have a higher demand for transportation alternatives to sustain an independent and healthy quality of life. As their ability to drive decreases or income restrictions prevent access to private automobiles, public transportation helps to provide for the needs of these individuals.

In addition to the many older residents, 12.8 percent of Florida's population qualifies as having some type of disability according to the 2010 American Community Survey (ACS) data. More importantly, approximately 14.2 percent reported an employment disability (persons ages 16 to 64 with disabilities). Because of their mental, physical or emotional constraints, many of these individuals require mobility assistance to access day-to-day activities, including commuting to and from work. Map 2 depicts the disabled populations over 5 years of age with one or more disability within LYNX's service area. The information presented on Map 2 is based on the 2000 Census and has a slightly higher percentage of disabled individuals over the 2010 ACS data as shapefiles for the current disabled populations are not currently available from the Census Bureau. Census tracts with high populations of disabled persons and limited public transit are located in the northern portion of Osceola County, south of Kissimmee, just west of St. Cloud, and in northern Orange County just north of Apopka.

**MAP 2: PERSONS WITH DISABILITIES**

Another target group addressed in the Community Connector Plan is persons who cannot access personal transportation due to limited income. Roughly 13.8 percent of Floridians are reported as being below the federal poverty level. Orange and Osceola County have comparable poverty levels at 13.4 percent and 13.3 percent, respectively. The City of Orlando has a higher poverty level at 16.6 percent, and Seminole County has a comparatively low poverty level at 9.8 percent. As reflected in the current *Job Placement Report* (released April 13, 2012 by Workforce Florida, Inc.), East Central Florida continues to experience higher unemployment rates than the State of Florida. Thus, many residents are caught in a “Catch 22” in that they have insufficient means of providing funding for transportation to obtain or successfully keep their jobs, and without access to jobs they will remain low-income.

The federal poverty level is measured by size of family and number of related children under the age of 18. The 2010 federal poverty levels are displayed in Table 1 below. For mapping purposes, this plan considers all individuals (under 65 years) at or below the poverty level based on 2006-2010 American Community Survey Census Data. It should be noted, however, that many public transportation programs define low income as some percentage of the Federal Poverty Level, i.e., 200 percent, 150 percent. Map 3 depicts the population at or below the poverty level within LYNX’s service area. Census tracts with high populations of persons with lower incomes and limited transit services are located in Seminole County just north of Lake Mary, west Orange County near the Lake County line, Bithlo, south of SR 520 near Alafaya Trail, and in the Poinciana area.

**TABLE 1: POVERTY THRESHOLDS FOR 2010 BY SIZE OF FAMILY AND NUMBER OF RELATED CHILDREN UNDER 18 YEARS**

Size of family unit	Weighted average thresholds	Related children under 18 years								
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual)	11,139									
Under 65 years.....	11,344	11,344								
65 years and over.....	10,458	10,458								
Two people.....	14,218									
Householder under 65 years...	14,676	14,602	15,030							
Householder 65 years & over..	13,194	13,180	14,973							
Three people.....	17,374	17,057	17,552	17,568						
Four people.....	22,314	22,491	22,859	22,113	22,190					
Five people.....	26,439	27,123	27,518	26,675	26,023	25,625				
Six people.....	29,897	31,197	31,320	30,675	30,056	29,137	28,591			
Seven people.....	34,009	35,896	36,120	35,347	34,809	33,805	32,635	31,351		
Eight people.....	37,934	40,146	40,501	39,772	39,133	38,227	37,076	35,879	35,575	
Nine people or more.....	45,220	48,293	48,527	47,882	47,340	46,451	45,227	44,120	43,845	42,156

Source: U.S. Census Bureau



**MAP 3: POPULATIONS AT OR BELOW POVERTY LEVEL**



The new target group addressed in this Community Connector Plan update is veterans. According to the 2000 Census, approximately 8.9 percent of Floridians are veterans. Comparatively, veteran populations in Orange County (6 percent), Osceola County (6.2 percent), and Seminole County (7.7 percent) are lower than that of the State. Though these percentages are lower than those for the other target populations, meeting the needs of veterans remains an important focus of this update. Map 4 depicts the population with veteran status within the three counties based on 2006-2010 American Community Survey Census Data. Census tracts with high populations of veterans and limited transit service are located south and northeast of St. Cloud, Poinciana, Bithlo south to the Bee Line Expressway, west Orange County near the Lake County line, Apopka, and Seminole County just north of Lake Mary.

A comparison of Map 1 and Map 4 shows large concentrations of veterans reside outside of the urbanized area, which will require innovative projects and enhanced coordination. JARC and NF funding for programs and projects serving rural areas can be accessed by LYNX and other eligible sub-recipient agencies through the FDOT's competitive solicitation process.

**MAP 4: POPULATION WITH VETERAN STATUS**

## East Central Florida Economic Development Region

The East Central Florida Economic Development Region (ECFEDR) of the Florida Economic Development Council (EDC) is comprised of seven counties as pictured below. According to the EDC, Florida is experiencing its third consecutive month of increased employment/job placement. However, the recent *Job Placement Report* indicates that the Regional Workforce Board (RWB) for Lake, Orange, Osceola, Seminole, and Sumter Counties placed 15<sup>th</sup> in the state, and its employment numbers continue to fall below that of the State of Florida (local RWB percentage job openings filled – 8%, Florida’s percentage of job openings filled – 9.01%). Central Florida has the second highest number of unemployed individuals as of February 2012 (Miami-Dade and Monroe Counties had the highest number of unemployed individuals). To learn more about the state of the ECFEDR, please visit <http://www.fedc.net/newsroom/job-placement-report-confirms-hiring-trend-continues/>.



In addition, the Metro Orlando Economic Development Commission published a list of Major Employers by Employment (sourced through *Orlando Sentinel Top 100 Employers*) which indicates that Leisure and Hospitality is the major employing industry for Central Florida (totaling 89,870 in employment), with Walt Disney World Company as the number one employer (employment at 58,000). A large majority of Leisure and Hospitality employment opportunities can be classified as lower-wage/labor jobs. The second largest employing industry is Health Care and Social Assistance (employment at 36,242), with Florida Hospital as the largest employer (16,700 in employment). Based on public input within other documents

reviewed, transportation is often cited as a major barrier to successful job placement and retention for those persons considered transportation disadvantaged.

### **Major Attractors and Employers within LYNX Service Area**

The major attractors considered in this update are large community centers, schools, and hospitals within Orange, Osceola, and Seminole Counties. As depicted in Map 5, the majority of the major attractors are within either ¼-mile or ¾-mile of a LYNX fixed bus route, including the University of Central Florida, Celebration Hospital, and various Florida Hospital locations. Major attractors without access to fixed-route bus service include Seminole State College Oviedo Campus and Florida Hospital Celebration Health. However, LYNX does provide NeighborLink service to the Seminole State College Oviedo Campus. From the campus, persons may access the fixed-route by using the Oviedo NeighborLink 622 and transferring to the Link 434 at the Oviedo Market Place. Tables 2 through 4 present the schools, community centers, and hospitals that are shown on Map 5.

**MAP 5: MAJOR ATTRACTORS**

**TABLE 2: SCHOOLS**

Schools
City College
Belhaven College
Rollins College
Florida College-Natural Health
Valencia College, East Campus
Valencia College, Downtown Center
Valencia College, West Campus
Valencia College, Criminal Justice Institute
Valencia College, Winter Park Campus
Valencia College, Sand Lake Center
Valencia College, Osceola Campus
Keiser University
Anthem College
Florida Technical College
Mid Florida Tech
Seminole State College, Altamonte Springs Campus
Seminole State College, Heathrow Campus
Seminole State College, Oviedo Campus
Seminole State College, Sanford/Lake Mary Campus
University of Central Florida

**TABLE 3: COMMUNITY CENTERS**

Senior Services and Community Centers	
Taft Community Center	Lake Mary Senior Center
Pine Hills Center	City Hall
Holden Heights Community Center	City of Oviedo
Hal P. Martson Community Center	Sanford Senior Center
East Orange Community Center	City of Winter Springs o City Hall
Citizen Resource & Outreach Office (Veterans)	Osceola County Council on Aging
Community Services	Osceola City Council on Aging
Prosecution Alternatives for Youth (P.A.Y.)	Osceola County Council on Aging
Altamonte Springs Recreation	Osceola County Council on Aging
City of Casselberry Senior Programs	St. Cloud Senior Center

**TABLE 4: HOSPITALS**

Hospital	Beds	Type	City	Zip
<b>Orange</b>				
Arnold Palmer Hosp for Children & Women	158	Acute Care	Orlando	32806
Central Florida Behavioral Hospital	120	Psychiatric	Orlando	32821
Dr. P. Phillips Hospital	161	Acute Care	Orlando	32819
Florida Hospital Apopka	50	Acute Care	Apopka	32703
Florida Hospital East Orlando	225	Acute Care	Orlando	32822
Florida Hospital Orlando	896	Acute Care	Orlando	32803
Florida Hospital Winter Park	297	Acute Care	Winter Park	32792
Health Central	171	Acute Care	Ocoee	34761
La Amistad Residential Treatment Center	40	Psychiatric	Maitland	32751
Lakeside Alternatives at Princeton Plaza	56	Psychiatric	Orlando	32808
Orlando Regional Lucerne Hospital	209	Acute Care	Orlando	32801
Orlando Regional Medical Center	581	Acute Care	Orlando	32806
Select Specialty Hospital - Orlando-South	40	Acute Care	Edgewood	32809
Select Specialty Hospital - Orlando	35	Acute Care	Orlando	32803
University Behavioral Center	104	Psychiatric	Orlando	32826
Winnie Palmer Hospital for Women & Babies	285	Acute Care	Orlando	32806
<b>TOTAL</b>	<b>3,428</b>			
<b>Seminole</b>				
Central Florida Regional Hospital	226	Acute Care	Sanford	32771
Florida Hospital Altamonte Springs	341	Acute Care	Altamonte Springs	32701
Orlando Regional South Seminole Hospital	206	Acute Care	Longwood	32752
<b>TOTAL</b>	<b>773</b>			
<b>Osceola</b>				
Florida Hospital Celebration Health	112	Acute Care	Celebration	34747
Florida Hospital Kissimmee	83	Acute Care	Kissimmee	34744
Osceola Regional Medical Center	235	Acute Care	Kissimmee	34741
St. Cloud Hospital	84	Acute Care	St. Cloud	34769
<b>TOTAL</b>	<b>514</b>			

Source: Florida Hospital Association and Individual Healthcare Websites, Compiled February 2009

Map 6 shows that the majority of employers are located along fixed-routes within the same distance buffers of ¼-mile and ¾-mile. Table 5 presents the major employers shown on Map 6 along with the total number of employees for each company. Airtran Airways is located outside of the airport property and is not within ¼-mile of the fixed-route bus. Other major employers without fixed-route service include Science Applications International Corp (SAIC), Northrop Grumman Corp., and United Parcel Service, Inc. In addition, Gaylord Palms Resort is located along the Disney 3D Route 306, but this route does not stop at the resort. Progress Energy is not in proximity to fixed-route bus service; however, the offices are located within the NeighborLink 612 service area.

**MAP 6: MAJOR EMPLOYERS**



While many of the major destinations are proximate to transit, Maps 2, 3, and 4 would suggest that there are areas within the tri-county region where target populations do not live within walking distance to transit routes. In these areas, persons cannot reach their desired destinations in a convenient and reliable way. Thus, this finding supports the many public comments noted in Section 2 that improvements in service delivery are necessary. While extending existing service closer to target populations may provide greater mobility, making adjustments to existing routes must be considered against the productivity of those routes and overall system connectivity. While maintaining existing service levels for employment and mobility purposes is key to the tri-county area there is also great desire for the provision of new service to reach transit deprived users in more remote locations.

**TABLE 5: MAJOR EMPLOYERS**

Company	City	County	Employment
Walt Disney Co. (Walt Disney World Resort)	Lake Buena Vista	Orange	58,000
Publix Super Markets Inc.	MSA		17,521
Adventist Health System (Florida Hospital)	Orlando	Orange	16,700
Orlando Health	Orlando	Orange	14,000
Universal Orlando Resort	Orlando	Orange	13,000
Lockheed Martin Corporation	Orlando	Orange	13,000
SeaWorld Parks & Entertainment	Orlando	Orange	7,000
Marriott International Inc.	Orlando	Orange	6,312
Starwood Hotels & Resorts Worldwide Inc.	Orlando	Orange	5,369
Walgreen Co.	MSA	MSA	5,004
Darden Restaurants Inc.	Orlando	Orange	4,800
Central Florida Investments (Westgate Resorts)	Orlando	Orange	3,861
Siemens	Orlando	Orange	3,500
AT&T Corp.	Lake Mary	Seminole	3,210
FedEx Corp.	Orlando	Orange	3,000
Space Gateway Support	Orlando	Orange	2,886
Lowes Cos. Inc.	MSA		2,872
Wyndham Worldwide Corp.	Orlando	Orange	2,790
Mears Transportation Group	Orlando	Orange	2,776
Wachovia Corp.	Orlando	Orange	2,765
Rosen Hotels & Resorts	Orlando	Orange	2,667
SunTrust Banks Inc.	Orlando	Orange	2,644
CVS Corp.	Orlando		2,500
Orange Lake Resort & Country Club	Kissimmee	Osceola	2,500
Central Florida Health Alliance (Leesburg Regional)	Leesburg	Lake	2,480
Southwest Airlines Co.	Orlando	Orange	2,332
Subway Restaurants	MSA	MSA	2,320
Loews Hotels Corp.	Orlando	Orange	2,300
CenturyLink	Apopka	Orange	2,253
Hilton Hotels Corp.	Altamonte Springs	Seminole	2,100
Northrop Grumman Corp.	Orlando	Orange	2,081
Bank of America Corp.	Orlando	Orange	1,775
HCA Inc.	Orlando	Orange	1,761
Bright House Networks	Orlando	Orange	1,724
Rockwell Collins Inc.	Orlando	Orange	1,378
Delta Air Lines Inc.	Orlando	Orange	1,375
Convergys Corp.	Lake Mary	Seminole	1,355
HD Supply	Orlando	Orange	1,332
Orlando Sentinel Communications	Orlando	Orange	1,316
Health Central	Ocoee	Orange	1,301
United Parcel Service Inc.	Orlando	Orange	1,300
Progress Energy Inc.	Winter Garden	Orange	1,103
CNL Financial Group	Orlando	Orange	1,078
American Automobile Association (AAA)	Lake Mary	Seminole	946
SAIC (Science Applications International Corp.)	Orlando	Orange	926
Gaylord Palms Resort & Convention Center	Kissimmee	Osceola	900
Hyatt Corp.	Orlando	Orange	832
Boeing Co.	Orlando	Orange	800
BB&T Corp. (Branch Banking & Trust)	Orlando	Orange	787
Fiserv Inc.	Lake Mary	Seminole	787
HMSHost Corp. (Autogrill S.p.A.)	MSA	MSA	744
AirTran Airways	Orlando	Orange	690

Source: OBJ Book of Lists 2011, Orlando Sentinel Top 100 Employers, Primary Research

## **Veterans Administration**

The new Orlando Veterans Administration (VA) Medical Center will be located on a 65-acre campus in southeast Orange County. The 1.2 million square foot facility will cost \$665 million to construct. The medical center will have a large multi-specialty outpatient clinic, 134-inpatient beds, 120-community living center beds, a 60-bed domiciliary, and an administrative and support services. The VA will be co-located with the University of Central Florida College of Medicine, the Burnham Institute, the University of Florida Academic and Research Center, and Nemours Children's Hospital in the Lake Nona area known as the "Medical City." However, there is currently no public transportation available to the Lake Nona/Medical City area, and VA administrative staff has inquired about the possibility of working with LYNX and other transit providers to develop a regional, interagency transit network connecting veterans, service members, and military families in the Volusia and Brevard County areas to the VA resources in Orlando and the new VA Medical Center. The VA has submitted a grant application for federal dollars to develop its own transportation system to provide service to its customer base and has expressed a willingness to coordinate with LYNX, Space Coast Area Transit, and Votran to develop an interregional and seamless public transportation network to provide specialized service to meet the transportation needs of its veterans, service members, and military families.

## **Section 4 | Existing Transportation Services**

This section provides an overview of existing transportation services within Orange, Osceola, and Seminole counties.

### **Existing Provider Capabilities and Services**

As the Central Florida Region's Transportation Authority, LYNX provides a full array of public transportation services for Orange, Seminole, and Osceola counties so that customers can access the mode of transportation best suited for their needs.

#### **Public Transit Service**

LYNX operates a total of 66 local fixed-routes, nine NeighborLinks, one bus rapid transit (BRT) referred to as LYMMO, two FastLinks, complementary Americans with Disabilities (ADA) paratransit service, Transportation Disadvantaged (TD) services, and commuter assistance vanpools within the three county region comprised of Orange, Osceola, and Seminole counties. LYNX also operates two Xpress bus routes, one providing access to Volusia County via Interstate 4 and the other serving Lake County via State Road (SR) 408. These routes are referred to as links throughout the region.

The earliest LYNX service begins at 4:30 a.m. and the last bus leaves LCS at 12:15 a.m. Peak frequency is every 15 minutes on heavily used Links and the average frequency in urban areas is every 30 minutes. Outlying areas receive hourly transit service, with some of the more rural areas also having NeighborLink service. Fixed-route bus service operates seven days per week and on holidays.

The LYNX fixed-route, FastLink, and NeighborLink fare is \$2.00 for a one-way trip and \$1.00 for the discounted rate that is available to those who qualify under the Youth and AdvantAge Discount policy. Xpress Links are \$3.50 for a regular one-way trip and \$1.75 for a discounted trip. LYNX also offers savings through the purchase of passes for those who use the system more regularly. The existing LYNX transit services are described below in more detail.

Fixed-route Links –Local bus service with frequencies ranging from 15 minutes to an hour providing frequent stops typically spaced every two blocks.

FastLink – Commuter service operating Monday through Friday morning and afternoon to provide quicker service by reducing stops along specific corridors. FastLinks are available along US 17-92 between Seminole Center and LYNX Central Station in Downtown Orlando and along Orange Blossom Trail (OBT) between Osceola Square Mall in Osceola County and LYNX Central Station (LCS) in downtown Orlando.

Xpress Bus Service –Express bus service with limited stops from Lake and Volusia counties connecting with Park N Ride locations.

LYMMO – Free Downtown Orlando circulator with designated lanes and signal priority controls for traffic signals along the 2.5 mile route. LYMMO operates Monday through Sunday every five minutes during the peak hours for downtown travel and every 10 minutes in the evening.

NeighborLink – Community circulators operating within designated service boundaries in less-populated areas. The service provides transportation anywhere within the designated area or to a LYNX local bus stop. Most NeighborLinks operate Monday through Saturday from approximately 5:30 a.m. to 8 p.m. Residents in the designated areas must call at least two hours before they want to leave their home and schedule a pickup time or access the service from the scheduled fixed point connection.

ACCESS LYNX – This is a shared ride paratransit, door-to-door transportation service provided by MV Transportation under the supervision of LYNX. The program provides complementary service for eligible individuals who are not able to use the regular fixed-route bus service because of a disability or other limitations. Currently, the ACCESS LYNX paratransit service provides more than 2,000 scheduled trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. LYNX goes beyond the required ADA ¾-mile service area and provides paratransit service to qualifying individuals throughout Orange, Osceola, and Seminole counties.

Individuals interested in using ACCESS LYNX paratransit service must apply through a written application process. Program determination is based on verification of the application and may also include a functional assessment. One-on-one travel training is also provided to those who can access the fixed-route system at no cost to the customer. All programs have a two year certification period. ACCESS LYNX services are available any time the fixed-route bus is in operation. Fares vary depending on program and proximity to the LYNX service area. Medicaid trips cost \$1.00 each way regardless of distance. ADA trips within the ¾-mile radius cost \$4.00 each way and ADA trips outside of the ¾-mile

radius cost \$7.00. The cost for Transportation Disadvantaged (TD) trips is based on mileage. TD trips within 0 to 5 miles cost \$2.00, 5 to 9.99 miles cost \$3.50, and 10 miles or more costs \$4.50 each way.

In 2012, ACCESS LYNX made it easier for customers to make service requests by allowing for online reservations. Online reservations provide an alternative option for those in need of paratransit service to the previous phone only service requests process.

## **Private and Non-Profit Transportation Providers**

There are a number of private transportation providers that offer services to the target populations. A listing of transportation providers in Orange, Seminole, and Osceola counties including contact information is presented as Appendix B. A number of non-profit and private providers were contacted to participate in a brief survey; however, only a few were willing to complete the questionnaire and provide information relating to their services and fares. Since the completion of the previous Community Connector Plan, a number of private providers have discontinued services. The decrease in providers may likely be a result of the economic conditions since the first plan was completed in 2008.

As shown in Appendix B, and described in greater detail below, other transportation services are available in Orange, Seminole, and Osceola counties. Many of these services only serve those people or trip purposes that are eligible based on some sort of criteria. For example, many of the human services agencies only provide transportation services to clients of their agency. Those agencies have eligibility requirements based on the target populations served. The private transportation providers provide transportation service to all persons, but at a higher cost. For-profit transportation services are typically not affordable services for daily transportation needs by the target populations due to fixed- or low-incomes and vehicle accessibility issues for the disabled.

Characteristics and limitations of the providers that participated in the survey are described below. As private provider services may change according to their needs, persons interested in getting additional details on the types of services and the eligibility requirements of each provider may need to call them directly or visit their websites.

- Most of the group homes and human services agencies offer transportation services Monday through Friday from 8:00am to 5:00pm.
- Most of the group homes and human services agencies charge rates based on Medicaid vouchers and require clients to be Medicaid qualified.
- Most of the group homes and human services agencies require advance notice for transportation services.
- Most private providers offer service year-round, 24 hours a day, 7 days per week.
- Most private providers operating charters and luxury vehicles charge flat rates based on type of vehicle.
- Most private providers operating cab service charge rates per mile and some additional fees per passenger.

## Section 5 | Identification of Unmet Needs

This section presents a review and evaluation of Orange, Seminole, and Osceola County's unmet transportation needs and barriers to coordination. The evaluation was completed by reviewing the area's transportation policies and plans, demographic data, existing transportation services, and input from the public.

### Identification of Service Overlap, Gaps, and Deficiencies (Unmet Needs)

As extensive as LYNX's coverage area is and the many options provided, the update reveals that there continues to be gaps and deficiencies in the provision of public transportation services to meet the needs of the transportation disadvantaged. Based on the analysis, the following transportation needs have been identified.

***Funding*** – Transportation funding has been cited as one of the major barriers to providing transportation access, making this one of the greatest unmet needs.

***Service Maintenance and Reliability*** – The ability of buses to arrive at the designated stops at scheduled times so that customers will be able to make connections between Links and avoid long waiting periods, particularly during inclement weather. More reliable service allows customers to appropriately plan their trips to medical appointments, grocery shopping/entertainment, picking up children from school/daycare, etc. Most importantly, reliable service has been identified as essential for successful job placement because customers are able to get to work on time. Buses that arrive on time also must have the capacity to pick-up all waiting patrons to effectively provide transportation to employment.

***Frequency of Service*** – Improved frequencies of 30-minutes or less are needed. Some routes have 60 minute frequencies. Depending on the number of required transfers to complete a one-way trip, passengers may be required to wait at several stops resulting in lengthy travel times. Routes continuously and specifically identified by the public as needing improved frequencies included Links 20, 26, 41, 51, and 57. It was also commented that more express type service is needed at greater frequencies for work related trips.

***Expansion of Service*** – There is a need for new bus routes and shelters to meet the mobility needs of the target populations in areas including Osceola County, Dr. Phillips area, Lake Nona, Winter Garden, Windermere, Bithlo, Christmas, and East Orlando. The need for Sunday service and later evening hours was also identified on a number of routes.



***Safety*** – Improved mobility and accessibility are needed throughout Orange, Seminole, and Osceola counties. Customers have expressed safety concerns both from the perspective of being on the bus and from curbside while waiting for the bus. From the on-board perspective, elderly and disabled customers have expressed that there are not a sufficient number of designated seats to accommodate the number of elderly and disabled persons boarding the bus. Often times, the ADA-accessible seats located near the front entrance of the fixed-route bus are taken by young people or other able-bodied adults. Many bus stops are without appropriate ADA-accessible boarding and alighting areas and without needed connectivity to sidewalks. Frequently, persons with disabilities have a difficult time accessing sidewalks to get to their destinations and may be forced to travel along driving lanes to get to the sidewalk.

***Customer Service and Driver Training*** – Elderly persons have indicated that some of the operators are in need of “re-training” because they are exhibiting poor customer service.

***Education*** – Social service agencies have expressed that LYNX needs additional travel training opportunities on the availability of services and modes of public transportation offered by LYNX. Social service agencies have commented that their clients may use the LYNX services rather than relying on agency transportation if they had a better understanding of how the transit system works. In addition, if customers better understood the transit system including funding and logistical challenges, those customers may be more satisfied with the services that LYNX provides. It was also expressed that programs should be developed to encourage school- and college-aged students to use public transit.

***Technology*** – It was viewed that technology improvements could assist in reducing or removing several of the identified barriers from educational opportunities to increased passenger safety. While the public wanted funding to be focused primarily around service and accessibility improvements they recognized that investments in technology could lead to service improvement and ultimately enhanced service delivery.

### **Target Areas for Increases to Existing Service**

The following areas have high target populations and most have existing public transportation. These areas should be considered for premium services once underserved areas with concentrations of target populations are provided mobility options through JARC/NF funding:

- Osceola County – There are high percentages of disabled persons, lower income, and veterans in Osceola County, particularly south of Kissimmee, surrounding St. Cloud, and in the Poinciana area. These areas have some transit service available or nearby, but

could benefit from expanded services, improved frequencies, and additional Sunday service.

- North Orange County – There are high percentages of disabled persons, low-income persons, and veterans in the northern portion of Orange County near Apopka. Links 405 and 44 operate in this area; however, the 44 does not operate on Sundays and both routes have 60 minute frequencies. This area could benefit from expanded service, improved frequencies, and Sunday service.
- West Orange County – In the western portion of Orange County near the Lake County line, there are higher percentages of lower income persons and veterans. The census tract in this area with higher than average target populations does not have existing transit service. The Link 204 operates to the north of the census tract along the Turnpike; however, as an express service this route does not provide local stops between LYNX Central Station and the Lake County Park-N-Ride.
- Bithlo – The Bithlo area located in East Orange County has higher populations of lower income persons and veterans. Individuals residing in this area have access to the Bithlo NeighborLink but may benefit from additional transit services.
- North Seminole County – Higher percentages of lower income persons and veterans reside in northern Seminole County just north of Lake Mary. Many parts of the higher target population census tract are without transit service. There is limited transit service available along Interstate 4 and SR 46. The Link 200 (along Interstate 4) operates only on Weekdays with a limited number of trips and stops.

## **Recommendations and Potential Solutions**

Based on the unmet needs, the following recommendations and solutions were identified to achieve the JARC, NF, and VTCLI goals. During the future project selection processes, the following recommendations will be considered the priorities for awarding funding. Projects submitted for JARC and NF funding that address the Community Connector Plan Update priorities will receive additional consideration during the project selection process.

- Ensure that all existing services are continued.
- Implement new fixed-route and premium transit services in the areas with unmet transportation needs as identified earlier in this document.
- Implement new and expanded transportation services that connect rural and urban areas.
- Implement new NeighborLinks connecting less urban communities with unmet mobility needs to existing fixed-route services.
- Expand fixed-route service to later evening hours, increased frequencies, and Sunday service to accommodate the expressed needs of the Community Connector Plan Update.

- Purchase additional vehicles for expanded services.
- Create employee vanpools/carpools for improved access to jobs. Potential areas for consideration includes the Waterford Lakes and Avalon Park areas, major employers located in east Orange County near Alafaya Trail, and major employers located in north Osceola County without transit access.
- Develop an educational program to promote mobility and teach unfamiliar persons how to ride the bus. Potential candidates for the program include Orange County Public Schools. Many disabled students are in need of transportation access to employment opportunities and other activities. An educational program may help to ease student and parent fears of public transit. Educational programs can also benefit persons that have just moved to the region, those who have never used transit service, the elderly and the disabled. By increased education on transit, more support for transit funding can be gained as the community begins to understand the need and/or viability of public transportation. The community can also understand the variation in transit services and programs. There exists in the community confusion between various program eligibility requirements and on the type of rail that will be coming to the area.
- Establish an easy to use, centralized location for information, training opportunities, and other materials explaining the available transportation services. Simplify customer use of any one-call/one-click information systems. Potential recommendations for the veterans' one-call /one-click center is for live persons to answer the phone lines in the call center and to make the website user-friendly with a limited number of pictures and graphics. In addition, provide information on all veterans' services not just transportation. Of particular need is information on housing, assistance with qualifying for veterans and other governmental benefits, nutritional assistance, and healthcare services.
- Provide additional travel training opportunities for developmentally disabled persons learning to use the bus system. Potential recommendations for the additional travel training programs include coordinating with agencies serving developmentally disabled persons to have representative at bus stops when passengers depart and arrive.
- Consider using a photo bus pass with smart card capabilities. This pass would help reduce the number of free agency bus passes that are sold by the persons receiving assistance. In addition, the smart card technology may allow the agencies, in coordination with LYNX, to add additional funds to the cards without having to purchase and distribute new bus passes to veterans and other agency clients.
- Implement sensitivity training programs for public transportation and paratransit drivers.
- Improve and provide more transit infrastructure for improved safety and accessibility at bus stops.

## **Technical Evaluation**

The recommendations and potential projects identified previously in this section were developed based on public input and a technical analysis of the target population maps, including the major attractors and employment centers. The analysis included a review of proximity to existing public transportation services and identified existing gaps between the target populations, facilities, and fixed-route transit service. ACCESS LYNX service is provided within the entire study area and provides additional mobility options beyond the existing fixed-route service to the disabled, elderly, and transportation disadvantaged. However, these services are limited in span and frequency of service based on comparability to fixed-route service, funding constraints, and program qualification criteria.

A technical prioritization project matrix was developed to assess the publicly recommended projects and the projects that were included based on the assessment of demographic data, maps, and existing planning documents. The matrix was used to rank each of the projects based on the project's ability to serve large portions of the targeted populations, meet the identified barriers to transportation, the feasibility of implementation within limited funding parameters, and the consistency of the projects with related plans and funding programs. The points were totaled for each project, and in most cases the priority ranking was set by the totals coupled with other analysis of projects discussed below. The major factor reducing a projects priority rating was the ability to implement the project utilizing the estimated funding identified through these grant programs, staffing capabilities, ability for long--term sustainability, and availability of other resources providing similar access. It was considered undesirable to allocate funds towards projects that could not be completed due to financial limitations. The prioritization project matrix is presented as Appendix C.

### **Technically Prioritized Projects**

All of the projects included in this section are important projects for improving mobility in Central Florida and therefore should be progressed as funding becomes available; however, based on the project matrix, existing mobility options, the demographics of the area, and limited funding it is important to prioritize projects. Maintaining the existing LYNX service is key to the region's mobility and in order to adequately serve the target populations existing services need to be continued and improved. Making service improvements at the risk of losing existing service will benefit one population while potentially disenfranchising another. Therefore the most important priority for LYNX is to maintain existing service despite the lack dedicated funding. Because having the existing service as a base system prior to any improvements to service, the maintenance of existing service is the greatest priority and was not included in the

prioritization of improvements. Following a review of the LYNX service area, a technical analysis of demographic data and major activity centers, and consideration of public input, a technical project prioritization was developed, as outlined below.

### ***High Priority Projects***

- Education Programs - Due to the need for additional education regarding LYNX's wide array of transportation modes, proposed modes of transit, and diverse demographics in the service area a high priority is given to education programs in order to ensure that the existing services are fully utilized prior to adding additional services. Through education, LYNX can reduce perceived overlaps or duplications in services, and foster a better understanding of LYNX's limitations to meet all customer transportation needs. Education will also inform the general public and local agencies of current mobility options. Education programs should be easier to implement. Since education is such a broad category, the following subcategories are listed below in priority order:
  - Agency Training and Education Programs – Efforts should be focused on educating agencies on the process and importance of coordination, particularly with regards to the provision of transportation service to veterans through connections in service between urbanized and non-urbanized areas. An education and training program may help identify funding opportunities for agency transportation. If agencies participate in Florida's coordinated system and provide transportation services to their clients, existing transit services would have more resources available to address unmet needs and gaps.
  - Travel Training Programs – Additional steps should be taken to provide travel training on-site at various locations (primarily schools designed to assist the disabled, as well as GED programs, technical schools, and high schools).
  - Employer Training – Additional efforts should be focused on providing employers with information regarding matching shift work with existing transit schedules, carpool matching services, and vanpools, as well as a re-education of bus drivers on the need to ensure that ADA-accessible seating are to be made available to disabled persons.
  - Senior Center Programs – Transit knowledgeable staff should conduct informal discussion group programs periodically at the major senior centers identified for each county. The discussion group should cover paratransit and fixed-route services and recommend available travel training programs to interested seniors.
  - Bi-annual Joint Transportation Forums – These forums should be held at transit/ADA accessible facilities and encompass both public and private transit providers within the service area. These forums should focus on existing transit services and planned services for the area and the status of those plans. Coordination for these forums should occur with other transportation agencies

(MPO, RPC, and FDOT). Efforts should be undertaken to encourage typically disenfranchised groups to attend the forums.

- Centralized Information – Persons in need of transportation have so many concerns that how to access mobility options should not create additional problems; therefore, having information on all available services in the area and the requirements of those services will be a tremendous benefit. While we have become a more technologically savvy population, many transit users do not have continual access to internet services or some populations may not have the capacity to understand all electronically displayed information so it is important that transportation information is centrally located in various formats. Mobility information should be accessible in-person, by phone, via the internet, or by mail. The information available should cover the full array of services available and should be updated regularly to reflect actual operating conditions. LYNX should consider hosting such a service as the public transportation agency in Central Florida and should charge a fee to other service providers to host information on their services. By charging a fee or requiring transportation agencies to register to participate, LYNX can have more assurance that the information supplied by the service provider is updated and accurate. Centralized storage and dissemination of information should be supported as a regional goal.
- Increase Frequency of Current Fixed-route Services - Increasing frequencies on existing bus routes has the potential of improving the efficiency of the service and providing greater access to employment, housing and human services. Increases in existing service frequencies will not provide access to areas currently without transit; however, it allows greater mobility to customers by reducing long waiting periods between connections – thus reducing their commutes to their destinations, particularly work commutes. Increased frequency also benefits the elderly and disabled as their time waiting for service could prevent their regular use of service due to weather conditions, health factors, and/or perceived personal safety concerns related to extended waiting periods. Transit service becomes more attractive as frequencies are improved. Many routes in the LYNX system have hourly frequencies, which provide a poor level of service to customers. Funding improved frequencies will benefit users and perhaps encourage non-users to try transit.
- Increase Circulator/Flex Routes - Because many areas of LYNX's service contain high concentrations of disabled and low-income populations significantly removed from fixed-routes due to community design, roadway geometrics, and/or natural barriers, there becomes a greater need to provide circulators/flex services. Circulator and flexible services can utilize smaller vehicles to circulate throughout the community or large development areas and connect with mainline fixed-route services, to increase mobility options for these populations/areas. In addition, routes experiencing moderate to low ridership and with time in their existing schedules could be deviated to serve residents

within pocket communities. While typical circulator services do not provide the capacity of fixed-route options, they can be easier to implement due to their lower costs, the availability of private or non-profit providers to carry out this type of service through enhanced coordination and funding with LYNX, and can allow fixed-route service to perform more efficient and effectively. In addition, administrative costs to provide these services should be minimal, as current agency staff may be able to absorb supervisory, accounting, procurement, safety, and human resource functions of implementing circulator or flexible route services. Some agency or organizational (social service agencies, churches, hotels) vehicles utilized during peak periods to provide direct transportation for the agency may be engaged in providing circulator service in their respective service areas during non-peak times for their agencies

### ***Medium Priority Projects***

- New Transit Service – There are some areas in Orange, Osceola, and Seminole Counties that would benefit from new fixed-route service. While securing the match for new service may be difficult in the current economy it is an important endeavor for LYNX to expand service to all areas of the tri-county region with sufficient demand. New transit service should focus on regional connections through a greater express service menu, more direct service options to major employers, and new fixed-routes.
- Transit Infrastructure and Customer Amenities - Transit infrastructure is an important part of any successful transit system. Amenities encourage the use of public transit for choice riders and provide a better service experience for dependent transit users. Proper infrastructure can also reduce transit expenses by allowing customers to transition from the more costly paratransit services, reduce liability issues, and increase efficiency and effectiveness of transit service delivery. Florida's weather is sometimes unforgiving, elderly populations and social services agencies providing service to the elderly have expressed that elderly persons are severely challenged by the hot and rainy weather in Florida because they are less able to cope with such climate conditions. Passenger infrastructure was not only the specific stop, but also the connecting sidewalk, crosswalks, and technology to assist with street crossing. Adequate infrastructure coupled with passenger amenities that provide up-to-date and reliable information on when services will be available are sought by customers in the area. Customer information can reduce wait times because customers can leave their origins to access service closer to when that service is available.
  - In addition, some customers would like to pay for services with their smart phones or without having to go to specific locations. Of mention, was that paratransit passes or payment accounts could be beneficial in addition to the discount ticket books currently sold. Payment accounts would allow users to deposit money for their trips when they have money available and deduct from

those accounts as they take trips. While payment accounts were mentioned, smart cards could provide this same functionality.

- Paratransit customers would also like some type of notification of their trip arrival time. A phone call or text message stating your vehicle will be outside in five minutes. This type of service could help the paratransit system operate more efficiently, assist agency staff assisting customers, and reduce no-shows and missed/rescheduled trips.
- Increase Later Evening and Weekend Services - Due to the lower cost of extending service hours and/or the span of service on existing routes versus creating new routes or programs, this project type may be more feasible to implement with the current JARC and NF funding. Adding time to existing routes and additional days of service requires less funding, meaning more transit service for residents from the available funding. The increase in existing service does not provide service for areas currently un-served, but does increase service for those currently underserved. Having later evening and more weekend service would greatly expand employment opportunities for those dependent on transit service. Many jobs in the area are service or hospitality industry related and could require night-shift and weekend hours. During this public involvement process, citizens have indicated that the limited hours and days on existing lines are impeding their ability to secure and keep their jobs. While this priority is operational in nature, capital funds may also be needed to provide additional vehicles for the extended service hours or days that relates to the vehicle expansion priority.
  - Span of service increases and service hour extensions utilizing these funds should occur on routes serving areas with the highest percentage of target populations, large employers offering shift work, and major medical facilities.
  - It is noted that increasing the span of fixed-route service would also require an increase in the ADA paratransit service to provide comparable levels to those individuals who can no longer access the fixed-route because of disability, which would not be funded under these programs because it is necessary to meet the ADA requirements.
- Additional Vehicles – Expansion of services cannot move forward without adequate funding for vehicle purchases to support such service. In addition, many of the agency participants commented that if they could secure funding for a vehicle and for supporting the operation of that vehicle they may be able to provide more direct and lower-costing service to their clients. Also, some agencies commented that they have previously received vehicle funding under the 5310 grant program and they would like to ensure that those funds are available in the future. Funding capital is typically more efficient for sub-recipient projects than the provision of funding operations; therefore, based on need, match availability, and ease of implementation this project was a medium priority for the region.



### ***Low Priority Projects***

- Travel Companion Program – It was recommended that in addition to the personal care attendant rule on paratransit service, that LYNX consider a travel companion program on fixed-route service that would allow anyone qualified for paratransit service to ride the bus with a companion and the companion travel for free. The addition of a companion would allow many elderly or disabled persons the perception of more safety and alleviate concerns regarding route confusion that they do not have on paratransit service. This was thought to be beneficial to many families that may have an older child and a child with a disability, older adults, and adults with disabilities.
- Subsidized Vanpools - Subsidizing vanpool service dedicated to shuttling employees from their residences to workplaces is desirable; however, since this option serves those currently employed and at a lower capacity than other service modes it rated lower in the technical prioritization process. Subsidized vanpools would benefit areas with limited or no existing transit that do not have the population necessary to support a neighborhood circulator or fixed bus route. Subsidized vanpools are also a great option for persons residing and/or working in close proximity that work on days or during hours when fixed-route service is limited.
- Operator Sensitivity Training – It was mentioned during the public involvement efforts that LYNX has some great operators, but that one bad operator can damage the agency's image. Comments regarding some operators having a lack of patience with disabled users (wheelchair lift boardings, annoyance with securing a wheelchair, and multiple questions on use of system or the area by some mentally challenged riders) can detract from their use of the system. Because LYNX already provides sensitivity training this is a lower ranked priority, but it is suggested that LYNX conduct refresher courses and monitor complaints to ensure all customers regardless of disability are provided a professional trip experience.

### ***Other Project Recommendations Not Technically Rated***

- Seek Private Partnerships and Dedicated Funding for More Service - While dedicated funding and increased private partnerships would advance many transit priorities specific eligible activities to secure these revenue sources were not identified.
- Extend Transit Service to the Lake Nona Area - While adding transit in this area has been given a high priority by the VA and veterans, the Lake Nona area is not densely populated by the target population. Rather, it is a destination center for medical services for veterans. In addition, many of the transit generators are planned versus constructed. When these services are operational transit service will be needed in this area, but the service will need to be tailored to the needs of this specific area. Additionally, the type of employment offered or available within this area is high-tech, high-skilled, and high-

paying industry jobs, so it is unlikely that extending hourly fixed-route transit service to this area will support the transportation needs of low-income populations to get to work. Once plans are developed to increase mobility in Lake Nona, the priorities of new transit service, vanpool service, and new circulators could support connectivity for this area.

- Cross-county Connectivity in Coordination with other Transit Authorities and Service Providers - This service would provide area connectivity between LYNX and Space Coast Area Transit and Votran in order to better serve the needs of veterans, especially disabled and elderly veterans, who live in Volusia or Brevard County but must travel to Orange County for VA services. While the existing Link 200 connects Volusia County to the LYNX service area the limited availability of this service is sometimes problematic for potential users. With the operation of the planned SunRail system additional connections to Volusia will exist; however, there are no current plans to connect to Brevard similar to the connections for Lake and Volusia.
- Enhanced shelters along existing routes with longer headways – This recommendation was related to comfort versus access as customers commented that enhanced shelters providing better rain protection and perhaps air-conditioning during summer months might attract more choice users. Enhanced shelters could also feature some electronic or internet connections for waiting passengers. While this project may have merit based on environmental conditions it was not prioritized based on the level of funding available and the greater need for other suggested projects.
- Redesign the LYNX Fixed-Route System to Serve Only Major Activity Centers/Destinations – Designing a transit system that gets elderly, disabled, and veteran populations to their destinations would seem to aid in meeting their transportation needs; however, it may be inefficient in the delivery of service to other populations, such as low-income populations due to the diversity of their destinations. There are limited resources and LYNX should focus on getting the greatest impact; therefore, services to rural areas and areas without major destinations for the majority of the riding public should be eliminated to focus resources on providing higher level service to downtowns and major employers. This recommendation to redesign the system for higher effectiveness near employment and urban cores may support some JARC goals, but ultimately decreases mobility for many persons that for various reasons cannot live within the urban core.

## **Section 6 | Project Application and Prioritization Process**

Pursuant to federal grant program requirements, only projects identified in the LDCPTHSTP will be eligible for funding. Projects must also undergo a competitive selection process. This section documents the project scoring criteria and the process that will be used to award JARC, NF, and/or E&D funding.

### **Project Application Process**

To solicit for project applications that may meet the needs identified in this plan, LYNX will decide the most efficient and effective course of action to provide the greatest opportunity for agencies to compete for available funding. LYNX will either release a Request for Proposal (RFP) and seat an independent committee to select projects for funding or coordinate with METROPLAN Orlando, the area's metropolitan planning organization (MPO), or the Florida DOT District Five (FDOT D-5) to release an RFP or Call for Projects through one of their procurement processes. By identifying several options for the competitive selection process, LYNX provides the community with the ability to move forward with awarding funding for eligible projects in a timely manner for urban and small urban area JARC and NF funding. Projects seeking rural area JARC and NF funding, and any 5310 funding will be solicited by FDOT D-5's competitive selection process. The RFP will be released by the MPO or FDOT D-5 to ensure an equitable and transparent process since LYNX is the Central Florida transit provider and may submit an application for program funding. The RFP will include the project selection criteria, submittal requirements, and links to the priorities established in the Community Connector Plan Update. All applications and/or proposals will be received by the MPO or FDOT D-5 for evaluation.

Project proposals will be reviewed by FDOT D-5 staff or an independent selection committee comprised of representatives from the MPO, the local CTAA committee, and a local transportation expert. LYNX as a potential project funding recipient will not be a part of the selection and evaluation committee. The selection committee will review the proposals and make project funding recommendations. For the upcoming RFP cycle, it is anticipated that project funding recommendations will be announced and approved by the LYNX Board of Directors in January 2013.

Following the next planned funding cycle, upcoming RFPs will be advertised as funding is available. LYNX will award future funding using the process established in this plan. While LYNX will not participate in the project ranking and selection process, LYNX as the designated

recipient is required to ensure that funding is awarded through a fair and equitable competitive procurement process and that the selected projects are derived from the Community Connector Plan Update.

### **Project Prioritization Process**

Proposed projects should address needs identified in the Community Connector Plan Update and should clearly state program goals and objectives. The project scoring and ranking criteria presented in this section was established and presented to the public during the development of the initial Community Connector Plan in 2008. Submitted projects will be rated by the selection committee based upon point accumulation from the scoring criteria. Each project must demonstrate how it will meet the specified need and must address the following factors in their proposal:

#### ***Project Description*** (Total 40 Points):

- ✓ The proposed project meets one of the identified needs in the plan. The score should be based upon which category of need (High, Medium, or Low)
- ✓ The proposed project enhances or expands existing service
- ✓ The proposed project addresses a need in more than one service area or addresses a need for more than one target population group
- ✓ Project includes partnership with the private sector

#### ***Financing*** (Total 40 Points):

- ✓ Proposing organization has demonstrated financial capability to carry out the proposed activities. Matching funds have been identified and committed to the project
- ✓ Able to quantify clear and measurable outcomes. Units of service delivered compared to cost, number of people benefiting from outcome of service compared to total cost
- ✓ The proposed project is sustainable beyond the grant period

#### ***Implementation*** (Total 20 Points):

- ✓ Proposing organization has the necessary operational and technical capability to carry out tasks outlined in the proposal
- ✓ The proposal contains a well defined and timely implementation plan
- ✓ Outcomes are specific and measurable
- ✓ Timeliness of implementation plan

## **Section 7 | Conclusion**

This plan will be updated as necessary to ensure that the funding available under these federal grant programs is used in a manner that meets the changing needs of the LYNX service area and the target populations. In addition, through various LYNX public involvement activities staff will continue to monitor whether funded services are meeting the needs of the target populations and whether the public has identified additional gaps and overlaps in services. The ongoing public involvement will assist in identifying when LDCPTHSTP updates may be warranted.

During the funding cycle for JARC, NF, E&D, and VTCLI funding, LYNX must review projects for their sustainability beyond the extent of SAFETEA-LU and their applicability to the service area mobility needs. LYNX has developed publicly-accepted project selection criteria, a plan that was produced through numerous public involvement opportunities, and a process for project selection that will provide the target populations with the best services available within the funding limits and scope of each program. In addition to the public input utilized to develop this plan, endorsement from the following boards and committees will be sought:

- ✓ LYNX Governing Board
- ✓ Local Coordinating Board
- ✓ METROPLAN ORLANDO BOARD

The final step for carrying out the grant programs criteria includes a competitive selection of project(s) or program(s) for funding. After funding is provided, recipients will be required to report on the success of their project(s) or program(s) in meeting the needs of the target populations and the goals and objectives of this plan. Monthly project updates, provided with request for reimbursement as requested in the competitive grant application are required from each funded sub-recipient. It is also recommended that periodic community updates be provided through written correspondence and public meetings to update the stakeholders on the success of funded projects as they are implemented. These updates will help maintain and potentially increase stakeholder engagement for future plan updates and provide a continuing forum for transportation and human services coordination.

### **Conclusion**

LYNX, in coordination with FDOT and the MPO, conducted a successful public involvement process that included representation from diverse groups, including the general public, private transportation providers, transit users, and social service agencies. The feedback received from

these persons/agencies with regard to transportation deficiencies and how such deficiencies impact their daily activities was informative and comprehensive. There were no indications of direct duplications in transportation services.

In the process of this update, a clear and uniform message was expressed with regard to the need for additional transportation services and coordination of such service. As indicated in Section 5, the additional needs include locally and regionally coordinated transportation services, expansion and extensions of existing services, and improvements in passenger safety and accessibility. Education was another topic discussed in detail. Increased information sharing between agencies and the general public regarding existing services will heighten the community's (and transit users') awareness of why coordinated transportation planning needs to occur at increasing levels and will increase public awareness of their mobility choices while possibly ameliorating some of their frustrations.

Based on LYNX's geographic makeup, customer composition, and primary employment markets, expanding existing transportation services through JARC, NF, and E&D grant program funding will provide greater access to employment and other services for the elderly, low-income, disabled, and unemployed populations. Targeted populations and human services facilities can be positively impacted by innovative projects and programs selected for funding.

From the technical evaluation and public input received, it is recommended that the priority projects resulting from the technical ratings be given equal importance in their consideration for project funding. Review of previous documents/plans, an evaluation of Census data for target populations, and an assessment of access to employers, social services, and medical facilities provides a snapshot of LYNX's service area that has proven useful from a technical perspective. Nonetheless, public experience and perception can be just as critical in identifying the needs of target populations.

The major focus for funding within the near term should be placed on a project's ability to provide more immediate transportation access and mobility to the target populations. These include education/training programs and service extensions to later in the evening and weekends. This will serve to improve customers' employment opportunities and increase their abilities to provide for their families. Focusing on projects that provide regional access to target populations will enhance their ability to navigate throughout the three counties for employment, medical services, and recreational opportunities. Funding projects that provide regional interconnectivity accomplishes the legislative goals of increased coordination in the provisions of services. Projects funded through JARC, NF, and E&D should be new and innovative.

THE VCTLI one-stop/one-click resource was well received by the public and agencies representing veterans, military families, and reservists. It was also believed that while there may be features of the system specifically geared to the needs of this military-oriented population, the resource could be useful to the overall community in identifying existing transportation options and mobility resources.