

**LYNX
TRANSPORTATION
DISADVANTAGED SERVICE PLAN
2008-2013**

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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).

This TDSP also serves as the locally developed public transit/human services transportation plan for the LYNX service area, as required by the Federal Transit Administration for funding under its Job Access and Reverse Commute (JARC) Program, New Freedom Program (NFP), and Elderly Individuals and Individuals with Disabilities Program. These programs, authorized by the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), require projects selected for funding to be:

...derived from a locally developed, coordinated public transit-human services transportation plan....through a process that included representatives of public, private, and nonprofit transportation and human services providers and participation by the public.

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 LINDA WATSON, LYNX
CEO, TO CTD**

LETTER FROM CTD RE: TDSP REVIEW

LETTER FROM LYNX TO CTD ADDRESSING ANY REVIEW ITEMS



**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEMBERSHIP ROSTER
2008**

ORANGE COUNTY:

Cmsr. Mildred Fernandez –
CHAIRPERSON
Orange County Board of County
Commissioners
201 S. Rosalind Ave.
P. O. Box 1393
Orlando, FL 32802
407-836-7350
Fax 407-836-5879

CITIZEN ADVOCATE:

Mr. Carl Welch
1041 Locust Avenue
Orlando, FL 32809

Alternate: Ms. Diane Ketts
215 East New Hampshire Street
Orlando, FL 32804
407-855-0097
407-898-2483

SEMINOLE COUNTY:

Cmsr. Michael McLean - VICE-
CHAIRMAN
1101 E. First Street
Sanford, FL 32771
407-665-7205
Fax 407-665-7958

**CITIZEN ADVOCATE (SYSTEM
USER):**

Mr. Jack Couture
Alternate: Mr. Robert Melia
P.O. Box 568773
Orlando, FL 32856-8773
407-857-4428

OSCEOLA COUNTY:

Cmsr. John Quiñones
Osceola County Government
One Courthouse Square
Suite 4700
Kissimmee, FL 34741
407-343-2200
Fax 407-343-2210

**DEPARTMENT OF CHILDREN
AND FAMILIES:**

Ms. Sharon Jennings, Supervisor
Alternate: Mr. Manuel Garay
400 W. Robinson Street, S-430
Orlando, FL 32801
407-245-0458
Ext. 611
Fax 407-245-0413
407-245-0440
Ext. 654

**DEPARTMENT OF EDUCATION &
VOCATIONAL REHABILITATION:**

Mr. Wayne Olson
3555 Maguire Boulevard
Suite 205
Orlando, FL 32803
407-897-2725
Fax 407-897-2752

**ECONOMICALLY
DISADVANTAGED:
VACANT**

**FLORIDA DEPARTMENT OF
TRANSPORTATION:**

Ms. Diane Poitras
Alternate: Ms. Karen Paul
Florida Dept. of Transportation
133 S Semoran Blvd.
Orlando, FL 32807
407-482-7860
407-482-7858

FOR-PROFIT OPERATOR:

Mr. Dwight Sayer
Alternate: Mr. Ed Griffin
259 Regal Downs Circle
Winter Garden, FL 33487
407-851-8201
Ext. 125
Fax 407-851-8203

MEDICAID:

Mr. Benjamin Akinola
Medicaid Program Office
400 W. Robinson Street
Suite S309
Orlando, FL 32801
407-315-4836
Fax 407-423-6492

MEDICAL COMMUNITY:

Ms. Betsy Delano
DSCF East Orlando
4100 Metric Drive, Suite 300
Winter Park, FL 32792
407-681-7600
Fax 407-681-7690

PUBLIC EDUCATION:

Ms. Edna Bennett
Orange County Public Schools
8105 McCoy Road
Orlando, FL
407-317-3800

**REPRESENTATIVE FOR PERSON
WITH DISABILITIES:**

Ms. Marilyn Baldwin
Alternate: Mr. Charles Graham
8427 Lainie Lane
Orlando, FL 32818
407-293-0565
407-654-6199

**REPRESENTATIVE FOR THE
ELDERLY (OVER 60):**

Ms. Valerie Barber-Simpson
Alternate: Mr. Winfield Adams
919 Laura St.
Casselberry, FL 32791
646 Fellowship Drive
Fern Park, FL 32730
407-695-1933
407-682-2310

**SENIOR RESOURCE ALLIANCE
(AREA AGENCY ON AGING OF
CENTRAL FLORIDA, INC.):**

Ms. Sarah Lightell
Alternate: Tom Porter
988 Woodcock Road
Orlando, FL 32809
407-514-1800
Fax 407-623-1335 407-228-1816

**STATE COORDINATING
COUNCIL OF EARLY
CHILDHOOD DEVELOPMENT:**

Ms. Judy Binns
Alternate: Ms. Andrea Hammond
3500 West Colonial Drive
Orlando, FL 32808
407-532-4189
Fax 407-445-7340
407-522-2252

VETERANS:

Mr. Mike Dixon
Alternate: Mr. Alex Alexander
Orange County Veterans Services
2100 E. Michigan Street
Orlando, FL 32806
407-836-8987
Fax 407-836-8999

NON-VOTING MEMBERS:

Mr. Dave Freeman
Alternate: Ms. Vanessa Butler
Orange County EMS
4401 Vineland Rd., Ste. A-11
Orlando, FL 32811-7179
407-650-4031
Fax 407-318-3288 407-650-4031
Ext. 232

Mr. Bill Hearndon
LYNX
455 N. Garland Avenue
Orlando, Florida 32801
407-841-2279 Ext. 3092
Fax 407-841-7262

METROPLAN ORLANDO:

Ms. Cheryl Stone
Ms. Kiesha Johnson
Board Services Coordinator
315 E. Robinson Street
Suite 355
Orlando, FL 32801-1949
407-293-7076 Fax 407-481-5681
407-481-5672 Ext. 315
Fax 407-481-5681

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 the President 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 embodied in 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.

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.

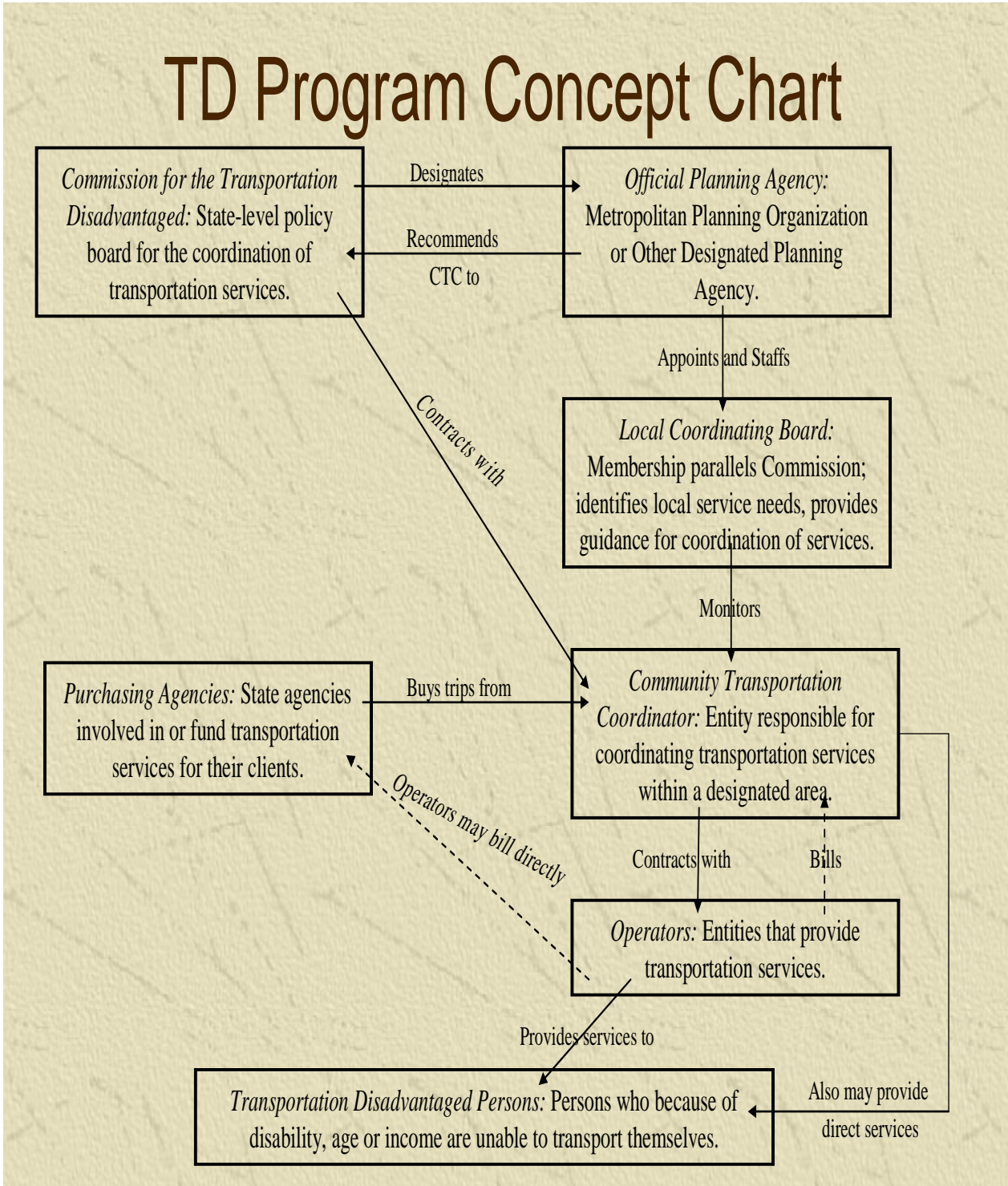
- Chairperson – must be an elected official
- Elderly
- Disabled
- Citizen Advocate
- Citizen Advocate, representing people who use the coordinated system
- Veterans Services
- Community Action Agency (economically disadvantaged)
- Public Education

- 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.

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 eligibility, data entry, billing, and customer relations, which includes intake of and response to complaints. As a direct result of the comprehensive assessment, a Request for Proposal Scope of Work was developed to address areas of concern. MV Transportation was the successful respondent.

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, and MV Transportation.

Figure 2 – LYNX Paratransit Operations Organizational Chart

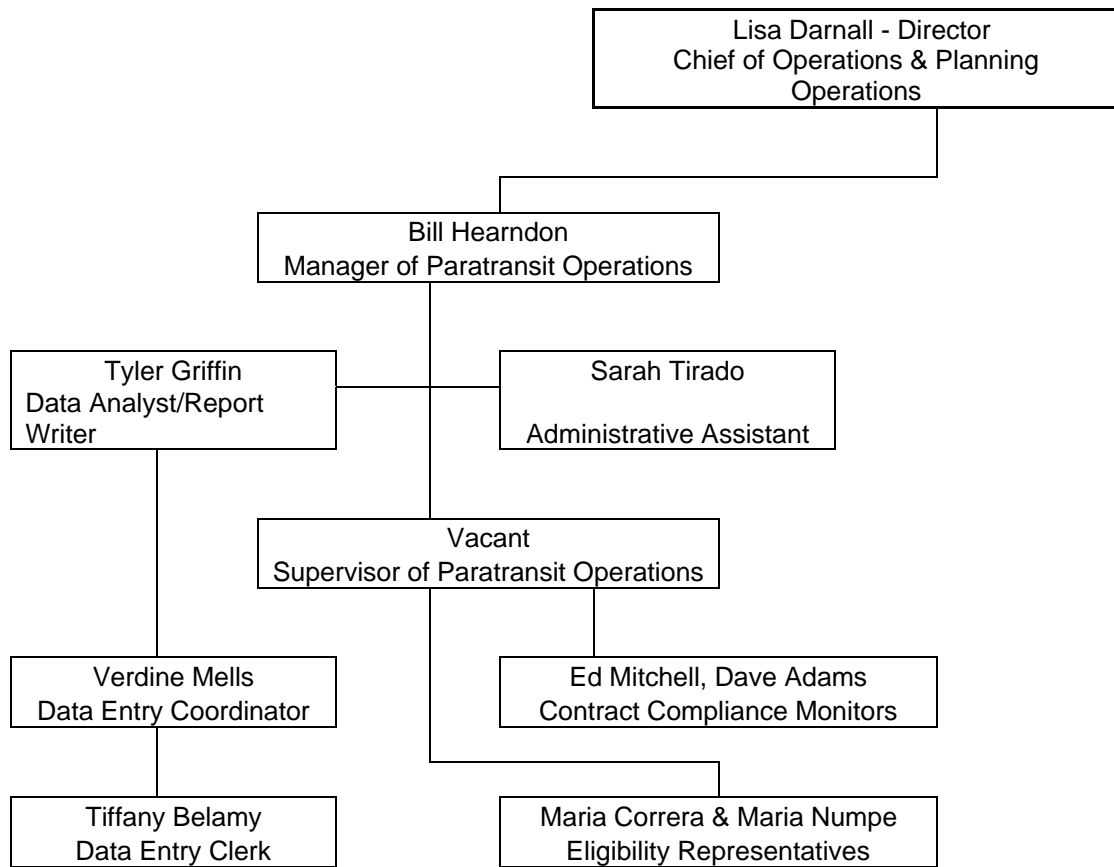


Figure 3 – LYNX Organizational Chart

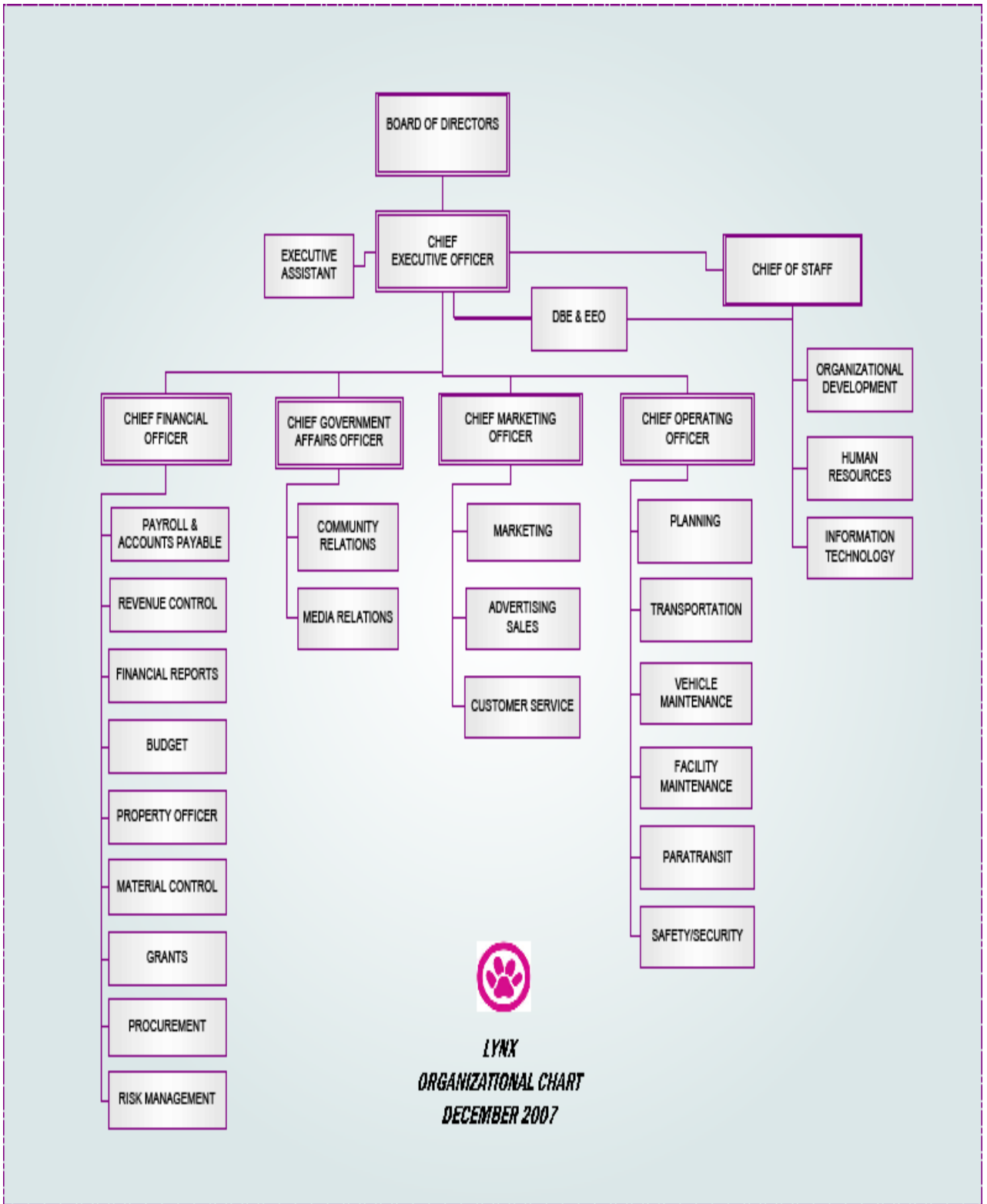
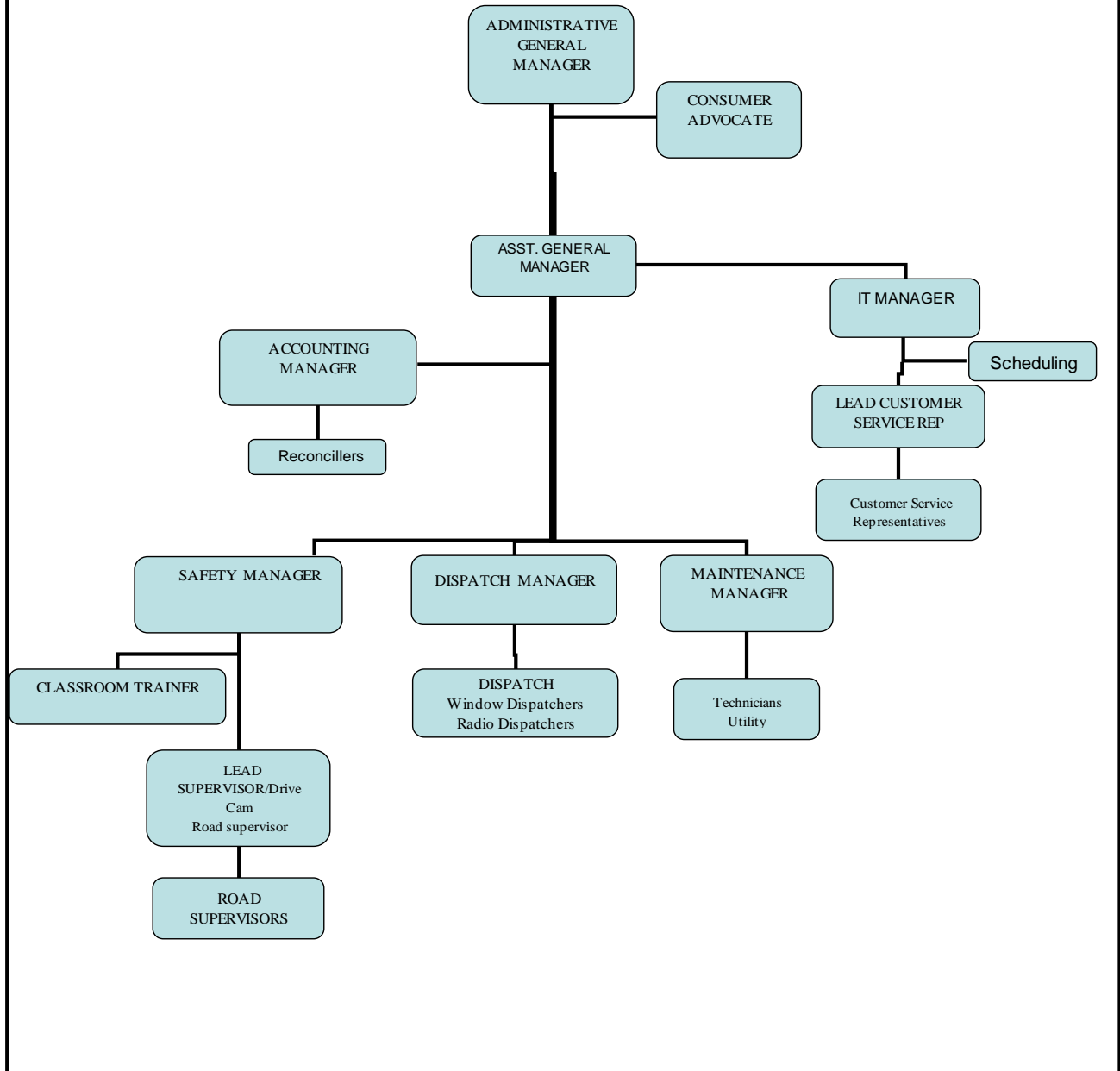


Figure 4 – MV Transportation – Orlando Division – Organizational Chart

MV Transportation Orlando Division



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 DSPA/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. The TDP presents LYNX' operating and associated capital improvement 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 2008 through 2017.

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

APPROVED BY
METROPLAN ORLANDO
12/20/07 ylw

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

Date: December 12, 2007
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: Linda Stewart
 Honorable Linda Stewart

Title: Chairperson of METROPLAN ORLANDO

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Mildred Fernandez (Orange)	-
	Ken Shipley (Osceola)	-
	Michael McLean (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Diane Poitras	-
FLORIDA DEPT. OF CHILDREN & FAMILIES	Sharon Jennings	-

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

FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
STATE COOR. COUNCIL EARLY CHILD.DEV.	Cookie Hanson	-
PUBLIC EDUCATION	Edna Bennett	-
VETERANS	Mike Dixon	-
MEDICAID (AHCA)	Benjamin Akinola	-
FLORIDA DEPT. OF ELDER AFFAIRS	Sarah Lightell	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Valerie Barber-Simpson	One Year
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Carl Welch	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Jack Couture	Three Years
FOR-PROFIT OPERATOR	Dwight Sayer	Three Years
NON-VOTING MEMBER	Dave Freeman	-

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 2,584 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 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

According to the University of Florida's Bureau of Economic and Business Research, the estimated population of the tri-county area is 1,756,094 persons, with the largest portion of that population, 1,079,524 (61%), in Orange County. Seminole county has an estimated population of 420,667 (24%). Osceola County has an estimated Population of 255,903 (15%). Population percentages by age and data on growth projections appear in the following tables.

Table 1
Estimated Population Percentages by Age

Age	Orange	Osceola	Seminole	Average
0-17	26%	27%	24%	26%
18-34	27%	24%	23%	25%
35-54	29%	29%	32%	30%
55-64	9%	10%	11%	10%
65-79	7%	8%	8%	8%
80+	2%	3%	3%	3%

Source: BEBR 2007 Florida Statistical Abstracts

**Table 2
Population Growth Projections.**

County	2010	2015	2020	2025	2030
Orange	1,204,500	1,347,800	1,481,400	1,600,500	1,711,100
Osceola	309,200	371,200	429,800	482,800	532,600
Seminole	532,600	500,300	539,600	575,000	607,800
Total	2,048,310	2,221,315	2,452,820	2,660,325	2,853,530

Source: BEBR 2007 Florida Statistical Abstract

**Table 3
2006 Employment Statistics**

COUNTY	LABOR FORCE
Orange	575,990
Osceola	121,189
Seminole	236,170
TOTAL	933,349

Source: BEBR 2007 Florida Statistical Abstract

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 34 percent of all trips. Currently, there are 27 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 the period Feb 2007 - Feb 2008

Location	Trips
PARK PLACE BEHAVIORIAL CENTER	25,658
SEM MENTAL HLTH SANF	22,792
LAKESIDE MERCY DRIVE	22,670
DIALYSIS CENTRAL FL KIDNEY DT	15,374
QUEST SOUTH	12,822
DIALYSIS OCOEE	11,204
DIALYSIS STURTEVANT	11,092
DIALYSIS ST CLOUD	10,760
CITE NEW HAMPSHIRE	10,260
DIALYSIS KISSIMMEE	8,948
DIALYSIS W COLONIAL	8,837
BRIGHT START PEDIATRICS	8,594
QUEST NORTH	8,407
DIALYSIS WINTER GDN	8,176
DIALYSIS TOWN LOOP	8,073
DIALYSIS DSCF APOPKA	7,752
DIALYSIS LK ELLENOR	7,746
DIALYSIS DSCF-CENTRAL ORLANDO	7,628
DIALYSIS SEMORAN	7,083
DIALYSIS E COLONIAL	6,930
DIALYSIS IRLO BRONSO	5,914
DIALYSIS DSCF SANFORD	5,829
PEDIATRIC HEALTH CHO	5,728
OSC COUNCIL ON AGING	5,679
DIALYSIS WINTER PARK	5,432
DIALYSIS VINELAND	5,291

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 5 C forecasts, by county, the number of trips that will be demanded and supplied.

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

County	Disabled Non-Eld. Low Inc.	Disabled Non-Eld. Non-Low Inc.	Disabled Elderly Low Inc.	Disabled Elderly Non-Low Inc.	Non-Dis. Elderly Low Inc.	Non-Dis. Elderly Non-Low Inc.	Non-Dis. Non-Eld. Low Inc.	Total
2009								
Orange	6,171	47,964	7,673	64,034	15,719	131,193	90,257	363,011
Osceola	938	9,153	1,745	16,242	4,210	39,191	14,703	86,181
Seminole	1,110	14,981	2,723	27,538	6,236	63,048	25,326	140,963
Total	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**

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

Table 5C
Forecast of Transportation Disadvantaged Trips by County

2009/2013	Trip Supply in System	Supply out of System	Unmet Trip Demand	Total Trip Demand
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 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 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, Quest, Inc. 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. LYNX is also providing recipients seven day passes when appropriate to further reduce reliance on more costly paratransit service. 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).

A key component of the coordinated planning process is public outreach/stakeholder input into the coordinated plan. Program guidance requires public outreach and public participation in the planning process. Partners, at a minimum, must include public, private, non-profit and human services transportation providers as well as representatives of target populations. Each area receiving funds is encouraged to identify and include other stakeholders in the service area. In its role as the CTC for the tri-county area,

LYNX already has an extensive list of partners. These partners received individual invitations to a series of public meeting in preparation for this planning effort.

Public input was provided through a series of regional workshops in partnership with METROPLAN Orlando (MPO), the Community Transportation Association of America (CTAA), the Federal Transit Administration (FTA), CTD, and FDOT.

The initial stakeholder meeting in April 2006 was used to introduce the concept of the coordinated planning process. Although final guidance was not available at the time of that meeting, interim guidance was discussed. The goal was to initiate a region wide discussion of the JARC and NFP programs and projects for FY 2006. Topics covered at this meeting included:

- JARC/NFP funding and eligible projects
- Objectives for both programs
- LYNX as the designated CTC
- Respective roles of the stakeholders
- Local challenges and next steps.

The next two workshops were the work sessions where the specific items found in this plan were developed.

In collaboration with METROPLAN ORLANDO, the Community Transportation Association of America (CTAA), the FTA, the Commission for the Transportation Disadvantaged (CTD), and LYNX, a Regional Stakeholder Workshop for Collaborative Community Transportation was held on September 19, 2006 at the METROPLAN ORLANDO Offices. The purpose of the workshop was to implement some of the components developed by the Central Florida Region Team who attended the CTAA's Institute on Transportation Coordination in Washington, D.C. on July 31-August 3, 2006. Stated workshop objectives were:

- Review and evaluate the current regional situation as it relates to coordinated transportation,
- Develop consensus for a coordinated action plan resulting in improved community transportation and quality of life, and
- Gain consensus on proposed projects to be funded by JARC and NFP grants.

Using the Framework for Action Community Assessment Tool as a reference, five core elements of the plan were defined. Through group discussion a number of items were listed under each core element. Using a group consensus process, a Regional Action Plan was developed. This plan, illustrated below, lists priorities, possible completion dates, and identifies lead responsibility for each.

Table 6 – Regional Action Plan for Tomorrow’s Community Transportation

<u>Regional Action Plan For Tomorrow’s Community Transportation</u>		
Priorities (What)	Lead Responsibility (Who)	Reasonable Timeline (When)
Making Things Happen by Working Together		
Dedicated funding (local, federal, state)	Central Florida Team and Stakeholders	Now/Ongoing
Education/Outreach	Central Florida Team and Stakeholders/ Local Coordinating Board (LCB)	6-12 months/ongoing
Enhance vision statement	Central Florida Team and Stakeholders/ LCB	3-6 months
Taking Stock of Community Needs and Moving Forward		
Education on current available resources	Collaboration with METROPLAN, LYNX, LCB	November 6 LCB Agenda/ongoing
Doing a better job of identifying unmet needs, gaps/duplication analysis	Committees/task forces/LCB	November 6 LCB Agenda/ongoing
Improve accessibility (language, Braille, etc.)	Committees/task forces/LCB	November 6 LCB Agenda/ongoing
Utilize vocational/state colleges to assist	Committees/task forces/LCB	November 6 LCB Agenda/ongoing
Putting Customers First		
Shelters (roadway coordination)	LYNX	Ongoing
On-time performance	LYNX/LCB	Ongoing
Educate leaders`	Coordination Task Force	Ongoing
Adapting Funding for Greater Mobility		
Dedicated funding	Coordination Task Force, Etc	Ongoing
Education	Coordination Task Force, Etc	Ongoing
Moving People Efficiently		
Unmet Demands	Task Force, Etc.	Ongoing
Mobility Manager	LYNX/MPO	Underway

A subsequent stakeholder meeting was held in February 2007. The goal of this meeting was to discuss a list of potential project types based on the Regional Action Plan developed during the September meeting. At this meeting a brief review of existing JARC/NFP projects was done. When the review was complete the group was presented with the list of potential project types for the 2007 plan. The project types were developed based on input from attendees at the September meeting, the local CTAA

team, and LYNX staff. The list was divided into three broad categories – Service, Accessibility and Enhancements. The list of potential projects types are:

Service

- New Fixed Routes
- Increase Existing Route Frequency
- Expanded Weekend Service
- Later Evening Service
- Vanpool

Examples of the types of projects in this category include identifying specific links, areas and times where additional service could be provided (new fixed route, expanded weekend frequency). Projects that met an identified need for service that enhances or expands existing fixed route could be considered for funding. For example, a proposed project could propose to provide service to employees in a new industrial/commercial area that is currently underserved or not served at all. Eligible projects under “increasing route frequency” could include projects like the recently implemented changes to the 3-D routes serving third shift workers at Disney. Vanpool could include projects that enhance existing or create new vanpools, whether they are employer or employee sponsored.

Accessibility

- Sidewalks
- Shelters
- Bus Buddy
- Language Enhancements
- Outreach Programs
- Coordinated One-Stop Shop
- Provider Inventory

Examples of eligible projects in this category include installing curb cuts in sidewalks or constructing safe, accessible pathways to stops and shelters. It could also include activities leading to the creation of a list of providers in the service area and the services provided or populations served by each of them. Travel training programs (bus buddy) is also an example of an eligible project in this category.

Enhancements

- Interactive Voice Response
- RIAS (Remote Infrared Audible Signs)
- CAD/AVL (Computer Aided Dispatch/Automatic Vehicle Locator)
- Fare Vending Machines
- GIS Tool
- Transit 101

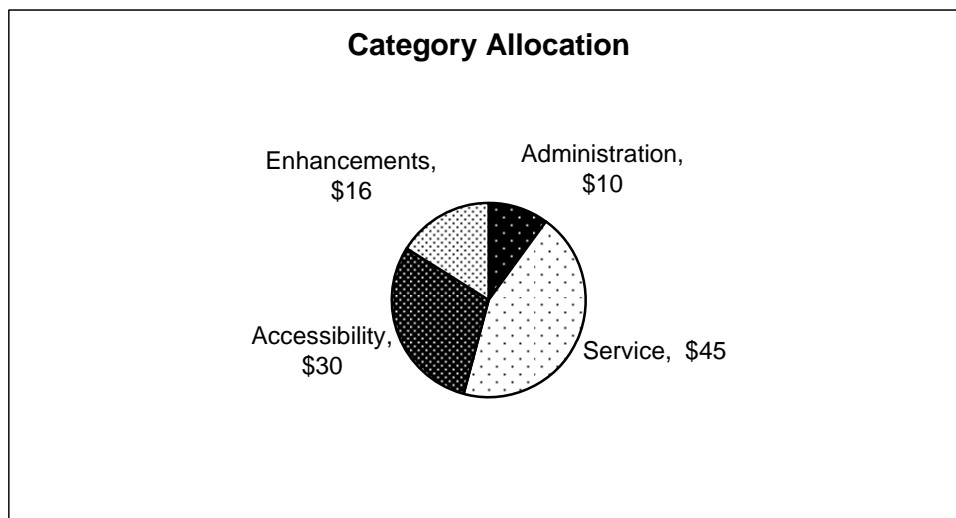
- Free Standing Kiosk
- MDT (2006 Project)

Examples of eligible projects in this category include projects that implement technology that enhances the ability of customers with disabilities to use the system. Improving signage through the use of audible signs or purchasing and installing MDTs on vehicles fall in this category. Implementation of AVL systems or purchasing GIS tools for planning purposes would also be eligible under this category.

The participants were divided into 6 groups and given a fictitious \$100 to allocate. Each group was instructed to set aside \$10 for administration and allocate the remaining \$90 among the projects. After working in the individual groups the results of each of the six groups would be explained to all participants.

As illustrated in the graph below, the participants seem to have come to a consensus that service projects should be top priority. On average, \$45 out of every \$90 allocated to projects was slated for projects in the service category. Accessibility projects were the second highest group with \$30 and Enhancements were last with \$16 allocated.

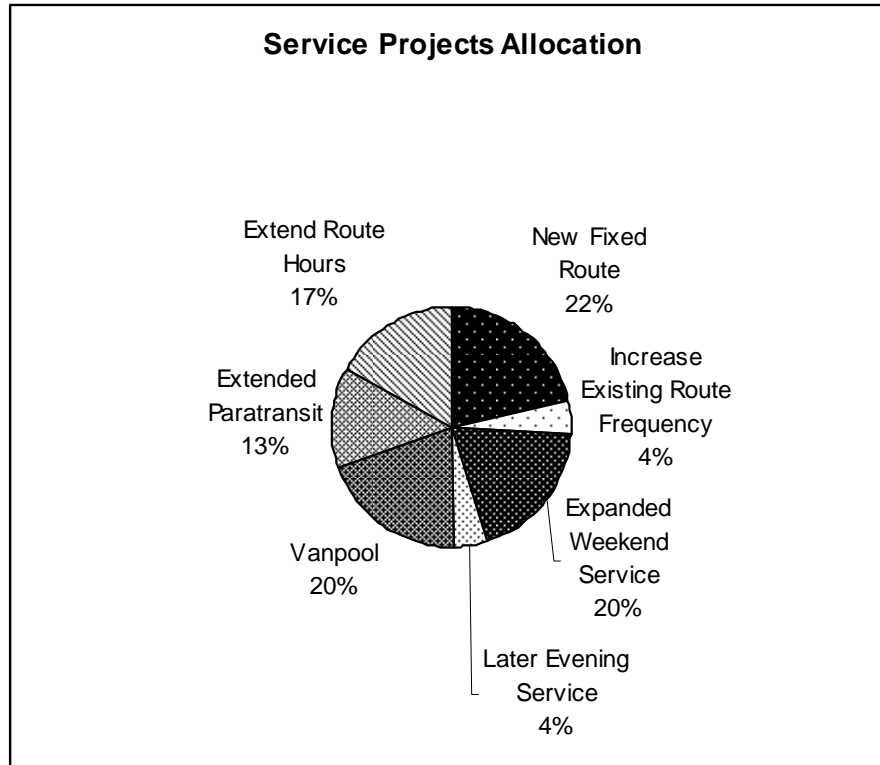
Chart 1 – Category Allocation



Note: Total does not add up to \$100 due to rounding

The individual group allocations range from \$35 to \$70 for service projects. Within the service category the potential project with the greatest allocation was new fixed route, receiving 22% of all funds allocated in this category. This allocation was followed equally by “expanded weekend service” and “vanpool,” each receiving 20% of the funds allocated in this category. Extend route hours and extended paratransit followed with 17% and 13% of the funds allocated. The entire results are illustrated in Chart 2.

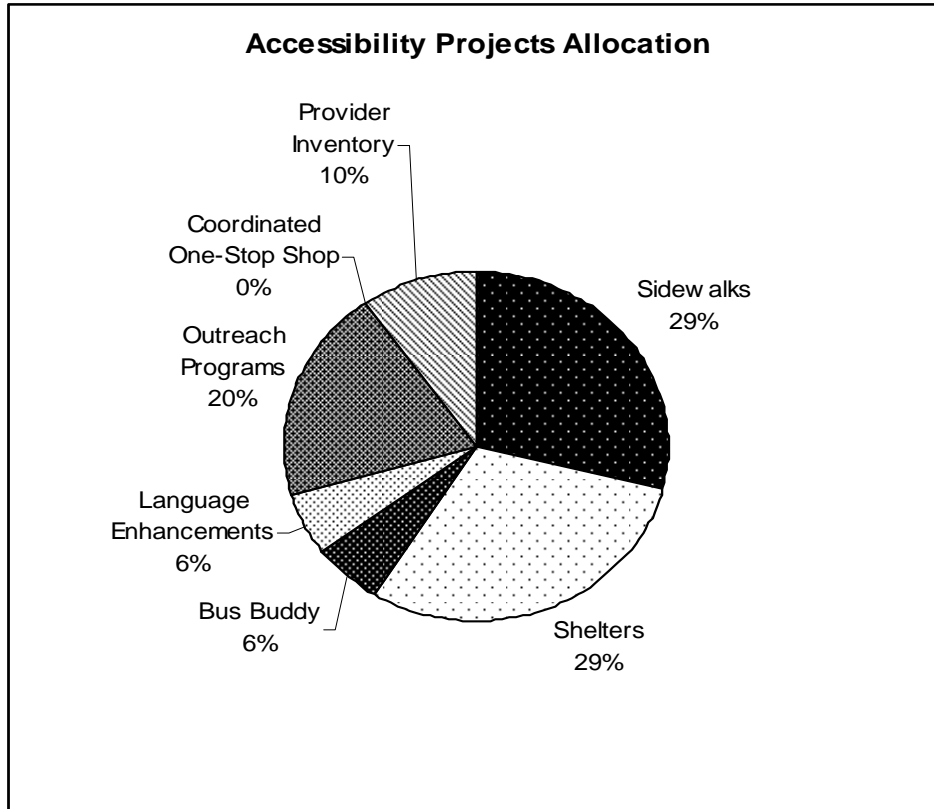
Chart 2 – Service Projects Allocation



Each of the groups reported allocating service funds for “new fixed route,” “expanded weekend service” or “vanpool,” regardless of how much funding they allocated to this category.

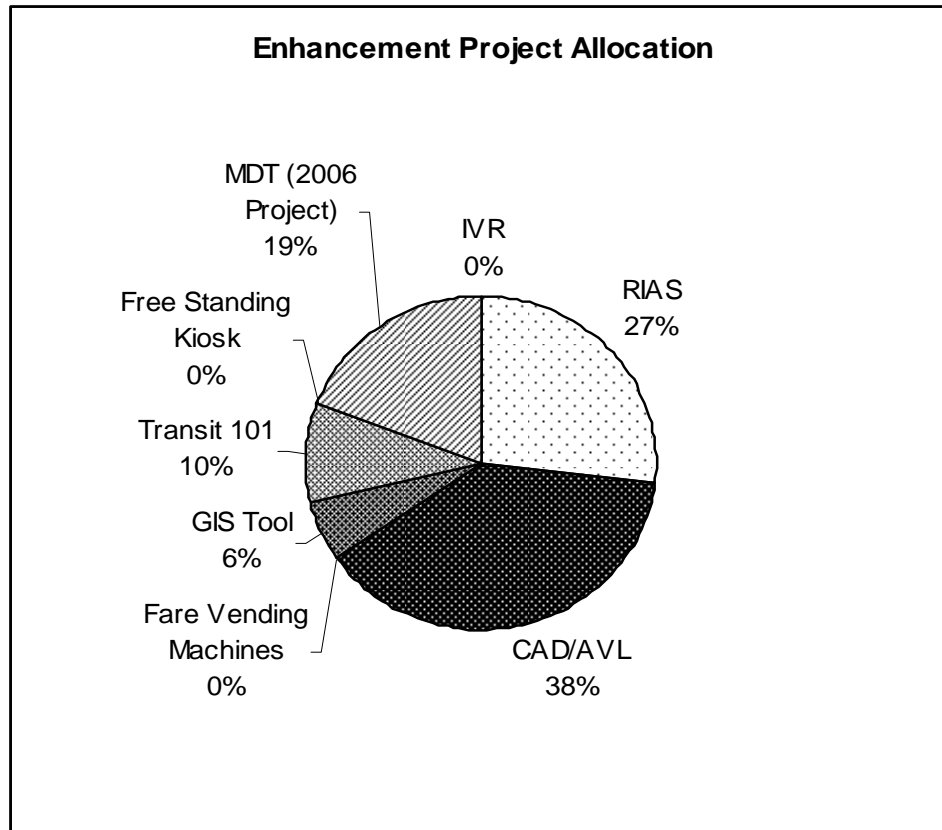
The “accessibility project” group was allocated, on average, half the funds that “service category” received (and twice what “enhancements” received). Allocations by group ranged between \$9 and \$40 allocation for this category. “Shelters and sidewalks” were listed by each group as a potential project to receive funding. Three of the potential projects in this category received almost 80% of all the funding for this category. “Sidewalks and shelters” were each allocated 29% and “outreach programs” were allocated 20%. It should be noted that one potential project, coordinated “one stop shop,” received no allocation by any of the groups. However the project type “provider inventory” received 10% of the funding in this category. The availability of a provider inventory listing transportation providers and the services they provide would enhance the ability for a consumer to make one call and get the information on all services available to them (one stop shopping). Chart 3 shows the allocation among the potential projects in the “accessibility” category.

Chart 3 – Accessibility Projects Allocation



The category of projects that received the lowest allocation was the “enhancement” category of projects. This category received on average \$15 out of the fictitious \$90 each group had to allocate. Individual group allocations ranged from \$10 to \$20. Included in this category is the continuation of a current project – Mobile Data Terminals (MDTs). This potential project received the third highest allocation of funds in this category (19%) the two potential projects receiving the highest allocation were the “computer aided dispatch/automatic vehicle locator” (CAD/AVL) and “remote infrared audible signs” (RIAS) with 38% and 27% respectively. As can be seen in Chart 4, the top three projects in this category received 84% of the funding. It should be noted that “free standing kiosks,” “fare vending machines” and “interactive voice response” (IVR) were allocated no funds through this process. Chart 4 illustrates the allocation of funds in this category.

Chart 4 – Enhancement Project Allocation



A review of existing data and plans supports the emphasis placed upon service type of projects during the stakeholder input process. The 2000 Census showed that 40% of persons between 16 and 60 with disabilities are not employed. The primary goals of the JARC and NFP programs are to expand and make available transportation opportunities to welfare, individuals with low incomes, and persons with disabilities to allow them to attain and retain employment. Transportation is often cited as a major barrier to job placement and retention for those persons considered transportation disadvantaged. However, transportation can also be a major factor in successful job placement and retention. The 2008 through 2017 Transit Development Plan (TDP) also identifies a number of fixed routes that, with enhancements, would improve service to passengers with disabilities, lower incomes, or who are elderly.

The TDP provides support for the relative importance given to the accessibility types of projects by the public process. The plan identifies areas of suburban residential developments along major highway corridors. These are areas where access to fixed route services for elderly persons and persons with disabilities can be difficult due to the need to cross major highways. The TDP proposes to implement a “flex service.” This type of service involves identifying service areas of 4 to 6 square miles. Persons within these zones would be able to request, on short notice, curb service at their location. They

would be transported to an existing LYNX Super Stop in order to access fixed route service. The TDP identifies several potential flex route service areas.

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 from the LYNX FY 2008 Work Program. These goals are broad-reaching and were used agency-wide in guiding the direction of the entire agency as well as 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: Utilization of a toll-free number for complaints.

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.

In addition to the goals and objectives stated above, a number of goals and objectives were identified to meet the needs of those meant to benefit under JARC and NFP. The public input points to, and existing plans and data support, service type projects being considered higher priority than the accessibility or enhancement type projects. All of the potential project types fall within the guidelines of the JARC or NFP programs for funding. According to the group process \$45 out of the fictitious \$90 allocated for projects was allocated to service type projects. Data on the number of transportation disadvantaged residents provided in the demographics section of this TDSP supports this by showing a significant number of low income transportation disadvantaged persons.

Based on the public input, the potential project types were given a score and ranked high to low. In order to develop the list of high-medium-low priority the allocation within each category was weighted by the relative importance given to the category by the entire group. For example the "service" category received \$45 out of \$90, or half of the funds allocated to potential projects. So allocations in this category were multiplied by .5 to get

their relative score. For example, new fixed routes received 22% of the service funding. The score for this potential project type was calculated by multiplying 22 times .5 for a score of 11. The “accessibility” category received \$30 out of \$90 or one-third and enhancements \$15 out of \$90 or one-sixth. Individual project allocations in each of those categories were multiplied by .333 and .167 to get their relative score.

After the scores for each project were computed they were listed high score to low. The top third were considered high priority, the middle third medium priority, and the bottom third low priority. This prioritization is to be used as a guide when evaluating proposals for projects under this plan.

The relative rankings, as calculated were:

Table 7 - Initial Project Type Priorities

Priority	Score	Project Type	Category
High	11.00	New Fixed Route	Service
High	10.00	Expanded Weekend	Service
High	10.00	VanPool	Service
High	9.57	Sidewalks	Accessibility
High	9.57	Shelters	Accessibility
Medium	8.50	Extend Route Hours	Service
Medium	6.50	Extend Paratransit	Service
Medium	6.46	CAD/AVL	Enhancements
Medium	4.59	RIAS	Enhancements
Medium	3.30	Provider Inventory	Accessibility
Medium	3.23	MDT	Enhancements
Priority	Score	Project Type	Category
Low	2.00	Increase Existing Route Frequency	Service
Low	2.00	Later Evening Service	Service
Low	1.98	Bus Buddy	Accessibility
Low	1.98	Language Enhancements	Accessibility
Low	1.70	Transit 101	Enhancements
Low	1.02	GIS Tool	Enhancements

This list was presented to the public at the August 16, 2007 Stakeholder Meeting for review and comment. Comments on this list came primarily from individuals with disabilities who had comments and ideas about what would help to meet their needs. Most of the comments had to do with communication issues. Improved signage was mentioned in a number of contexts. It was suggested that better signage belongs in the high priority category. Specific items mentioned included the need for a way that

visually impaired individuals can tell that they are at a bus stop (so that they aren't waiting for a bus by a speed limit sign, for example), as well as which stop they are standing at. It was also noted that the automated stop announcements required on fixed-route service need to be loud enough and clear enough for people to understand. Drivers need to announce stops if the automated announcement feature is not working.

Another item mentioned by stakeholders is that better collaboration is needed. Specifically, it was mentioned that both transit staff and human service agency staff need to be aware of not just their own services, but of other transportation services for which a person may be eligible. It should be noted that while this document contains a list of other transportation providers, no inventory of services provided by these organizations is available. This, along with stakeholder comments in this area, would suggest that the project type "provider inventory" be included in the high priority category. Based on comments regarding better collaboration, the development of a provider inventory could include elements of a "one stop shopping" type of project.

Although not part of the initial set of "service" type projects considered, extended paratransit service was mentioned as a need. LYNX currently provides paratransit service beyond the ADA required $\frac{3}{4}$ mile limit. There is, however, an extra charge for this service. Some consumers might find the cost prohibitive, so a project that provides assistance with the incremental cost of this service could be considered to meet this need. In addition, in the TDP LYNX has identified several areas where feeder services would be appropriate to provide access to fixed route service. Feeder services would be an example of an eligible service project.

Finally, it was mentioned that greater cross jurisdictional coordination is needed. The specific service mentioned was to the Conklin Center for Multi-Handicapped Blind in Daytona Beach. There is limited service from the Orlando area to a connection within the VOTRAN service area. It was mentioned that increased frequency on this particular route would be beneficial.

Based upon this input the ranking of project types was revised as follows:

Table 8 - Final Project Type Priorities

Priority	Project Type	Category
High	New Fixed Route	Service
High	Expanded Weekend Service	Service
High	VanPool	Service
High	Sidewalks	Accessibility
High	Shelters	Accessibility
High	RIAS	Enhancements
High	Provider Inventory	Accessibility
Medium	Extend Route Hours	Service
Medium	Extend Paratransit	Service
Medium	CAD/AVL	Enhancements
Medium	MDT	Enhancements
Medium	Increase Existing Route Frequency	Service
Priority	Project Type	Category
Low	Later Evening Service	Service
Low	Bus Buddy	Accessibility
Low	Language Enhancements	Accessibility
Low	Transit 101	Enhancements
Low	GIS Tool	Enhancements

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

Continue improvement of the fiscal condition of the organization			
Action	Begin	End	Individual Responsible
Study and improve ways to reduce operating expenses	7/01/2008	Ongoing	Manager
Write reports to evaluate costs and improve efficiencies	7/01/2008	Ongoing	Data Analyst
Review previous year's revenues and expenses, consider service changes, project for worst possible position	10/01/2008	12/31/2008	Manager
Research available grants and other transportation funding sources to bring into the coordinated system	7/01/2008	Ongoing	Manager
Move paratransit customers to fixed-route when appropriate	7/01/2008	Ongoing	Manager Supervisor
Identify and address issues affecting increased operating expenses	7/01/2008	Ongoing	Manager Supervisor Data Analyst
Complete major capital projects			
Research available grants	7/01/2008	Ongoing	Manager
Integrate Smart Card technology with MDT implementation for alternative fare media	7/01/2008	6/30/2008	Manager Supervisor
Improvement of LYNX' reputation with the Community			
Attend and report at public meetings; meet regularly with funding partners	7/01/2008	Ongoing	Manager
Orient and involve Board of Directors and staff in the basics of Paratransit Operations	1/01/2009	3/31/2010	Manager
Review business practices and make improvement where needed	7/01/2008	Ongoing	Manager Supervisor
Emphasize the value of	7/01/2008	Ongoing	Manager

paratransit service to the community when attending public meetings.			
Return to the basics of what LYNX does best			
Orient and involve other departments in the basics of paratransit operations	4/01/2009	6/30/2009	Manager Supervisor
Review all business practices and modify as appropriate	7/01/2008	Ongoing	Manager
Meet with internal and external customers to facilitate communications	7/01/2008	Ongoing	Manager
Continue to improve Paratransit system	7/01/2008	Ongoing	Manager
Improve employee image and morale			
Praise employees when they have gone the extra mile to assist internal or external customers	7/01/2008	Ongoing	Manager Supervisor
Allow employees to provide input on business practices with the department	7/01/2008	Ongoing	Manager Supervisor
Meet regularly with employees to facilitate communications, keeping the employee “in the loop”	7/01/2008	Ongoing	Manager Supervisor
Encourage employees to interact with other departments to increase communications and broaden their understanding of the organization	7/01/2008	Ongoing	Manager Supervisor
Provide an opportunity for employees to learn new aspects of paratransit operations: cross train	7/01/2008	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;
- The Division of Blind Services sponsors service for visually impaired persons seeking training, education, and employment;
- Department of Vocational Rehabilitation sponsors training, education, and employment trips for disabled persons;
- 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.

Three agencies provided direct transportation for the Medicaid program. Lakeside Alternatives, Osceola Mental Health, and Seminole Mental Health provide coordinated transportation to customers receiving mental health day treatment at their facilities.

In addition, the following agencies have coordination agreements with LYNX to provide services to their own clients: Adventures In Caregiving, Inc.; Ajuda Corporation; Ambassador Cottage, Inc.; Be Safe Transportation; Bishop Grady Villas; Brighter Future Services, Inc.; Central Florida Group Homes; Crystal Lake, Inc.; Elquanah Group Home, Inc.; Global Unity Care, Inc.; Health Inspirations, Inc.; Hodges Group Home Inc.; J & B Transportation Services; Kinneret Apartments; Kirbicort, Inc.; Kissimmee Good Samaritan Health Center; Lakeside Behavioral Healthcare, Inc.; Lasting Moments; Lecia Gray-Knighton; Lottie Davis Support Services; Meals on Wheels, Etc.; Med Ride Express Service; MV Transportation; New Discovery Group Home, Inc.; Osceola ARC, Inc.; Osceola County Council on Aging; Osceola County Mental Health, Inc.; Pachot Group Home; Primrose Center, Inc.; QL Transportation Service; Quest, Inc.; Renewed Hope Group Home Inc.; Seminole Community Mental Health Center, Inc.; Seniors First; Sweet Serenity Home, Inc.; Trinity Home Care Facility, Inc.; World Connect Agency, Inc.; Zealene Hatcher.

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 any time a relative fixed-route is in service, nearly 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 services are 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
(800) 556-8747 Out of local area phone calls
(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 within three hours prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear to 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 behavior and for customers who engage in violent, disruptive or unlawful behavior:

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 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**

Sponsor	Maximum Advance Reservation	Limit on Subscription Service	Same day service allowed	Out of Service Area	Fare Structure	Attendant	Companion
TD Program	One (1) day	Critical care 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	\$3.50 for ADA trips \$6.00 for premium trips	Yes, one at no charge	Yes, same as for rider
Medicaid	Seven (7) days	None	Yes, hospital discharge only	Yes, with approval	\$1.00, unless exempt	Yes, no fare; only one allowed	No
Blind Services	Seven (7) days	None	No	?	\$0	Yes, no fare	No
Vocational Rehabilitation	Seven (7) days	None	No	?	\$0	Yes, no fare	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 for the ACCESS LYNX program must first complete the appropriate eligibility application and submit it, completed, to the ACCESS LYNX Eligibility Section. LYNX Eligibility section 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 income statistics for the tri-county area will be utilized. Documentation verifying income status will be requested.

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 mental 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, or applicants certified legally blind. 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 QUEST Inc., 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 QUEST 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 ACCESS LYNX Certifications Coordinator 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 and credit 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, 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 mental 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 mental 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 one (1), seven (7), or 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 appropriate 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

5. Other Sponsors of Service

Other sponsors of service within the ACCESS LYNX program, such as Vocational Rehabilitation, Children's Medical Services, and Division of Blind Services, 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.

- 57% Subscription trips are generated by the scheduling software the same day and time every week.
- 43% Demand response trips 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 146 vehicles to provide daily service within the consolidated system in the tri-county area: 22 sedans; 7 ambulatory passenger vans, 113 wheelchair lift-equipped vehicles, and 4 stretcher equipped vehicles. A small portion of those vehicles is subcontracted to Grant Transportation and BeSafe Transportation, 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 commercial 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 joint Orange, Osceola and Seminole Counties Local Coordinating Board must approve all potential coordination contracts. A Coordination Contract Committee will review the request and in turn provide a recommendation to the full Local Coordinating Board. 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, Inc. 105 Oakland Av Sanford, FL 32773	Orlando, FL 32806
Ajuda, Corporation 6774 Magnolia Homes Road Orlando, FL 32810	Elquanah Group Home, Inc. 955 Tuskawilla Rd. Orlando, FL 32708 Global Unity Care, Inc. P.O. Box 421983 Kissimmee, FL 34742
Ambassador Cottage, Inc. 2118 Ambassador Ct. Orlando, FL 32808	Health Inspirations, Inc. 3829 West Washington Street Orlando, FL 32805
Be Safe Transportation 2605 Wembley Cross Way Orlando, FL 32828	Hodges Group Home Inc. 4001 Kaluga Park St. Orlando, FL 32808
Bishop Grady Villas 401 Bishop Grady Court St. Cloud, FL 34769	J & B Ttransportation Services 881 Bookfield Place Apopka, FL 32712
Brighter Future Services, Inc. 902 Haverford Dr. Ocoee, FL 34761	Kinneret Apartments 515 S. Delaney Ave. Orlando, FL 32801
Central Florida Group Homes 1095 West Morse Boulevard Winter Park, FL 32789	Kirbicort, Inc. 2901 Yule Court Christmas, FL 32709
Crystal Lake, Inc. 2500 Marlboro St.	Kissimmee Good Samaritan Health Center

1500 South Gato Dr.
Kissimmee, FL 32746

Lakeside Behavioral Healthcare, Inc.
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, Inc
3829 West Washington Street
Orlando, FL 32805

Osceola ARC, Inc.
310 N. Clyde Avenue
Kissimmee, FL 34741

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

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

Pachot Group Home
3905 Timber Trail
Orlando, FL 32808

Primrose Center, Inc.
2733 S. Ferncreek Avenue
Orlando, FL 32806

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

Quest, Inc.
500 E. Colonial Dr.
Orlando, FL 32803

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

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

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

Sweet Serenity Home, Inc.
7914 Country Run Pkwy
Orlando, FL 32818

Trinity Home Care Facility, Inc.
2502 Greywall Avenue
Ocoee, FL 34761

World Connect Agency, Inc.
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
21031	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21032	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21033	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21034	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21035	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21036	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21037	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21038	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21039	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21040	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21041	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21042	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21043	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21044	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21045	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21046	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21047	SEDAN	2004	Chevrolet	Impala	NO	GASOLINE	14	4	0
21048	SEDAN	2004	Chevrolet	Impala	NO	GASOLINE	14	4	0
21049	SEDAN	2004	Chevrolet	Impala	NO	GASOLINE	14	4	0
21065	SEDAN	2002	Chevrolet	Impala	NO	GASOLINE	14	4	0
21070	SEDAN	2002	Chevrolet	Impala	NO	GASOLINE	14	4	0
21076	SEDAN	2002	Chevrolet	Impala	NO	GASOLINE	14	4	0
21118	Pass Van	1998	FORD	E350	NO	GASOLINE	18	14	0
21119	Pass Van	1998	FORD	E350	NO	GASOLINE	18	14	0
21120	Pass Van	1998	FORD	E350	NO	GASOLINE	18	10	0
21122	Pass Van	1998	FORD	E350	NO	GASOLINE	18	14	0
21123	Pass Van	2001	FORD	E350	NO	GASOLINE	18	14	0
21124	Pass Van	2001	FORD	E350	NO	GASOLINE	18	14	0
21125	Pass Van	2001	FORD	E350	NO	GASOLINE	18	14	0
31022	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	7	2
31025	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	6	2
31034	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	7	2
31045	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	9	2
31136	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	8	3
31140	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	7	2
41151	Cutaway	1994	FORD	E350	Yes	Diesel	24	16	2
41162	Cutaway	1995	FORD	E350	Yes	Diesel	24	15	2
32100	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32101	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32102	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32103	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32104	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32105	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32106	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32107	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32108	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2

Veh #	Vehicle Type	Year	Manufacturer	Model	ADA Lift	Fuel Type	Vehicle Length	Max Seat	Max WC
32110	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32111	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32112	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32113	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32114	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32115	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32116	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32117	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32118	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32119	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32120	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32121	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32122	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32123	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32124	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32125	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32126	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32127	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32128	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32129	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32130	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32131	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32132	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32133	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32134	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32135	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32136	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32137	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32138	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32139	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32140	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32141	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32142	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32143	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32144	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32145	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32146	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32147	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32148	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32149	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32150	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32151	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32152	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32153	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32154	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32155	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32156	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32157	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32158	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2

Veh #	Vehicle Type	Year	Manufacturer	Model	ADA Lift	Fuel Type	Vehicle Length	Max Seat	Max WC
32160	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32161	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32162	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32163	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32164	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32165	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32166	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32167	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32168	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32169	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32170	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32171	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32172	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32173	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32174	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32175	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32176	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
42000	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42001	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42002	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42003	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42004	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42005	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42006	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42007	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42008	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42009	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42010	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42011	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42012	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42013	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42014	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42015	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
L1	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L2	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L3	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L4	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L5	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L6	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L7	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L8	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L9	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L10	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L11	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L12	Raise Roof	2004	FORD	E350	Yes	GASOLINE	18	7	2
B1	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0
B2	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0
B3	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0
B4	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	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.

Annual Safety Certification

Annual Safety Certification

Date Submitted: January 4, 2008
Bus Transit System Name: MV Transportation, Inc
System Address: 9313 Bachman Road
City, State, & Zip: Orlando, Florida 32824
Serving: Orange, Osceola, and Seminole Counties

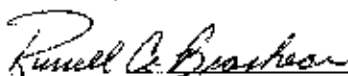
The bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, C/F/R/T/A, the following:

1. That a System Safety Program Plan (SSPP) has been developed in accordance with Rule Chapter 14-90, F.A.C. and complies with established motor equipment and operational safety standards therein;
2. That the SSPP has been adopted and the bus transit system has complied with the provisions of the SSPP during the year just completed;
3. That safety inspections have been performed by a qualified entity pursuant to Rule Chapter 14-90 at least once annually on all vehicles operated by the bus transit system;
4. That the bus transit system is safe for passenger service; and;
5. That the bus transit system shall suspend system operations on any portion thereof, that pose an immediate danger to public safety.

The names and addresses of entities performing vehicle safety inspections during the year are:

Name: MV Transportation, Inc.
Address: 9313 Bachman Road
City, State, Zip: Orlando, Florida 32824

I hereby certify the information to be true and accurate.


Signature

1/4/08
Date

Russell A. BRASHEAR
Name (Printed)

GENERAL MANAGER
Title

H. Inter-county Services

LYNX has done informal coordination with Polk, Lake, and Volusia counties. A formal memorandum of understanding with Polk County has been executed which facilitates out of county coordination as well as coordination between their paratransit system and the LYNX fixed-route and paratransit systems.

If a Medicaid customer is transported into the tri-county area under the Medicaid program, ACCESS LYNX will return the customer if requested.

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. The carrier 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 carriers of the situation.

J. Marketing

Each month ACCESS LYNX attempts to participate in any 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**

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
Advance Reservations Requirements	Reservations for all sponsors (except TD) are taken on a 7-day advance notice basis. Trip requests under the TD program are taken one day prior to service.
Air Conditioning/ Heating	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.
Billing Requirements	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)
Contract Monitoring	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.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
Driver Criminal Background Screening	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
Driver Identification	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.
Drug and Alcohol Policy	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
Out-of-Service Area Trips	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.
Passenger Assistance	<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>
Passenger Property	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.
Passenger/Trip Database	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.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
Pick-up windows	<p>Going trips are on time if they are picked up 15 minutes before to 15 minutes after the scheduled/negotiated pickup time. Return trips are on time if they are picked up at or within 30 minutes after the negotiated pickup time. (Return trips may not be picked up prior to the requested pickup time.)</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>
Reservation Hours	<p>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.</p>
Service Animals	<p>Service animals shall always be permitted to accompany their users in any system vehicle.</p>
Service Hours	<p>Services are available 24-hours a day, 365-days a year.</p>
Smoking, Eating, and Drinking	<p>No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle.</p>
Transport of Escorts and Dependent Children Policy	<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>
Two-Way Communications	<p>All vehicles in the ACCESS LYNX system are required to have working two-way Nextel “Direct Connect” radios or 800 megahertz radios. Two-way communications availability is confirmed through safety inspections and monitoring.</p>
Use and Responsibility of Child Restraint Devices	<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</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	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.
Vehicle Cleanliness	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.
Vehicle Transfer Points	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.
Will Calls	<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> <p>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.</p>
Cardiopulmonary Resuscitation Training	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
First Aid Training	Drivers within the coordinated system are not required to be trained in first aid techniques.
Seating Standard	Vehicle seating shall not exceed the manufacturer's recommended capacity.
Standing Orders	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 will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
Trip Negotiations	<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</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	and Medicaid trips as well). If the call is in reference to the status of a pick up time, remember that we may arrive 15 minutes before or after the given time. Please wait until we are outside that window before a call is placed regarding the pick up.
Trip Request Limit	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.
Advance Reservations Limit	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.
Accidents	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.
Call Hold Time (If applicable)	It is LYNX' goal to have average inbound telephone hold times of no more than two minutes thirty seconds (2:30) for any given hourly period of the day. This two minute thirty second (2:30) standard is to be achieved for 95% of the hourly time periods that a phone line in question is in operation, measured monthly.
Complaints	<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>
No-Show Policy	<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>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
On-time Performance	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 92% or greater of trips on time</p> <p>Going trips are on time if they are picked up 15 minutes before to 15 minutes after the scheduled/negotiated pickup time. Return trips are on time if they are picked up at or within 30 minutes after the negotiated pickup time. (Return trips may not be picked up prior to the requested pickup time.)</p>
Public Transit Ridership	<p>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.</p>
Road Calls	<p>No more than 1 every 10,000 miles.</p>

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.

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 2007 Community Transportation Coordinator Annual Evaluation is contained in Attachments 6 and 7. The Local Coordinating Board Review Subcommittee 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 2006, 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
Rate Structure

Service Type	Unit	Rate
Ambulatory	Per trip	\$26.46
Wheelchair	Per trip	\$31.04
Stretcher (Medicaid Only)	Per trip	\$57.74
Bus Pass	Per bus pass	\$41.50
Out of Area (Medicaid Only)	Per mile	\$2.75 per mile, plus \$2.69 admin.
Coordinated Trips (Medicaid Only)	Per trip	\$17.69

Table 15
Cost Effectiveness and Efficiency of the CTC
System

Level of Cost Worksheet 1

Note, figures include coordination agencies.

Cost Effectiveness and Efficiency			
	(07/01-06/30) 2005/2006	(07/01-06/30) 2006/2007	Difference
Passenger Trips	1,991,865	2,161,285	9%
Coordinated Trips	918,192	1,022,410	11%
Fixed Route Trips	1,060,002	1,135,270	7%
Consolidated Trips	931,863	1,026,015	10%
Unduplicated Passengers	16,516	11,755	-29%
Unmet Need	1,574	47,285	2904%
No-Shows	24,555	20,685	-16%
Complaints	2,692	1,567	-42%
Vehicle Miles	7,548,107	11,250,557	49%
Roadcalls	460	112	-76%
Accidents	365	143	-61%
Vehicles	274	321	17%
Percent Wheelchair Equipped	59%	58%	-2%
Operating Expense	19,507,410	19,287,181	-1%
Local Revenue	7,114,676	9,249,307	30%
Total Revenue	19,867,290	24,085,961	21%
Performance Measures			
	<u>2005/2006</u>	<u>2006/2007</u>	<u>%Change</u>
Passenger Trips per Vehicle Mile	0.26	0.19	-27%
Operating Expense per Vehicle Mile	2.58	1.71	-34%
Operating Expense per Passenger Trip	9.79	8.92	-9%
Accidents per 100,000 Vehicle Miles	4.84	1.27	-74%
Vehicle Miles per Roadcall	16,409	100,451	512%
Local Revenue per Operating Expense	36.5%	48.0%	31%

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 mental 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 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 an/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 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. 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 can not 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:

- 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.
- Please be sure to print and complete all information requested and sign where appropriate.
- Have the Professional Verification sections completed and signed by an approved health care professional. All provided information will be verified and confirmed. You may attach supporting documentation.

LYNX provides paratransit services in specially equipped vans and sedans to persons who cannot use the regular bus system. To be eligible for this service, individuals must have disabilities that prevent the use of or access to the regular bus system. Neither age, income, access nor distances to the nearest bus stop by themselves are eligible disabilities. Any false or misleading statements will be cause for revoking paratransit eligibility.

Determination of paratransit eligibility is not based solely on the information given to us in this application. The applicant may be required to participate in our Functional Assessment and Travel Training programs performed by a third party agency to determine the best mode of transportation. The applicant will be notified by mail to schedule an appointment.

Incomplete or illegible applications will be returned causing a delay of the Applicant's eligibility determination. Federal guidelines mandate that determinations for paratransit eligibility be made 7-21 days from receipt of a completed application. Applicants are to be granted presumptive eligibility if determination has not been made within 21 days of the submission of the completed application.

Alternative accessible formats available upon request.

WHEN COMPLETED, PLEASE RETURN THIS FORM TO:

**ACCESS LYNX
455 North Garland Avenue
Orlando, FL 32801-1518
Attention: Eligibility
Phone: 407-423-8747 (TRIP), Option 6**

Applicant's Name

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

____ None, I would like transportation assistance.

(Please complete Section A only)

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

(Please complete Section B only)

____ My disability prevents me from using the regular bus system.

(Please complete Sections C and D only)

____ I want transportation to and from medical appointments only.

(Please complete Section A)

SECTION A

1. How do you currently travel to your destination?

LYNX Bus ____ Taxi ____ Drive yourself ____ Other _____

2. Do you have friends or relatives who can take you? _____

3. What is your annual household income? _____

4. How many people (including yourself) are in your household? _____

5. In the past 2 years, have you qualified for public assistance?

No ____ Yes ____ TANF Case Number _____

6. Do you have weekly scheduled medical appointments (such as dialysis, etc.)?

If yes, please list: _____

7. What are your transportation needs? _____

8. How many medical appointments do you have a month?

1-2 ____ 3-4 ____ 5-6 ____ More than 7 ____

9. Do you or anyone in your household have a car?

Yes ____ No ____ (Information may be verified by DMV)

10. Would you like to ride the bus with a provided bus pass? Yes ____ No ____

11. Do you have any of the following? Please check all that apply to you.

- | | | |
|-----------------------------------|--|--------------------------|
| ____ I am on portable oxygen. | ____ I have a mental impairment. | |
| ____ I have a sight impairment. | ____ I am legally blind. | ____ I am totally blind. |
| ____ I have a hearing impairment. | ____ I need assistance walking. | ____ I use a walker. |
| ____ I use a cane. | ____ I have a service animal. | ____ I need an escort. |
| ____ I must travel by wheelchair. | ____ I must travel by stretcher. | ____ I use crutches. |
| ____ I have Medicaid. | ____ I have a personal care attendant. | |

Applicant's Name

SECTION B

How far is the nearest bus stop? _____

Do you currently have a LYNX AdvantAge ID? Yes _____ or No _____

Have you used LYNX bus service in the past 6 months?

If no, why not? _____

What are your transportation needs? _____

How do you currently travel to your destination? _____

LYNX Bus _____ Taxi _____ Drive yourself _____ Other _____

6. Do you have weekly scheduled medical appointments (such as dialysis, etc.)?

If yes, please list: _____

7. How many medical appointments do you have a month?

1-2 _____ 3-4 _____ 5-6 _____ More than 7 _____

8. Do you or anyone in your household have a car?

Yes _____ No _____ (Information may be verified by DMV)

9. Would you like to ride the bus with a provided bus pass? Yes _____ or No _____

10. Does the bus go to where you want to go? Yes _____ or No _____

11. Do you have any of the following? Please check all that apply to you.

_____ I am on portable oxygen. _____ I have a mental impairment.
_____ I have a sight impairment. _____ I am legally blind. _____ I am totally blind.
_____ I have a hearing impairment. _____ I need assistance walking. _____ I use a walker.
_____ I use a cane. _____ I have a service animal. _____ I need an escort.
_____ I must travel by wheelchair. _____ I must travel by stretcher. _____ I use crutches.
_____ I have Medicaid. _____ I have a personal care attendant.

SECTION C

Functional Ability

Please circle **Y** for Yes or **N** for No, to answer the following questions.

Without the help of someone else, can you:

- | | | | |
|--|---------------|--|---------------|
| Board a lift-equipped bus? | Y or N | Handle coins and transfers? | Y or N |
| Read/hear/understand directions? | Y or N | Wait outside without support for 15 minutes or more? | Y or N |
| Travel one block on a sidewalk? | Y or N | Travel to nearest bus stop? | Y or N |
| Grip handles and railings? | Y or N | Stand at a bus stop? | Y or N |
| Balance while seated? | Y or N | Walk ¾ of a mile? | Y or N |
| Give your address and phone number? | Y or N | Identify the correct bus? | Y or N |
| Safely travel through crowded and/or complex facilities? | Y or N | Recognize a destination or landmark? | Y or N |
| Climb a 12-inch step? | Y or N | Cross a street? | Y or N |

If you answered no to any of the above, please explain.

What conditions or elements prevent you from getting to and from a regular bus stop?

- | | |
|---|---|
| <input type="checkbox"/> There are no curb cuts | <input type="checkbox"/> There are no sidewalks |
| <input type="checkbox"/> Ground is not level | <input type="checkbox"/> Slightly on an incline |
| <input type="checkbox"/> High levels of pollution | <input type="checkbox"/> Extreme weather |
| <input type="checkbox"/> Busy intersection | <input type="checkbox"/> Other: _____ |

Do you use any of these mobility aids or equipment? (Please check all that apply)

- I do not use any of these mobility aids or equipment.
- | | | |
|---|--|------------------------------------|
| <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Service Animal | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Crutches | <input type="checkbox"/> Stretcher |
| <input type="checkbox"/> Powered Wheelchair | <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Scooter |
| <input type="checkbox"/> Leg Brace | <input type="checkbox"/> Other (specify) _____ | |

NOTE: Mobility devices that exceed the ADA definition of a common wheelchair cannot be accommodated. All wheelchairs or scooters must be no longer than 48 inches, no wider than 30 inches and must not have a weight of more than 600 pounds when occupied.

Do you have any of the following? (Please check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> I have a mental impairment. | <input type="checkbox"/> I have a sight impairment. |
| <input type="checkbox"/> I am legally blind. | <input type="checkbox"/> I am totally blind. |
| <input type="checkbox"/> I have a hearing impairment. | <input type="checkbox"/> I need assistance walking. |
| <input type="checkbox"/> I need an escort. | <input type="checkbox"/> I have a personal care attendant. |

Applicant's Name

SECTION D

Professional/Medical Verification

Must be completed by a licensed professional

The applicant is requesting certification to use ACCESS LYNX paratransit service. ACCESS LYNX is a door-to-door, shared ride program for individuals with physical or cognitive disabilities who are unable to use or access the regular public transportation system.

Please complete the medical verification sections of this application. The information you provide must be based solely upon the applicant having an actual physical or cognitive limitation which prevents the use of our 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 this condition functionally prevent the applicant from using the regular bus service? _____

What other normal life functions are prevented by the disability? _____

Is the applicant's disability: ___ permanent ___ temporary

If temporary, until when? _____

Signature

Date

Professional License Number: _____ **State Issued:** _____

Print Name: _____

Business Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: _____ **Extension:** _____

Contact Person: _____

Attachment 3

ACCESS LYNX Appeal Process



LYNX
Attn: Eligibility Coordinator
455. North Garland Ave.
Floor 4, Eligibility

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 60th 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



Revision #01-10-2003

ACCESS LYNX ADA REQUEST FOR APPEAL

The Americans with Disabilities Act of 1990 gives you the right to appeal decisions identified on the attached Appeal Process. Please fill out the appeal form below. Supply all information that you feel will assist in determining your status.

Date _____

Name: _____ Social Security # _____

Address: _____ Apt# _____

City: _____ State: _____ Zip Code: _____

Daytime Phone #: _____ Evening Phone #: _____

Check the reason for appeal (only one):

Not ADA paratransit eligible ___ Condition placed upon eligibility ___

Denial of Trip request ___ Suspension of service due to no-show or conduct _____

Please state the specific reasons for your appeal. You may attach supporting documentation.

(attach extra sheet if needed)

LYNX will supply you with transportation to and from the appeal hearing. Please indicate if you need transportation: YES _____ NO _____

Please indicate if you will be traveling with an escort or Personal Care Attendant:

YES _____ NO _____

Please indicate any special needs you may have such as wheelchair, walker, etc.:

Please indicate any special needs that your escort or Personal Care Attendant may have:

A member of the Paratransit Eligibility staff via telephone will notify you that your appeal has been received. If you do not have a phone, you will be notified via return receipt mail. At that time, LYNX will set up a date and time for your appeal hearing. If for any reason you are unable to attend the hearing, you must notify LYNX that you need to reschedule your hearing a minimum of 24 hours in advance of the hearing. LYNX staff will only reschedule your hearing once. Should you not appear for the hearing, LYNX will uphold the initial determination of eligibility.

**Information provided on this form and your original application may be shared with the appeal panel.*

If you have any questions, please contact the ACCESS LYNX Eligibility Coordinator at 407-423-TRIP (8747) Option 6.

Appellant (or Proxy) Signature

Date

Other accessible formats available upon request.

Attachment 5

Rules and Procedures for the Grievance Process

ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
LOCAL COORDINATING BOARD

GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES

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

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

A. Community Transportation Coordinator (CTC)

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

B. Transportation Disadvantaged (Customer)

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

C. Funding Agency

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

D. Transportation Operator (Carrier)

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

III. OBJECTIVE

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 three 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 at the first scheduled meeting of each year, who shall serve until successors are elected.
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 has been provided which is below locally expected 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 original, support documentation, CTC response and any other data about the case.

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

- a. "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.
 - b. "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 customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) 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 and conduct investigations in all matters relating to grievances brought before the committee.
 - b. The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.

- c. All meetings and hearings will be open to the public.
 - d. Minutes shall be kept at each hearing and filed with the 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 ___ day of February 2007.

Honorable Mildred Fernandez, 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): _____

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

AGENCY/INDIVIDUAL NAME: _____

TELEPHONE: _____

ADDRESS: _____

CITY, STATE, 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 Paratransit Operations
445 N Garland Ave
Orlando, FL 32801 - 9920

GRIEVANCE FORM - CONTINUED

=====

Signed: _____

Dated: _____

Attachment 6

LCB CTC Annual Evaluation

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 7

CTC Evaluation



LYNX Community Transportation Coordinator

**Orange, Osceola and Seminole
Counties**

SUMMARY REPORT

2007 Evaluation Form

<u>Topic</u>	<u>Page</u>
INTRODUCTION3
 COORDINATION	
Planning	4
Call Intake	4
Transport	4
Daily (Real-Time) Service Monitoring	4
Billing	4
Reporting	4
Eligibility Records/Certification	5
Reservations	5
Trip Allocation	5
Scheduling	6
Dispatching	6
 COST EFFECTIVENESS AND EFFICIENCY	 7
 LEVEL OF COMPETITION	 9
 LOCAL STANDARDS	
On Time Performance	10
Call Hold Time	10
Complaints and Compliments	11
 AVAILABILITY	
Public Information	12
Affordability	12
Access	12
 TABULATIONS AND SUMMARIZATION	 13-14
 ATTACHMENTS:	
<ul style="list-style-type: none"> • LYNX Annual Operating Report • Monthly Paratransit Statistical Breakdowns (July 2006 – June 2007) • 2006 CTC Evaluation Summary (Review performed by Quality Assurance Auditor/CTD) 	



TRANSPORTATION DISADVANTAGED FLORIDA COORDINATED TRANSPORTATION SYSTEM

The TD Commission oversees a coordinated system of many local TD transportation service providers in the state. At the local level, community transportation coordinators (or CTCs) are responsible for the provision of service. The service area for which the CTC is responsible can include more than one county. The coordinator can be a transportation operator and actually provide TD transportation service or it can form a network of providers by brokering all or some of the service to other transportation operators. All entities that receive federal, state, or local government funds to transport persons who are transportation disadvantaged are mandated by Chapter 427 of the Florida Statutes to contract with the local CTC for TD transportation services. The statute (427 F.S.) and rule (Rule Chapter 41-2) outline the duties and responsibilities of the CTC. Each CTC contracts annually with the TD Commission and is advised by the local coordinating board (LCB). By law and by rule the LCB evaluates the performance of the CTC and approves the CTCs annual service plan, which includes an evaluation element, and makes recommendations to the TD Commission regarding the renewal of the CTCs contract with the TD Commission. This form was created to serve as a formal process to evaluate the performance of the CTC **(and its operators)**.

The purpose of conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to the TD population. The intent of this evaluation is to determine the level and quality of CTC (and operators) service, and whether the costs (or rates) are reasonable.

The CTC evaluation will be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Standards and Availability. Each category is subdivided into sections. **Please read carefully, and indicate your rating on a letter-grade scale: A, B, C, D, F, with “A” being Excellent and “F” being Unsatisfactory.**

Please complete and return this form no later than Wednesday, January 23, 2008.

COORDINATION

OPERATIONS

Planning

Coordinated planning helps to ensure that the services complement each other; that is, services are not duplicated and that certain TD transportation needs are not omitted. Coordinated planning also ensures that independent agencies are not working at cross-purposes. Effective local coordinating boards are examples of coordinated planning.

Call-Intake

In a coordinated system, transportation disadvantaged clients would have a single phone number to call for any needs or questions related to transportation, from certification to trip problem resolution.

Transport

Coordinated transport ensures that the appropriate vehicles are available for the clients and that transfers are coordinated.

Daily (Real-Time) Service Monitoring

Through “real-time” service monitoring, transportation problems involving passengers and providers are resolved as they occur.

Billing

Billing, the process of collecting fares and reimbursement for trips provided, can take a number of forms, depending on the payment processes, agencies involved, and the organization of the CTC. A coordinated billing system ensures

that each trip is paid for (reimbursed) only once, based on accurate trip reconciliation.

Reporting

Coordinated reporting means that information: accounting, operating statistics, measures related to certification and billing as well as other information is reported, compiled and examined for all TD transportation service provision, (from all transportation providers) according to Florida Statutes.

OPERATIONS: (Planning, Call-Intake, Transport, Daily (Real-Time) Service Monitoring, Billing, Reporting). Indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
	6	1		

Comments: NONE PROVIDED BY THE EVALUATORS

ADMINISTRATIVE

Eligibility Records/Certification

The goal of coordination of eligibility records is to organize and communicate which clients are eligible for which transportation services. This creates a much more usable reservation system for riders, who can reserve trips with one call, even if the sponsors vary. Coordinated eligibility also helps reservationists to make sure sponsors only pay for eligible trips.

Reservations

In a coordinated reservation system, a reservationist should be able to confirm reservations and provide reservation information to schedulers, which also means that the same source can ensure that only one reservation is placed for a single trip. Coordinated reservations prevent trips from being reserved through two separate services.

Trip Allocation

When trip allocation, also called “brokering,” is coordinated, the assignment of trips to particular transportation providers is based on predefined criteria, such as

cost, capacity, rotation, match of service, or multi-loading. If all trips are assigned by a single entity, trip allocation is centralized and highly coordinated.

Scheduling

Scheduling is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle. Centralized scheduling, the most coordinated form, means that a single organization assigns all requested trips to vehicles or drivers. An example of decentralized but coordinated scheduling would be where each transportation provider schedules the trips they are responsible for providing. But an allocation system ensures each provider does not receive too many trips to schedule.

Another example of coordinated but decentralized scheduling would be a system in which different providers schedule, and even reserve, trips independently and store the schedules in a format that can be accessed by other agencies involved in coordinated transportation.

Dispatching

Coordination of dispatching is communication between the drivers and a central entity during service provisions to resolve problems and monitor trips. Reconciliation can help in coordinating general service monitoring.

ADMINISTRATIVE: (Eligibility Records/Certification, Reservations, Trip Allocation, Scheduling, Dispatching). Indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
	5	2		

Comments:

One evaluator made the following comment:

“Continue to improve scheduling of trips in order to provide on-time service and reduce long trips on vehicles for riders.”

Second evaluator made the following comment:

“Based on commentary received at various meetings, it appears that there is some lack of coordination within the scheduling and dispatching

groups. It has been reported that several vehicles will show up at the same locations and pick up multiple patrons. While the final direction for some may be similar, i.e., S.W., N.E., etc., they are loaded without consideration for final destination. The end result is that vehicles pass each other with passengers originating from common areas.”

COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether or not the CTC is delivering the most cost-effective transportation:

	(07-01/06-30) 2005/2006	(07-01/06-30) 2006/2007	% Change
Passenger Trips	1,991,865	2,161,285	9%
Coordinated Trips	918,192	1,022,410	11%
Fixed Route Trips	1,060,002	1,135,270	7%
Consolidated Trips	931,863	1,026,015	10%
Unduplicated Passengers	16,516	11,755	-29%
Unmet Need	1,574	47,285	2904%
No-Shows	24,555	20,685	-16%
Complaints	2,692	1,567	-42%
Vehicle Miles	7,548,107	11,250,557	49%
Roadcalls	460	112	-76%
Accidents	365	143	-61%
Vehicles	274	321	17%
Percent Wheelchair Equiped	59%	58%	-2%
Operating Expense	\$19,507,410	\$ 19,287,181	-1%

Local Revenue	\$7,114,676	\$9,249,307	30%
Total Revenue	\$19,867,290	\$24,085,961	21%

Source: LYNX Annual Operating Report

Passenger Trips: a unit of service provided each time a passenger enters the vehicle, is transported, 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.

Coordinated Trips: passenger trips provided by or arranged through a CTC/LYNX, including all trips by non-system carriers.

Fixed Route: (also known as Fixed Route/Fixed Schedule) 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 users request (e.g. conventional city bus, fixed guide way).

Consolidated Trips: trips provided by LYNX’s carrier (MV Transportation).

Unduplicated Passengers: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed rout service.

PERFORMANCE MEASURES

The data has been entered to further help you with the evaluation:

	<u>2005/2006</u>	<u>2006/2007</u>	<u>% Change</u>
Passenger Trips per Vehicle Mile	0.26	0.19	-27%
Operating Expense per Vehicle Mile	\$2.58	\$1.71	-34%
Operating Expense per Passenger Trip	\$9.79	\$8.92	-9%
Accidents per 100,000 Vehicle Miles	4.84	1.27	-74%
Vehicle Miles per Road call	16,409	100,451	512%
Local Revenue per Operating Expense	36.5%	48.0%	31%

COST EFFECTIVENESS AND EFFICIENCY:

Indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
-----------------------	-----------------------	---------------------	----------------------------------	----------------------------

1	4	2		
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Comments:

One evaluator made the following comment:

“Exceptional improvement has been noted. Whether it be the areas of decreased complaints, road calls and accidents per 100,000 vehicle miles, it is exceptional. The only questionable area seems to be the unmet need. This needs clarification.”

LEVEL OF COMPETITION

LYNX uses a competitive procurement process. In a competitive procurement process, the coordinator is required to go out on bid for transportation operators every three to five years, giving all transportation operators an opportunity to participate in the selection process. Some of the methods that LYNX uses in this process are request for qualifications (RFQ) and request for proposals (RFP).

Items that LYNX incorporates into the review and selection of transportation providers for inclusion as operators in the coordinated system are as follows:

<ul style="list-style-type: none"> • Capabilities of the transportation provider, • Age of company, • Previous experience, • Management, • Qualification of staff, • Resources • Knowledge of the community 	<ul style="list-style-type: none"> • Reporting capabilities • Financial strength • Scope of work • Safety program • Capacity • Training • Insurance • Cost per trip
--	---

After reviewing information concerning LYNX’s competitive procurement process, please indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
2	4	1		

Comments:

One evaluator made the following comment:

“I participated as a member of the Source Evaluation Committee (SEC) on the last two procurements since 2000. With the exception of procurement department problems, the process was otherwise unflawed.”

LOCAL STANDARDS

A goal of any community transportation program should be to ensure the provision of quality service. The goal is supported by several objectives:

1. Encourage courteous customer relations and passenger comfort;
2. Provide service that minimizes customer travel and wait times; and
3. Provide safe and reliable service

On-Time Performance

On-time performance directly measures the most basic task of the transportation provider, which is having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. Vehicle breakdowns result in late trips, reduced service quality, increased complaints, an increase in accidents and an increase in costs. On-time performance should, therefore, be monitored very closely.

Measuring on-time performance is not without potential problems. A consistent pick-up time policy must be established in writing and communicated to drivers and passengers. The data entered by the reservationists and schedulers and recorded by drivers and record keepers must be accurate. A consistent definition of “on-time” must be used. If comparisons are made among organizations, then definitions need to be similar. LYNX determines this by the percentage of first leg trips that are on-time and by the percentage of second leg trips that are within 30 minutes of scheduled pick-up or drop-off time.

Call Hold Time

The time it takes a patron to place a reservation or make an inquiry also is a measure of quality. If at all possible, systems should monitor how long calls for reservations or trip resolution are placed on hold. Both the average hold time

and maximum hold time should be measured for certain periods. LYNX determines call-hold times by computer-generated reports and spot-checking as needed.

Complaints and Compliments

A system for recording, counting and resolving complaints should be in place. All individuals in a position to accept complaints should be aware of the complaint policy. Instances where communication that initially appeared to be a complaint but were genuinely resolved with a simple clarification should not be recorded as a complaint. Complaints should be reviewed regularly to spot patterns and to take corrective action.

Because they vary in severity, complaints also can be classified based on when and how they were resolved. A complaint can be considered resolved when the problem that prompted it is corrected. The first levels of complaints are those resolved at the time of the complaint. The second level are those complaints resolved later. The third level is active complaints. These include those that have not yet been corrected.

Compliments should also be recorded and handled either as a commendation for an employee’s file or posted as encouragement.

Please refer to the attached Monthly Paratransit Statistical Breakdowns for data on On-Time Performance, Call Hold Times, and Complaints/Compliments.

LOCAL STANDARDS: (On-time Performance, Call Hold Time, Complaints and Compliments). Indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
	4	3		

Comments:

One evaluator made the following comments:

“On-time performance continues to improve, customer service staff doing a good job, need information to help locate trends in order to be proactive in solving problems.”

A second evaluator made the following comment:

“On-time performance can vary but unfortunately seems to be affected by the increasingly worsening traffic congestion within the Central Florida area.”

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. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand for sponsored trips;
2. Provide services to meet the demand for non-sponsored trips; and
3. Improve passenger awareness of TD transportation services.

Public Information

Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for each CTC. Efforts in this area may be reflected in the budget expended on public information. Public information ensures that necessary information about the service is readily available to those that need it.

Affordability

Cost to the user can impact the user's ability to pay, therefore impacting availability of service. The co-pay for paratransit riders was increased, along with the fares for fixed route service, in April 2007. It is important to consider the impact of this increase.

Access

From the point of view of the user, availability is a function of how easily service is accessed. The time it takes to register and begin using TD transportation services reflects availability. The lead-time for a demand-response trip also reflects availability. Thus, the *days and hours* during which service is available and during which reservations may be placed should be examined.

AVAILABILITY: (Public Information, Affordability and Access). Indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
	2	3		

**** Two evaluators did not provide entry in this graded section**

Comments:

One evaluator made the following comment:

“Very concerned about the increase in cost (co-payment) to the riders, which will impact riders ability to pay for trips on ADA program. Our riders live on fixed incomes and cannot afford these rate increases.”

A second evaluator made the following comment:

“The need for DEDICATED FUNDING, already approved by the Florida Legislature and vetoed by the former Governor, need to be re-implemented and improved.”

OVERALL RATING

**Your overall evaluation based on your comments of the CTC is:
(SUM OF ALL TABULATIONS IN THIS DOCUMENT)**

Indicate your rating by checking (✓) one letter grade:

A Excellent	B Very Good	C Average	D Needs Improvement	F Unsatisfactory
	5	2		

Comments:

One evaluator made the following comments:

- 1. Use of GPS on vehicles is great. This is a helpful tool for the drivers.**
- 2. Rider fare tickets are an asset to our system.**
- 3. Good monthly data but need narrative to help track trends in the delivery of service.**
- 4. Image of ACCESS LYNX in our community needs to be more positive.
(Good human interest stories)**
- 5. Employee morale is low – MV Transportation.**
- 6. Clients seem to be pleased with their drivers.**
- 7. MV administrative staff has remained stable in the past year.**

A second evaluator made the following comments:

“Evaluation sheets received on Friday, January 18, 2008 with a return day of January 23, 2008. In past years, there have been several weeks between receipt and scheduled return time.”

“Lack of clarification on Un-Met Needs: an increase of 2904% needs should have had clarification – 45,711 patrons is substantial!”

Please summarize and prioritize the three most important areas you feel need improvement, with #1 being the most important. Also, please indicate the time frame in which you would like to see them implemented (i.e. Immediate, 6-Month, 12-Month).

- 1. Area:**
 - (a) Availability**
 - (b) On Time – one way to improve this could be by education agencies and doctors to make all TD Riders appointments times in between 10 a.m. and 2 p.m., which would avoid heavy traffic times.**

Time Frame for implementation:

- (a) None**
- (b) On-going**

2. **Area:**
(a) **Cost Effectiveness and Efficiency**
(b) **Scheduling so that two vehicles picking up clients in nearby homes do not go to the same destination. This seems to happen when taxicabs are used.**

Time Frame for implementation:

- (a) **None**
(b) **No comment entered**

3. **Area:**

Coordination

Time Frame for implementation: As see fit

If more space is needed, please use additional pages, or the back of this page.

Please complete and return this form no later than Wednesday, January 23, 2008 to:

METROPLAN ORLANDO

Attn: Cheryl Stone

315 E. Robinson Street, Suite 355

Orlando, FL 32801

Attachment 8

CTC Review Report of Orange, Osceola, and Seminole Counties

Community Transportation Coordinator (CTC) Name: LYNX

Date(s) of Review: November 30 – December 1, 2006

TD Staff Assigned to Review: Robert Craig

I. Records and Areas of Review

- A. General Information
- B. Chapter 427, F.S.

- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

II. Findings and Recommendations

A. General Information

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: N/A

B. Chapter 427, F.S.

Area of Noncompliance: The CTC did not submit the Annual Operating Report (AOR) by the requested October 2nd extension, but submitted the information on October 9th.

Recommendation: The CTC will submit the AOR by September 15th of each year in accordance with Rule 41-2.0162 (3).

Timeline for Compliance: September 15, 2007.

C. Rule 41-2, F.A.C.

Area of Noncompliance: The Transportation Disadvantaged (TD) Helpline number is not posted inside the vehicles in accordance with Rule 41-2.006 (4) (f).

Recommendation: The CTC will post the TD helpline number inside all vehicles used within the coordinated system.

Timeline for Compliance: February 28, 2007.

Area of Noncompliance: The CTC is not meeting the On-time performance standard. The standard is 94%, the actual is 89%.

Recommendation: The CTC will meet the on-time performance standard.

Timeline for Compliance: On-going.

D. Americans with Disabilities Act

Area of Noncompliance: Vehicle number 51003 did not have a pole to operate the lift's emergency back-up system in case of loss of power to the vehicle.

Recommendation: The CTC will ensure that all accessible vehicles have a pole to operate the lift's emergency back-up system in case of loss of power to the vehicle.

Timeline for Compliance: February 1, 2007.

E. Bus/Van Ride (see attachment)

Area of Noncompliance: The TD Helpline was not posted in the vehicle.

Recommendation: See Section C.

Timeline for Compliance: See Section C.

F. Surveys (see attachment)

Area of Noncompliance: See surveys.

Recommendation: Review surveys and make adjustments accordingly.

Timeline for Compliance: On-going.

G. Follow-up of previous QAPE Review

Area of Noncompliance: LYNX did not have the TD Helpline number posted inside the vehicles during the 2005 review, but submitted a status report stating, "Upon reorder of our internal vehicle decals indicating our telephone number for comments or concerns, the TD Ombudsman telephone number will be added to the decal." Estimated time for compliance was January 2006. Currently, the TD Helpline number is not listed inside the vehicles.

Recommendation: See Section C.

Timeline for Compliance: See Section C.

H. Additional Observations

None

I. Current Year Trip and Equipment Grant

The last completed Trip and Equipment Grant for Orange, Osceola, and Seminole Counties was from July 1, 2005, through June 30, 2006.

Area of Noncompliance: None

Recommendation: None

Timeline for Compliance: Not applicable.

III. Conclusion

LYNX continues to work to overcome barriers to transportation in their area, and does a great job of serving the citizens of Orange, Osceola, and Seminole Counties.

We have issued recommendations for corrective action, which the CTC should address in a status report. The CTC should submit a status report to the Quality Assurance Manager within 15 days from the date of this report, **January 22, 2007**.

Report completed by: Robert Craig

Title: Quality Assurance Manager

Report reviewed by: Laurie Revell

Title: Quality Assurance Specialist

Executive Director: Lisa Bacot

Date: _____

1. BUS/VAN RIDE

On November 30, 2006, the QAPE staff took a bus ride with one (1) ambulatory and one (1) passenger, via the coordinated system. The vehicle was clean and free of torn and/or damaged seats and had two-way communication. The vehicle had air conditioning that leaked in the back seat and the bus did not contain a sign listing the TD Helpline phone number; however, the driver was courteous and wore identification.

2. RIDER SURVEYS

We conducted a survey of riders who rode the transportation system on November 29, 2006. The results of the survey are as follows:

Summary of Rider Survey

Name of Program Funding Source	Percentage of TD Riders by Program	Number of Trips by Program	Number of TD Riders Called by Program	Number of TD Riders Experiencing a Problem	Number of riders refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
Non Sponsored	20%	308	8	1 – Late pick-up	0	Average = 9.0
Medicaid	29%	436	11	1 – Late return 1 – Late arrival	0	Average = 8.7
FEMA	-----	2	1	0	0	Average = N/A
ADA	51%	771	19	1 – Accessibility 5 – Late pick-up 2 – Late return	1 – 1 to 2 times for no-shows	Average = 7.5
Total	100%	1517	39	11	1	Average = 8.4
Additional Comments: Very satisfied. Very happy. Couldn't be happier. Very good jobs. Can be extremely late. Very satisfied!! Perfect!! Couldn't be better. Few concerns but pretty good. Can be late a bit. Always late. Could be on time. Could be better. Pretty good.						

3. CONTRACT OPERATOR SURVEYS

LYNX has one contractor, MV Transportation. The QA staff was unable to survey MV Transportation.

Attachment 9

CTD QAPE Planning Agency Biennial Review

MetroPlan Orlando

PA Review Report

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
- II. 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)

MetroPlan Orlando

PA Review Report

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

MetroPlan Orlando

PA Review Report

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