CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY
COMMUNITY CONNECTOR PLAN UPDATE

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Section 1 | Introduction

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

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

Program Descriptions

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

- Special Needs of Elderly and Individuals with Disabilities (E&D) 5310 funding program provides funding, allocated by a formula to states to assist in meeting the transportation needs of older adults and persons with disabilities.
- Job Access and Reverse Commute (JARC) 5316 funding program provides formula funding to states and designated recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. The JARC program also supports reverse commute projects designed to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

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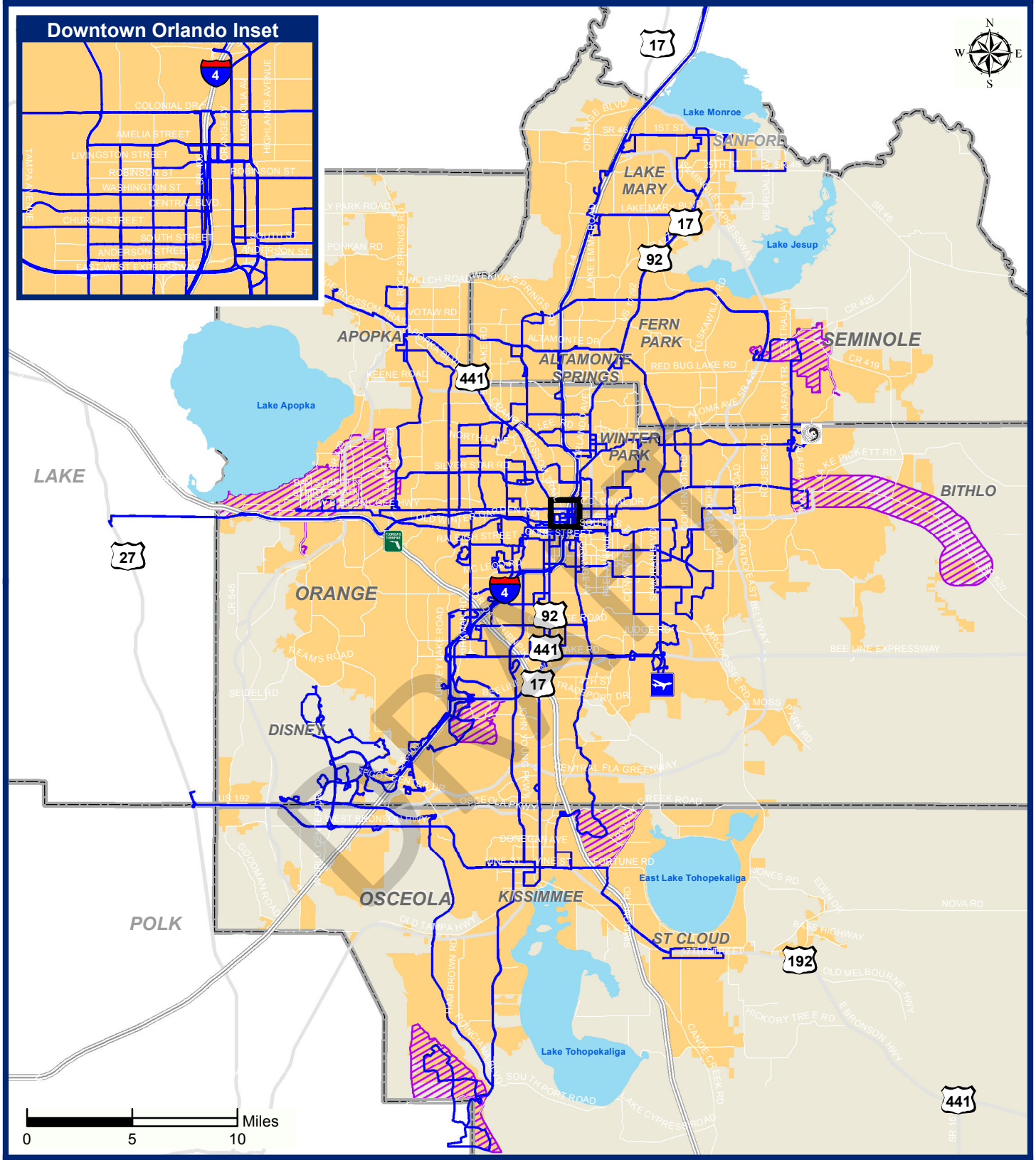
Community Connector Update



Map 1: Urbanized Area

- Urbanized Area
- NeighborLink Areas
- LYNX Bus Routes
- Major Roads
- Orlando International Airport

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Source: 2010 Census Data

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

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

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

Community Connector Plan

In October 2007, as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties and through collaboration with local partners and an extensive public participation process, LYNX developed its LDCPTHSTP, which the general public termed the *Community Connector Plan*. The Community Connector Plan included a description of LYNX's existing services, projects and initiatives, identification and prioritization of service gaps and unmet needs relative to transit service, accessibility, enhancements, and establishment of "Next Steps" towards the fulfillment of federal SAFETEA-LU planning requirements. The Community Connector Plan also described and

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documented LYNX's public participation efforts in Appendix A and a service provider inventory in Appendix B.

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

HIGH Priority	Project Type	Category
	New Fixed-route	Service
	Expanded Weekend Service	Service
	Vanpool	Service
	Sidewalks	Accessibility
	Shelters	Accessibility
	Remote Infrared Audible Signs (RIAS)	Enhancements
	Provider Inventory	Accessibility

MEDIUM Priority	Project Type	Category
	Extend Route Hours	Service
	Extend Paratransit	Service
	Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL)	Enhancements
	Mobile Data Terminals (MDT)	Enhancements
	Increase Existing Route Frequency	Service

LOW Priority	Project Type	Category
	Later Evening Service	Service
	Bus Buddy	Accessibility
	Language Enhancements	Accessibility
	Transit 101	Enhancements
	GIS Tool	Enhancements

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

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

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

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

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

In addition, with the priorities identified to increase mobility in the region, LYNX has utilized other grant funds to support the implementation of Mobile Data Terminals (MDT) and Computer Aided Dispatch /

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Automated Vehicle Location (CAD/AVL) technology to its paratransit and fixed-route fleet, updated its website to be more user friendly with section 508 compliance, added 300 new shelters with American Reinvestment and Recovery Act funding, and provided more access to GIS tools through the www.golynx.com website. LYNX continues to pursue the implementation of priorities identified by the community and funding sources to support such priorities.

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

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

Community Connector Plan Update

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

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

- Inventory of existing providers and identification of redundancies and gaps in services – The inventory and assessment of existing providers was presented as the baseline for understanding current conditions.
- Identification of deficiencies and unmet needs – Deficiencies and unmet public transportation needs were summarized along with the existing services that attempt to address these needs.

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

Report Organization

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

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

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

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

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

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

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

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Section 2 | Public Involvement

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

Website and Surveys

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

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

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

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

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

Public Workshops

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

Mobility Needs:

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

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General Comments:

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

Transportation Provider Surveys

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

Stakeholder Interviews

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

- Primrose Center
- Quest
- Orange County Public Schools
- City of Orlando Veterans Services
- HSA Golden Engineering

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- American Red Cross
- Orange County Veterans Administration
- Orlando Regional Medical Center / Orlando Health

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

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

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

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

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

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

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

Mobility Needs:

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

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

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

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

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

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Section 3 | Assessment of Target Populations

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

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

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

Review of Relevant Plans and Policies

Transit Development Plan

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

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

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

Transportation Disadvantaged Service Plan

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

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

Federal Guidance

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

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

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

1. Provide more transportation choices to decrease household transportation costs, reduce our dependence on oil, improve air quality and promote public health.
2. Expand location- and energy-efficient housing choices for people of all ages, incomes, races and ethnicities to increase mobility and lower the combined cost of housing and transportation.
3. Improve economic competitiveness of neighborhoods by giving people reliable access to employment centers, educational opportunities, services and other basic needs.
4. Target federal funding toward existing communities – through transit-oriented and land recycling – to revitalize communities, reduce public works costs, and safeguard rural landscapes.
5. Align federal policies and funding to remove barriers to collaboration, leverage funding and increase the effectiveness of programs to plan for future growth.
6. Enhance the unique characteristics of all communities by investing in healthy, safe and walkable neighborhoods, whether rural, urban or suburban.

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

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Review of Demographic Data

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

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

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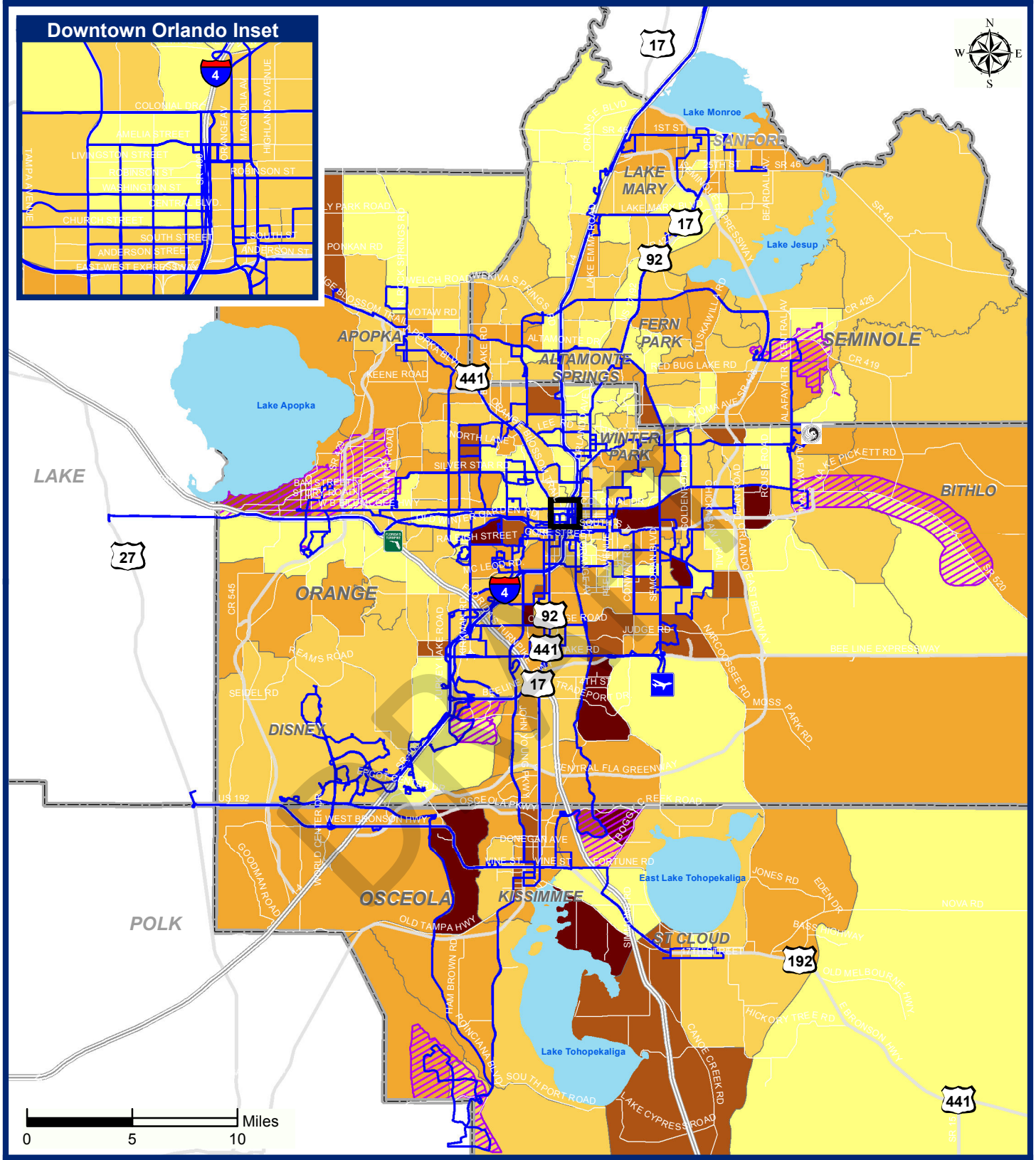

Map 2-1: Disabled Population

Population Over 5 Years with One or More Disabilities by Tract

- 34 - 500
- 501 - 1,000
- 1,001 - 1,500
- 1,501 - 2,000
- 2,001 +

- NeighborLink Areas
- LYNX Bus Routes
- Major Roads
- Orlando International Airport

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Source: 2000 Census Data

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

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

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Table 1: Poverty Thresholds for 2010 by Size of Family and Number of Related Children Under 18 Years

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

Source: U.S. Census Bureau

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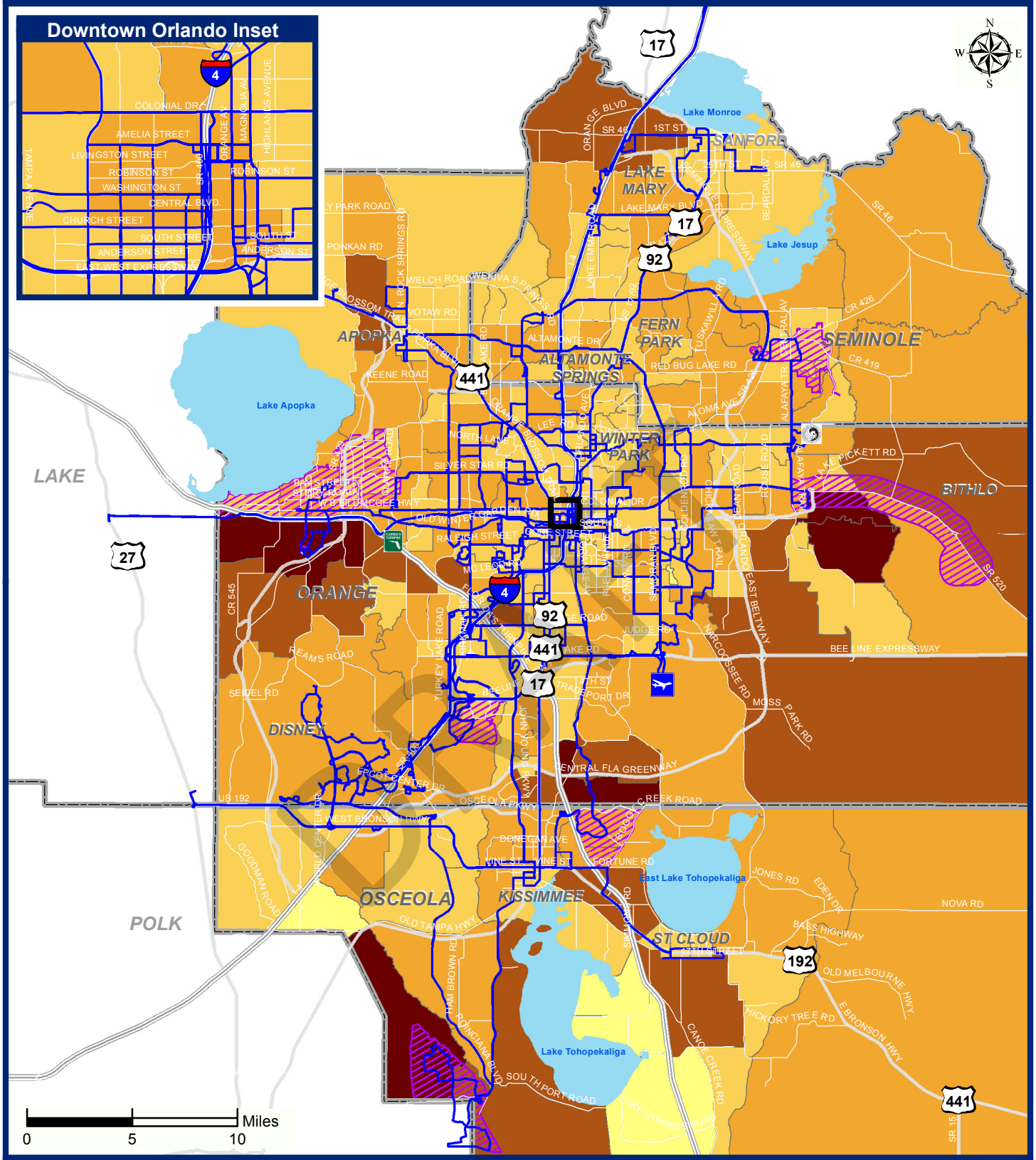

Map 3: Population at or Below Poverty Level

Population at or Below Poverty

- 0 - 1,000
- 1,001 - 5,000
- 5,001 - 10,000
- 10,001 - 15,000
- 15,001 +

- NeighborLink Areas
- LYNX Bus Routes
- Major Roads
- Orlando International Airport

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Source: 2006-2010 ACS Census Data

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

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

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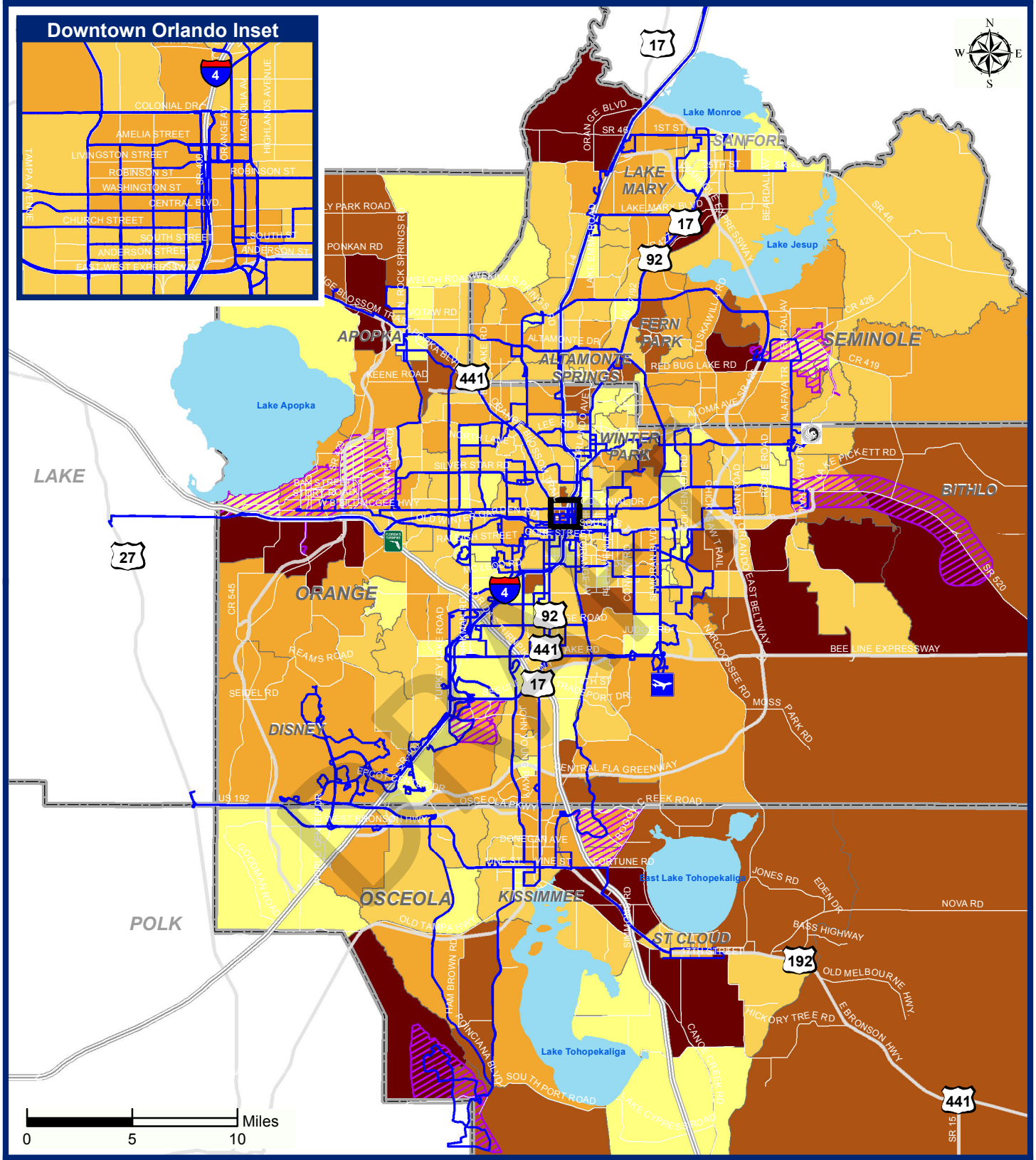

Map 4: Population with Veteran Status

Population with Veteran Status

- 0 - 200
- 201 - 400
- 401 - 600
- 601 - 800
- 801 +

- NeighborLink Areas
- LYNX Bus Routes
- Major Roads
- Orlando International Airport

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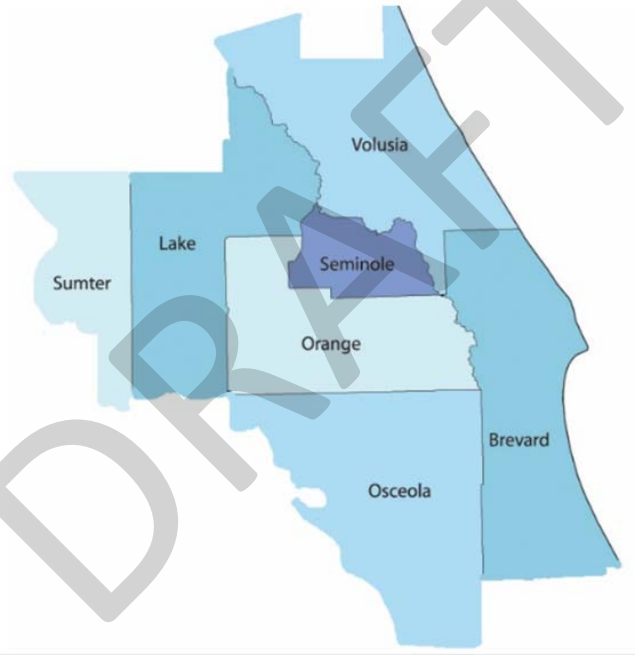
Source: 2006-2010 ACS Census Data

East Central Florida Economic Development Region

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



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

Major Attractors and Employers within LYNX Service Area

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

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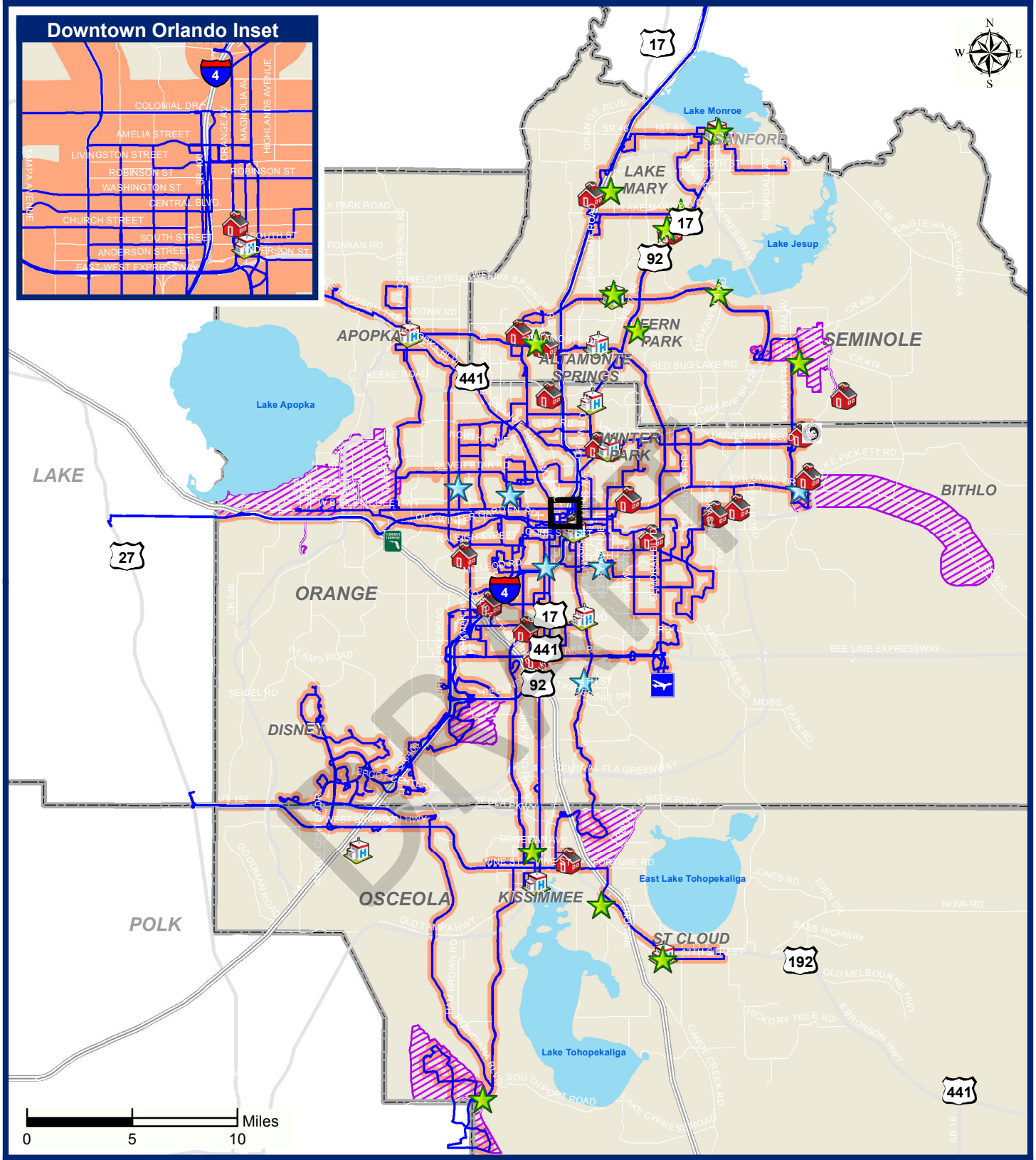

Map 5: Activity Centers

Activity Centers

- Community Centers
- Senior Centers
- Schools
- Hospitals
- Orlando International Airport
- LYNX Bus Routes
- NeighborLink Areas
- 1/4 mi. Service Area
- Major Roads

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Table 2: Schools

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

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Table 3: Community Centers

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

Table 4: Hospitals

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

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

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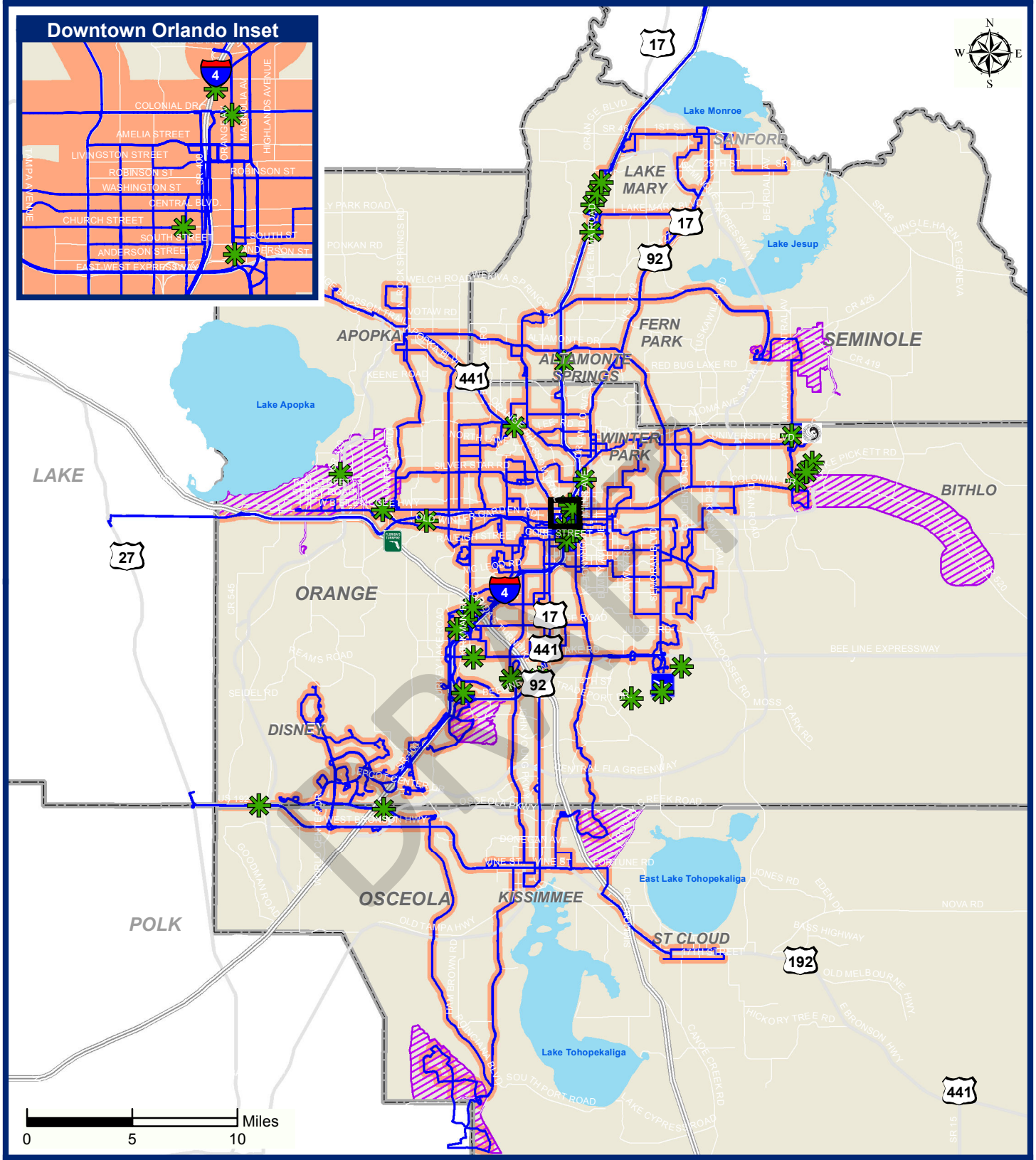
Map 6 shows that the majority of employers are located along fixed-routes within the same distance buffers of ¼-mile and ¾-mile. Table 5 presents the major employers shown on Map 6 along with the total number of employees for each company. Airtran Airways is located outside of the airport property and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

Community Connector Update



Map 6: Locations of Major Employers

- Major Employers
- LYNX Bus Routes
- NeighborLink Areas
- 1/4 mi. Service Area
- Major Roads
- Orlando International Airport

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

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

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Table 5: Major Employers

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

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

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Veterans Administration

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

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Section 4 | Existing Transportation Services

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

Existing Provider Capabilities and Services

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

Public Transit Service

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

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

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

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

FastLink – Commuter service operating Monday through Friday morning and afternoon to provide quicker service by reducing stops along specific corridors. FastLinks are available along US 17-92 between Seminole Center and LYNX Central Station in Downtown Orlando and along Orange Blossom

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Trail (OBT) between Osceola Square Mall in Osceola County and LYNX Central Station (LCS) in downtown Orlando.

Xpress Bus Service –Express bus service with limited stops from Lake and Volusia counties connecting with Park N Ride locations.

LYMMO – Free Downtown Orlando circulator with designated lanes and signal priority controls for traffic signals along the 2.5 mile route. LYMMO operates Monday through Sunday every five minutes during the peak hours for downtown travel and every 10 minutes in the evening.

NeighborLink – Community circulators operating within designated service boundaries in less-populated areas. The service provides transportation anywhere within the designated area or to a LYNX local bus stop. Most NeighborLinks operate Monday through Saturday from approximately 5:30 a.m. to 8 p.m. Residents in the designated areas must call at least two hours before they want to leave their home and schedule a pickup time or access the service from the scheduled fixed point connection.

ACCESS LYNX – This is a shared ride paratransit, door-to-door transportation service provided by MV Transportation under the supervision of LYNX. The program provides complementary service for eligible individuals who are not able to use the regular fixed-route bus service because of a disability or other limitations. Currently, the ACCESS LYNX paratransit service provides more than 2,000 scheduled trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. LYNX goes beyond the required ADA ¾-mile service area and provides paratransit service to qualifying individuals throughout Orange, Osceola, and Seminole counties.

Individuals interested in using ACCESS LYNX paratransit service must apply through a written application process. Program determination is based on verification of the application and may also include a functional assessment. One-on-one travel training is also provided to those who can access the fixed-route system at no cost to the customer. All programs have a two year certification period. ACCESS LYNX services are available any time the fixed-route bus is in operation. Fares vary depending on program and proximity to the LYNX service area. Medicaid trips cost $1.00 each way regardless of distance. ADA trips within the ¾-mile radius cost $4.00 each way and ADA trips outside of the ¾-mile radius cost $7.00. The cost for Transportation Disadvantaged (TD) trips is based on mileage. TD trips within 0 to 5 miles cost $2.00, 5 to 9.99 miles cost $3.50, and 10 miles or more costs $4.50 each way.

In 2012, ACCESS LYNX made it easier for customers to make service requests by allowing for online reservations. Online reservations provide an alternative option for those in need of paratransit service to the previous phone only service requests process.

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Private and Non-Profit Transportation Providers

There are a number of private transportation providers that offer services to the target populations. A listing of transportation providers in Orange, Seminole, and Osceola counties including contact information is presented as Appendix B. A number of non-profit and private providers were contacted to participate in a brief survey; however, only a few were willing to complete the questionnaire and provide information relating to their services and fares. Since the completion of the previous Community Connector Plan, a number of private providers have discontinued services. The decrease in providers may likely be a result of the economic conditions since the first plan was completed in 2008.

As shown in Appendix B, and described in greater detail below, other transportation services are available in Orange, Seminole, and Osceola counties. Many of these services only serve those people or trip purposes that are eligible based on some sort of criteria. For example, many of the human services agencies only provide transportation services to clients of their agency. Those agencies have eligibility requirements based on the target populations served. The private transportation providers provide transportation service to all persons, but at a higher cost. For-profit transportation services are typically not affordable services for daily transportation needs by the target populations due to fixed- or low-incomes and vehicle accessibility issues for the disabled.

Characteristics and limitations of the providers that participated in the survey are described below. As private provider services may change according to their needs, persons interested in getting additional details on the types of services and the eligibility requirements of each provider may need to call them directly or visit their websites.

- Most of the group homes and human services agencies offer transportation services Monday through Friday from 8:00am to 5:00pm.
- Most of the group homes and human services agencies charge rates based on Medicaid vouchers and require clients to be Medicaid qualified.
- Most of the group homes and human services agencies require advance notice for transportation services.
- Most private providers offer service year-round, 24 hours a day, 7 days per week.
- Most private providers operating charters and luxury vehicles charge flat rates based on type of vehicle.
- Most private providers operating cab service charge rates per mile and some additional fees per passenger.

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Section 5 | Identification of Unmet Needs

This section presents a review and evaluation of Orange, Seminole, and Osceola County's unmet transportation needs and barriers to coordination. The evaluation was completed by reviewing the area's transportation policies and plans, demographic data, existing transportation services, and input from the public.

Identification of Service Overlap, Gaps, and Deficiencies (Unmet Needs)

As extensive as LYNX's coverage area is and the many options provided, the update reveals that there continues to be gaps and deficiencies in the provision of public transportation services to meet the needs of the transportation disadvantaged. Based on the analysis, the following transportation needs have been identified.

Funding **–** Transportation funding has been cited as one of the major barriers to providing transportation access, making this one of the greatest unmet needs.

Service Maintenance and Reliability – The ability of buses to arrive at the designated stops at scheduled times so that customers will be able to make connections between Links and avoid long waiting periods, particularly during inclement weather. More reliable service allows customers to appropriately plan their trips to medical appointments, grocery shopping/entertainment, picking up children from school/daycare, etc. Most importantly, reliable service has been identified as essential for successful job placement because customers are able to get to work on time. Buses that arrive on time also must have the capacity to pick-up all waiting patrons to effectively provide transportation to employment.

Frequency of Service – Improved frequencies of 30-minutes or less are needed. Some routes have 60 minute frequencies. Depending on the number of required transfers to complete a one-way trip, passengers may be required to wait at several stops resulting in lengthy travel times. Routes continuously and specifically identified by the public as needing improved frequencies included Links 20, 26, 41, 51, and 57. It was also commented that more express type service is needed at greater frequencies for work related trips.

Expansion of Service – There is a need for new bus routes and shelters to meet the mobility needs of the target populations in areas including Osceola County, Dr. Phillips area, Lake Nona, Winter Garden, Windermere, Bithlo, Christmas, and East Orlando. The need for Sunday service and later evening hours was also identified on a number of routes.

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Safety – Improved mobility and accessibility are needed throughout Orange, Seminole, and Osceola counties. Customers have expressed safety concerns both from the perspective of being on the bus and from curb-side while waiting for the bus. From the on-board perspective, elderly and disabled customers have expressed that there are not a sufficient number of designated seats to accommodate the number of elderly and disabled persons boarding the bus. Often times, the ADA-accessible seats located near the front entrance of the fixed-route bus are taken by young people or other able-bodied adults. Many bus stops are without appropriate ADA-accessible boarding and alighting areas and without needed connectivity to sidewalks. Frequently, persons with disabilities have a difficult time accessing sidewalks to get to their destinations and may be forced to travel along driving lanes to get to the sidewalk.

Customer Service and Driver Training – Elderly persons have indicated that some of the operators are in need of "re-training" because they are exhibiting poor customer service.

Education – Social service agencies have expressed that LYNX needs additional travel training opportunities on the availability of services and modes of public transportation offered by LYNX. Social service agencies have commented that their clients may use the LYNX services rather than relying on agency transportation if they had a better understanding of how the transit system works. In addition, if customers better understood the transit system including funding and logistical challenges, those customers may be more satisfied with the services that LYNX provides. It was also expressed that programs should be developed to encourage school- and college-aged students to use public transit.

Technology – It was viewed that technology improvements could assist in reducing or removing several of the identified barriers from educational opportunities to increased passenger safety. While the public wanted funding to be focused primarily around service and accessibility improvements they recognized that investments in technology could lead to service improvement and ultimately enhanced service delivery.

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Target Areas for Increases to Existing Service

The following areas have high target populations and most have existing public transportation. These areas should be considered for premium services once underserved areas with concentrations of target populations are provided mobility options through JARC/NF funding:

- Osceola County – There are high percentages of disabled persons, lower income, and veterans in Osceola County, particularly south of Kissimmee, surrounding St. Cloud, and in the Poinciana area. These areas have some transit service available or nearby, but could benefit from expanded services, improved frequencies, and additional Sunday service.

- North Orange County – There are high percentages of disabled persons, low-income persons, and veterans in the northern portion of Orange County near Apopka. Links 405 and 44 operate in this area; however, the 44 does not operate on Sundays and both routes have 60 minute frequencies. This area could benefit from expanded service, improved frequencies, and Sunday service.
- West Orange County – In the western portion of Orange County near the Lake County line, there are higher percentages of lower income persons and veterans. The census tract in this area with higher than average target populations does not have existing transit service. The Link 204 operates to the north of the census tract along the Turnpike; however, as an express service this route does not provide local stops between LYNX Central Station and the Lake County Park-N-Ride.
- Bithlo – The Bithlo area located in East Orange County has higher populations of lower income persons and veterans. Individuals residing in this area have access to the Bithlo NeighborLink but may benefit from additional transit services.
- North Seminole County – Higher percentages of lower income persons and veterans reside in northern Seminole County just north of Lake Mary. Many parts of the higher target population census tract are without transit service. There is limited transit service available along Interstate 4 and SR 46. The Link 200 (along Interstate 4) operates only on Weekdays with a limited number of trips and stops.

Recommendations and Potential Solutions

Based on the unmet needs, the following recommendations and solutions were identified to achieve the JARC, NF, and VTCLI goals. During the future project selection processes, the following recommendations will be considered the priorities for awarding funding. Projects submitted for JARC and NF funding that address the Community Connector Plan Update priorities will receive additional consideration during the project selection process.

- Ensure that all existing services are continued.
- Implement new fixed-route and premium transit services in the areas with unmet transportation needs as identified earlier in this document.
- Implement new and expanded transportation services that connect rural and urban areas.
- Implement new NeighborLinks connecting less urban communities with unmet mobility needs to existing fixed-route services.
- Expand fixed-route service to later evening hours, increased frequencies, and Sunday service to accommodate the expressed needs of the Community Connector Plan Update.
- Purchase additional vehicles for expanded services.

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- Create employee vanpools/carpools for improved access to jobs. Potential areas for consideration includes the Waterford Lakes and Avalon Park areas, major employers located in east Orange County near Alafaya Trail, and major employers located in north Osceola County without transit access.
- Develop an educational program to promote mobility and teach unfamiliar persons how to ride the bus. Potential candidates for the program include Orange County Public Schools. Many disabled students are in need of transportation access to employment opportunities and other activities. An educational program may help to ease student and parent fears of public transit. Educational programs can also benefit persons that have just moved to the region, those who have never used transit service, the elderly and the disabled. By increased education on transit, more support for transit funding can be gained as the community begins to understand the need and/or viability of public transportation. The community can also understand the variation in transit services and programs. There exists in the community confusion between various program eligibility requirements and on the type of rail that will be coming to the area.
- Establish an easy to use, centralized location for information, training opportunities, and other materials explaining the available transportation services. Simplify customer use of any one-call/one-click information systems. Potential recommendations for the veterans' one-call /one-click center is for live persons to answer the phone lines in the call center and to make the website user-friendly with a limited number of pictures and graphics. In addition, provide information on all veterans' services not just transportation. Of particular need is information on housing, assistance with qualifying for veterans and other governmental benefits, nutritional assistance, and healthcare services.
- Provide additional travel training opportunities for developmentally disabled persons learning to use the bus system. Potential recommendations for the additional travel training programs include coordinating with agencies serving developmentally disabled persons to have representative at bus stops when passengers depart and arrive.
- Consider using a photo bus pass with smart card capabilities. This pass would help reduce the number of free agency bus passes that are sold by the persons receiving assistance. In addition, the smart card technology may allow the agencies, in coordination with LYNX, to add additional funds to the cards without having to purchase and distribute new bus passes to veterans and other agency clients.
- Implement sensitivity training programs for public transportation and paratransit drivers.
- Improve and provide more transit infrastructure for improved safety and accessibility at bus stops.

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Technical Evaluation

The recommendations and potential projects identified previously in this section were developed based on public input and a technical analysis of the target population maps, including the major attractors and employment centers. The analysis included a review of proximity to existing public transportation services and identified existing gaps between the target populations, facilities, and fixed-route transit service. ACCESS LYNX service is provided within the entire study area and provides additional mobility options beyond the existing fixed-route service to the disabled, elderly, and transportation disadvantaged. However, these services are limited in span and frequency of service based on comparability to fixed-route service, funding constraints, and program qualification criteria.

A technical prioritization project matrix was developed to assess the publicly recommended projects and the projects that were included based on the assessment of demographic data, maps, and existing planning documents. The matrix was used to rank each of the projects based on the project's ability to serve large portions of the targeted populations, meet the identified barriers to transportation, the feasibility of implementation within limited funding parameters, and the consistency of the projects with related plans and funding programs. The points were totaled for each project, and in most cases the priority ranking was set by the totals coupled with other analysis of projects discussed below. The major factor reducing a projects priority rating was the ability to implement the project utilizing the estimated funding identified through these grant programs, staffing capabilities, ability for long--term sustainability, and availability of other resources providing similar access. It was considered undesirable to allocate funds towards projects that could not be completed due to financial limitations. The prioritization project matrix is presented as Appendix C.

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Technically Prioritized Projects

All of the projects included in this section are important projects for improving mobility in Central Florida and therefore should be progressed as funding becomes available; however, based on the project matrix, existing mobility options, the demographics of the area, and limited funding it is important to prioritize projects. Maintaining the existing LYNX service is key to the region's mobility and in order to adequately serve the target populations existing services need to be continued and improved. Making service improvements at the risk of losing existing service will benefit one population while potentially disenfranchising another. Therefore the most important priority for LYNX is to maintain existing service despite the lack dedicated funding. Because having the existing service as a base system prior to any improvements to service, the maintenance of existing service is the greatest priority and was not included in the prioritization of improvements. Following a review of the LYNX service area, a technical analysis of demographic data and major activity centers, and consideration of public input, a technical project prioritization was developed, as outlined below.

High Priority Projects

- Education Programs - Due to the need for additional education regarding LYNX's wide array of transportation modes, proposed modes of transit, and diverse demographics in the service area a high priority is given to education programs in order to ensure that the existing services are fully utilized prior to adding additional services. Through education, LYNX can reduce perceived overlaps or duplications in services, and foster a better understanding of LYNX's limitations to meet all customer transportation needs. Education will also inform the general public and local agencies of current mobility options. Education programs should be easier to implement. Since education is such a broad category, the following subcategories are listed below in priority order:
    - Agency Training and Education Programs – Efforts should be focused on educating agencies on the process and importance of coordination, particularly with regards to the provision of transportation service to veterans through connections in service between urbanized and non-urbanized areas. An education and training program may help identify funding opportunities for agency transportation. If agencies participate in Florida's coordinated system and provide transportation services to their clients, existing transit services would have more resources available to address unmet needs and gaps.
    - Travel Training Programs – Additional steps should be taken to provide travel training on-site at various locations (primarily schools designed to assist the disabled, as well as GED programs, technical schools, and high schools).
    - Employer Training – Additional efforts should be focused on providing employers with information regarding matching shift work with existing transit schedules, carpool matching services, and vanpools, as well as a re-education of bus drivers on the need to ensure that ADA-accessible seating are to be made available to disabled persons.
    - Senior Center Programs – Transit knowledgeable staff should conduct informal discussion group programs periodically at the major senior centers identified for each county. The discussion group should cover paratransit and fixed-route services and recommend available travel training programs to interested seniors.
    - Bi-annual Joint Transportation Forums – These forums should be held at transit/ADA accessible facilities and encompass both public and private transit providers within the service area. These forums should focus on existing transit services and planned services for the area and the status of those plans. Coordination for these forums should occur with other transportation agencies (MPO, RPC, and FDOT). Efforts should be undertaken to encourage typically disenfranchised groups to attend the forums.
- Centralized Information – Persons in need of transportation have so many concerns that how to access mobility options should not create additional problems; therefore, having information on all available services in the area and the requirements of those services will be a tremendous

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benefit. While we have become a more technologically savvy population, many transit users do not have continual access to internet services or some populations may not have the capacity to understand all electronically displayed information so it is important that transportation information is centrally located in various formats. Mobility information should be accessible in-person, by phone, via the internet, or by mail. The information available should cover the full array of services available and should be updated regularly to reflect actual operating conditions. LYNX should consider hosting such a service as the public transportation agency in Central Florida and should charge a fee to other service providers to host information on their services. By charging a fee or requiring transportation agencies to register to participate, LYNX can have more assurance that the information supplied by the service provider is updated and accurate. Centralized storage and dissemination of information should be supported as a regional goal.

- Increase Frequency of Current Fixed-route Services - Increasing frequencies on existing bus routes has the potential of improving the efficiency of the service and providing greater access to employment, housing and human services. Increases in existing service frequencies will not provide access to areas currently without transit; however, it allows greater mobility to customers by reducing long waiting periods between connections – thus reducing their commutes to their destinations, particularly work commutes. Increased frequency also benefits the elderly and disabled as their time waiting for service could prevent their regular use of service due to weather conditions, health factors, and/or perceived personal safety concerns related to extended waiting periods. Transit service becomes more attractive as frequencies are improved. Many routes in the LYNX system have hourly frequencies, which provide a poor level of service to customers. Funding improved frequencies will benefit users and perhaps encourage non-users to try transit.
- Increase Circulator/Flex Routes - Because many areas of LYNX's service contain high concentrations of disabled and low-income populations significantly removed from fixed-routes due to community design, roadway geometrics, and/or natural barriers, there becomes a greater need to provide circulators/flex services. Circulator and flexible services can utilize smaller vehicles to circulate throughout the community or large development areas and connect with mainline fixed-route services, to increase mobility options for these populations/areas. In addition, routes experiencing moderate to low ridership and with time in their existing schedules could be deviated to serve residents within pocket communities. While typical circulator services do not provide the capacity of fixed-route options, they can be easier to implement due to their lower costs, the availability of private or non-profit providers to carry out this type of service through enhanced coordination and funding with LYNX, and can allow fixed-route service to perform more efficient and effectively. In addition, administrative costs to provide these services should be minimal, as current agency staff may be able to absorb supervisory, accounting, procurement, safety, and human resource functions of implementing

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circulator or flexible route services. Some agency or organizational (social service agencies, churches, hotels) vehicles utilized during peak periods to provide direct transportation for the agency may be engaged in providing circulator service in their respective service areas during non-peak times for their agencies

Medium Priority Projects

- New Transit Service – There are some areas in Orange, Osceola, and Seminole Counties that would benefit from new fixed-route service. While securing the match for new service may be difficult in the current economy it is an important endeavor for LYNX to expand service to all areas of the tri-county region with sufficient demand. New transit service should focus on regional connections through a greater express service menu, more direct service options to major employers, and new fixed-routes.
- Transit Infrastructure and Customer Amenities - Transit infrastructure is an important part of any successful transit system. Amenities encourage the use of public transit for choice riders and provide a better service experience for dependent transit users. Proper infrastructure can also reduce transit expenses by allowing customers to transition from the more costly paratransit services, reduce liability issues, and increase efficiency and effectiveness of transit service delivery. Florida's weather is sometimes unforgiving, elderly populations and social services agencies providing service to the elderly have expressed that elderly persons are severely challenged by the hot and rainy weather in Florida because they are less able to cope with such climate conditions. Passenger infrastructure was not only the specific stop, but also the connecting sidewalk, crosswalks, and technology to assist with street crossing. Adequate infrastructure coupled with passenger amenities that provide up-to-date and reliable information on when services will be available are sought by customers in the area. Customer information can reduce wait times because customers can leave their origins to access service closer to when that service is available.
    - In addition, some customers would like to pay for services with their smart phones or without having to go to specific locations. Of mention, was that paratransit passes or payment accounts could be beneficial in addition to the discount ticket books currently sold. Payment accounts would allow users to deposit money for their trips when they have money available and deduct from those accounts as they take trips. While payment accounts were mentioned, smart cards could provide this same functionality.
    - Paratransit customers would also like some type of notification of their trip arrival time. A phone call or text message stating your vehicle will be outside in five minutes. This type of service could help the paratransit system operate more efficiently, assist agency staff assisting customers, and reduce no-shows and missed/rescheduled trips.
- Increase Later Evening and Weekend Services - Due to the lower cost of extending service hours and/or the span of service on existing routes versus creating new routes or programs, this

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project type may be more feasible to implement with the current JARC and NF funding. Adding time to existing routes and additional days of service requires less funding, meaning more transit service for residents from the available funding. The increase in existing service does not provide service for areas currently un-served, but does increase service for those currently underserved. Having later evening and more weekend service would greatly expand employment opportunities for those dependent on transit service. Many jobs in the area are service or hospitality industry related and could require night-shift and weekend hours. During this public involvement process, citizens have indicated that the limited hours and days on existing lines are impeding their ability to secure and keep their jobs. While this priority is operational in nature, capital funds may also be needed to provide additional vehicles for the extended service hours or days that relates to the vehicle expansion priority.

  - Span of service increases and service hour extensions utilizing these funds should occur on routes serving areas with the highest percentage of target populations, large employers offering shift work, and major medical facilities.
  - It is noted that increasing the span of fixed-route service would also require an increase in the ADA paratransit service to provide comparable levels to those individuals who can no longer access the fixed-route because of disability, which would not be funded under these programs because it is necessary to meet the ADA requirements.

- Additional Vehicles – Expansion of services cannot move forward without adequate funding for vehicle purchases to support such service. In addition, many of the agency participants commented that if they could secure funding for a vehicle and for supporting the operation of that vehicle they may be able to provide more direct and lower-costing service to their clients. Also, some agencies commented that they have previously received vehicle funding under the 5310 grant program and they would like to ensure that those funds are available in the future. Funding capital is typically more efficient for sub-recipient projects then the provision of funding operations; therefore, based on need, match availability, and ease of implementation this project was a medium priority for the region.

Low Priority Projects

- Travel Companion Program – It was recommended that in addition to the personal care attendant rule on paratransit service, that LYNX consider a travel companion program on fixed-route service that would allow anyone qualified for paratransit service to ride the bus with a companion and the companion travel for free. The addition of a companion would allow many elderly or disabled persons the perception of more safety and alleviate concerns regarding route confusion that they do not have on paratransit service. This was thought to be beneficial to many families that may have an older child and a child with a disability, older adults, and adults with disabilities.

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- Subsidized Vanpools - Subsidizing vanpool service dedicated to shuttling employees from their residences to workplaces is desirable; however, since this option serves those currently employed and at a lower capacity then other service modes it rated lower in the technical prioritization process. Subsidized vanpools would benefit areas with limited or no existing transit that do not have the population necessary to support a neighborhood circulator or fixed bus route. Subsidized vanpools are also a great option for persons residing and/or working in close proximity that work on days or during hours when fixed-route service is limited.
- Operator Sensitivity Training – It was mentioned during the public involvement efforts that LYNX has some great operators, but that one bad operator can damage the agency's image. Comments regarding some operators having a lack of patience with disabled users (wheelchair lift boardings, annoyance with securing a wheelchair, and multiple questions on use of system or the area by some mentally challenged riders) can detract from their use of the system. Because LYNX already provides sensitivity training this is a lower ranked priority, but it is suggested that LYNX conduct refresher courses and monitor complaints to ensure all customers regardless of disability are provided a professional trip experience.

Other Project Recommendations Not Technically Rated

- Seek Private Partnerships and Dedicated Funding for More Service - While dedicated funding and increased private partnerships would advance many transit priorities specific eligible activities to secure these revenue sources were not identified.
- Extend Transit Service to the Lake Nona Area - While adding transit in this area has been given a high priority by the VA and veterans, the Lake Nona area is not densely populated by the target population. Rather, it is a destination center for medical services for veterans. In addition, many of the transit generators are planned versus constructed. When these services are operational transit service will be needed in this area, but the service will need to be tailored to the needs of this specific area. Additionally, the type of employment offered or available within this area is high-tech, high-skilled, and high-paying industry jobs, so it is unlikely that extending hourly fixed-route transit service to this area will support the transportation needs of low-income populations to get to work. Once plans are developed to increase mobility in Lake Nona, the priorities of new transit service, vanpool service, and new circulators could support connectivity for this area.
- Cross-county Connectivity in Coordination with other Transit Authorities and Service Providers - This service would provide area connectivity between LYNX and Space Coast Area Transit and Votran in order to better serve the needs of veterans, especially disabled and elderly veterans, who live in Volusia or Brevard County but must travel to Orange County for VA services. While the existing Link 200 connects Volusia County to the LYNX service area the limited availability of this service is sometimes problematic for potential users. With the operation of the planned

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SunRail system additional connections to Volusia will exists; however, there are no current plans to connect to Brevard similar to the connections for Lake and Volusia.

- Enhanced shelters along existing routes with longer headways – This recommendation was related to comfort versus access as customers commented that enhanced shelters providing better rain protection and perhaps air-conditioning during summer months might attract more choice users. Enhanced shelters could also feature some electronic or internet connections for waiting passengers. While this project may have merit based on environmental conditions it was not prioritized based on the level of funding available and the greater need for other suggested projects.
- Redesign the LYNX Fixed-Route System to Serve Only Major Activity Centers/Destinations – Designing a transit system that gets elderly, disabled, and veteran populations to their destinations would seem to aid in meeting their transportation needs; however, it may be inefficient in the delivery of service to other populations, such as low-income populations due to the diversity of their destinations. There are limited resources and LYNX should focus on getting the greatest impact; therefore, services to rural areas and areas without major destinations for the majority of the riding public should be eliminated to focus resources on providing higher level service to downtowns and major employers. This recommendation to redesign the system for higher effectiveness near employment and urban cores may support some JARC goals, but ultimately decreases mobility for many persons that for various reasons cannot live within the urban core.

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Section 6 | Project Application and Prioritization Process

Pursuant to federal grant program requirements, only projects identified in the LDCPTHSTP will be eligible for funding. Projects must also undergo a competitive selection process. This section documents the project scoring criteria and the process that will be used to award JARC, NF, and/or E&D funding.

Project Application Process

To solicit for project applications that may meet the needs identified in this plan, LYNX will decide the most efficient and effective course of action to provide the greatest opportunity for agencies to compete for available funding. LYNX will either release a Request for Proposal (RFP) and seat an independent committee to select projects for funding or coordinate with METROPLAN Orlando, the area's metropolitan planning organization (MPO), or the Florida DOT District Five (FDOT D-5) to release an RFP or Call for Projects through one of their procurement processes. By identifying several options for the competitive selection process, LYNX provides the community with the ability to move forward with awarding funding for eligible projects in a timely manner for urban and small urban area JARC and NF funding. Projects seeking rural area JARC and NF funding, and any 5310 funding will solicited by FDOT D-5's competitive selection process. The RFP will be released by the MPO or FDOT D-5 to ensure an equitable and transparent process since LYNX is the Central Florida transit provider and may submit an application for program funding. The RFP will include the project selection criteria, submittal requirements, and links to the priorities established in the Community Connector Plan Update. All applications and/or proposals will be received by the MPO or FDOT D-5 for evaluation.

Project proposals will be reviewed by FDOT D-5 staff or an independent selection committee comprised of representatives from the MPO, the local CTAA committee, and a local transportation expert. LYNX as a potential project funding recipient will not be a part of the selection and evaluation committee. The selection committee will review the proposals and make project funding recommendations. For the upcoming RFP cycle, it is anticipated that project funding recommendations will be announced and approved by the LYNX Board of Directors in January 2013.

Following the next planned funding cycle, upcoming RFPs will be advertised as funding is available. LYNX will award future funding using the process established in this plan. While LYNX will not participate in the project ranking and selection process, LYNX as the designated recipient is required to ensure that funding is awarded through a fair and equitable competitive procurement process and that the selected projects are derived from the Community Connector Plan Update.

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Project Prioritization Process

Proposed projects should address needs identified in the Community Connector Plan Update and should clearly state program goals and objectives. The project scoring and ranking criteria presented in this section was established and presented to the public during the development of the initial Community Connector Plan in 2008. Submitted projects will be rated by the selection committee based upon point accumulation from the scoring criteria. Each project must demonstrate how it will meet the specified need and must address the following factors in their proposal:

Project Description (Total 40 Points):

- ✓ The proposed project meets one of the identified needs in the plan. The score should be based upon which category of need (High, Medium, or Low)
- ✓ The proposed project enhances or expands existing service
- ✓ The proposed project addresses a need in more than one service area or addresses a need for more than one target population group
- ✓ Project includes partnership with the private sector

Financing (Total 40 Points):

- ✓ Proposing organization has demonstrated financial capability to carry out the proposed activities. Matching funds have been identified and committed to the project
- ✓ Able to quantify clear and measurable outcomes. Units of service delivered compared to cost, number of people benefiting from outcome of service compared to total cost
- ✓ The proposed project is sustainable beyond the grant period

Implementation (Total 20 Points):

- ✓ Proposing organization has the necessary operational and technical capability to carry out tasks outlined in the proposal
- ✓ The proposal contains a well defined and timely implementation plan
- ✓ Outcomes are specific and measurable
- ✓ Timeliness of implementation plan

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Section 7 | Conclusion

This plan will be updated as necessary to ensure that the funding available under these federal grant programs is used in a manner that meets the changing needs of the LYNX service area and the target populations. In addition, through various LYNX public involvement activities staff will continue to monitor whether funded services are meeting the needs of the target populations and whether the public has identified additional gaps and overlaps in services. The ongoing public involvement will assists in identifying when LDCPTHSTP updates may be warranted.

During the funding cycle for JARC, NF, E&D, and VTCLI funding, LYNX must review projects for their sustainability beyond the extent of SAFETEA-LU and their applicability to the service area mobility needs. LYNX has developed publicly-accepted project selection criteria, a plan that was produced through numerous public involvement opportunities, and a process for project selection that will provide the target populations with the best services available within the funding limits and scope of each program. In addition to the public input utilized to develop this plan, endorsement from the following boards and committees will be sought:

- ✓ LYNX Governing Board
- ✓ Local Coordinating Board
- ✓ METROPLAN ORLANDO BOARD

The final step for carrying out the grant programs criteria includes a competitive selection of project(s) or program(s) for funding. After funding is provided, recipients will be required to report on the success of their project(s) or program(s) in meeting the needs of the target populations and the goals and objectives of this plan. Monthly project updates, provided with request for reimbursement as requested in the competitive grant application are required from each funded sub-recipient. It is also recommended that periodic community updates be provided through written correspondence and public meetings to update the stakeholders on the success of funded projects as they are implemented. These updates will help maintain and potentially increase stakeholder engagement for future plan updates and provide a continuing forum for transportation and human services coordination.

Conclusion

LYNX, in coordination with FDOT and the MPO, conducted a successful public involvement process that included representation from diverse groups, including the general public, private transportation providers, transit users, and social service agencies. The feedback received from these persons/agencies with regard to transportation deficiencies and how such deficiencies impact their daily activities was

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informative and comprehensive. There were no indications of direct duplications in transportation services.

In the process of this update, a clear and uniform message was expressed with regard to the need for additional transportation services and coordination of such service. As indicated in Section 5, the additional needs include locally and regionally coordinated transportation services, expansion and extensions of existing services, and improvements in passenger safety and accessibility. Education was another topic discussed in detail. Increased information sharing between agencies and the general public regarding existing services will heighten the community's (and transit users') awareness of why coordinated transportation planning needs to occur at increasing levels and will increase public awareness of their mobility choices while possibly ameliorating some of their frustrations.

Based on LYNX's geographic makeup, customer composition, and primary employment markets, expanding existing transportation services through JARC, NF, and E&D grant program funding will provide greater access to employment and other services for the elderly, low-income, disabled, and unemployed populations. Targeted populations and human services facilities can be positively impacted by innovative projects and programs selected for funding.

From the technical evaluation and public input received, it is recommended that the priority projects resulting from the technical ratings be given equal importance in their consideration for project funding. Review of previous documents/plans, an evaluation of Census data for target populations, and an assessment of access to employers, social services, and medical facilities provides a snapshot of LYNX's service area that has proven useful from a technical perspective. Nonetheless, public experience and perception can be just as critical in identifying the needs of target populations.

The major focus for funding within the near term should be placed on a project's ability to provide more immediate transportation access and mobility to the target populations. These include education/training programs and service extensions to later in the evening and weekends. This will serve to improve customers' employment opportunities and increase their abilities to provide for their families. Focusing on projects that provide regional access to target populations will enhance their ability to navigate throughout the three counties for employment, medical services, and recreational opportunities. Funding projects that provide regional interconnectivity accomplishes the legislative goals of increased coordination in the provisions of services. Projects funded through JARC, NF, and E&D should be new and innovative.

THE VCTLI one-stop/one-click resource was well received by the public and agencies representing veterans, military families, and reservists. It was also believed that while there may be features of the system specifically geared to the needs of this military-oriented population, the resource could be useful to the overall community in identifying existing transportation options and mobility resources.

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Appendix A

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You are invited to the LYNX *Community Connector Plan Update* Public Workshops!

In coordination with LYNX' Veterans Transportation and Community Living Initiative, LYNX is working to update its Community Connector Plan. The Community Connector Plan Update will assess the transportation needs and identify potential solutions to improve mobility for older adults, disabled persons, low-income persons, and veterans. Please join us at one of the scheduled workshops to learn more about the plan and to provide your input on how to improve mobility for our community.

Please join us and share your thoughts!

LOCATION: **Veteran Affairs Medical Center**
5201 Raymond Street
Orlando, FL. 32803
DATE: Tuesday, April 10, 2012
TIME: 2:00 p.m. - 4:00 p.m.
Passengers may travel to the workshop via Link 13 and Link 313. Transfers are available at Colonial Plaza and LYNX Central Station. Ample parking will be available.

LOCATION: **LYNX Central Station**
2nd Floor Open Space
455 N. Garland Avenue
Orlando, FL. 32801
DATE: Thursday, April 12, 2012
TIME: 9:30 a.m. - 11:30 a.m.
Passengers may travel to the workshop via any Link traveling to LCS. Parking is available in the lot on the corner of Amelia Street and Garland Avenue.

LOCATION: **Osceola Square Mall**
3831 West Vine Street, Suite 60
Kissimmee, FL. 34741
DATE: Thursday, April 12, 2012
TIME: 2:30 p.m. - 4:30 p.m.
Passengers may travel to the workshop via Link 4 and Link 26. Ample parking will be available.

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If you are unable to attend one of the scheduled meetings and have comments to share, please submit them in writing by April 23, 2012 to the attention of Patricia Whitton at Tindale-Oliver & Associates, Inc., 1595 South Semoran Boulevard, Suite 1540, Winter Park, Florida 32792 or pwhitton@tindaleoliver.com.

Persons requiring special accommodation to attend or at the meeting because of a disability should contact Sarah Tirado at (407) 254-6012 no later than two (2) business days prior to the meeting. If hearing impaired, contact LYNX at (407) 423-0787 (TDD).

LYNX
Community Connector Plan Update

April 2012

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Background

- Safe, Accountable, Flexible, Transportation Equity Act: A Legacy for Users (SAFETEA-LU)
- Coordinated Human Services Transportation Plan
  - FDOT
    - 5310 – Elderly & Disabled Individuals
  - LYNX
    - 5316 – Job Access and Reverse Commute (JARC)
    - 5317 – New Freedom (NF)

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JARC & NF Eligibility Requirements

- Who's Eligible?
  - State or Local Government Authorities
  - Private Non-Profit Organizations
  - Operators of Public Transportation (Including Private)

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JARC & NF Eligibility Requirements

- Matching Requirements
  - 50% Operating
  - 20% Capital
  - 10% ADA Accessibility
  - Sources Other than DOT
- Reimbursement Based Funding
- FTA Agreements
  - Certifications and Assurances
  - Master Agreement
- LYNX Sub-recipient Agreement
  - Certify Legal, Financial, and Technical Capacity

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VTCLI Eligibility Requirements

- LYNX applied for the Veterans Transportation and Community Living Initiative Grant
- In coordination with partnering agencies, awarded $1,056,800 in federal funding and will add 20% of matching funding from local sources
- Implementing one-call, one-click service integrated with transit website and information kiosks throughout project area
- Veterans mobility needs must be incorporated into the Community Connector Plan

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Eligible Projects

- Meets JARC and/or NF Program Goals
- Derived from the Community Connector Plan
- Meets Application Requirements

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Ineligible Projects

- Operational Prior to August 10, 2005 (New Freedom)
- Transit Passes
- Reduced Fares
- School Bus Transportation
- Complete ADA Obligations

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Community Connector Plan

- Initial Plan 2007
  - Define unmet needs
  - Establish projects to address those needs
- Top Needs
  - Dedicated funding
  - Education/outreach
  - Improve accessibility (language, Braille, etc.)
  - Shelters
  - Improve on-time performance

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High Priority Project Types

Project Type -	Category
– New Fixed Route -	Service
– Expanded Weekend Service	Service
– VanPool -	Service
– Sidewalks -	Accessibility
– Shelters -	Accessibility
– RIAS -	Enhancements
– Provider Inventory -	Accessibility

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Medium Priority Project Types

- Project Type - Category
  - Extend Route Hours - Service
  - Extend Paratransit - Service
  - CAD/AVL - Enhancements
  - MDT - Enhancements
  - Increase Route Frequency - Service

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Low Priority Project Types

Project Type -	Category
– Later Evening Service -	Service
– Bus Buddy -	Accessibility
– Language Enhancements -	Accessibility
– Transit 101 -	Enhancements
– GIS Tool -	Enhancements

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Community Connector Plan Update

- Data Review
- Transportation provider inventory
- Identification of mobility needs
- Identification of projects to address needs

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Public Outreach

- Public Involvement
  - Public workshops
    - Veterans Administration
    - LYNX Central Station
    - Osceola Square Mall
  - Stakeholder interviews
    - Human services agencies
    - City of Orlando
    - Orange County Veterans Services

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Next Steps

- Finalize Community Connector Plan Update
- Release RFP for design architecture of one-call/one-click system
- Release RFP for JARC and NF projects/services
- Continue public outreach
- Implementation of funded programs
- Sub-recipient monitoring

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Interactive Activity #1

- Identify gaps and overlaps
- Identify potential projects

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Interactive Activity #2

- One-click website design activity
  - List items you want included on the home page
  - Suggest a website that's memorable
    - Connectaveteran.com
    - Veteransonthemove.com
  - What information do you want to see on the site
  - What icons are most important to you

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Interactive Activity #3

- Define mobility needs/identify potential projects activity
  - Fixed-route
  - FastLink
  - XpressLink
  - NeighborLink
  - Access LYNX

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LYNX Community Connector Plan Transportation Service Provider Survey

The Central Florida Regional Transportation Authority, d.b.a. LYNX, is in the process of updating the Community Connector Plan. The Community Connector Plan is the Central Florida region's locally coordinated human services transportation plan (LCHSTP). Under the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) transportation legislation, LCHSTPs must be developed to receive Job Access and Reverse Commute (JARC) and New Freedom funding. As part of the update, LYNX is incorporating the transportation options available to veterans and military families in coordination with its Veterans Transportation and Community Living Initiative and updating the plan's transportation service provider matrix. Please take the time to fill out this survey and assist LYNX in providing better transportation coordination.

1. Please provide your company name

   _____

2. Please provide your website address

   _____

3. Are online reservations available?_____
4. Please provide your phone number_____
5. What type of service do you provide? (e.g., taxi, stretcher, demand response, charter)

   _____

6. Are demand response services offered door-to-door, curb-to-curb, and/or bed-to-bed?

   _____

7. Please list the location of your facilities. _____
8. What are the geographic boundaries of your service area? _____
9. What are your days/hours of operation? _____
10. Do you have peak service times (times to avoid)? If so, when? _____
11. Do you provide seasonal service? If so, when? _____
12. Does your service target special populations or are services available to the general public?

    _____

13. Please provide your sources of program funding _____
14. What is your fare per trip? _____
15. How much advance notice is required for trip reservations (both telephone and online)? _____
16. Does your company require eligibility applications? _____
17. If an application is required, what are your eligibility requirements and limits? (i.e., income limits, monthly income level, disability, age, veteran status, other restrictions) _____
18. Does your company provide wheelchair, ambulatory, individual, and/or group service? If so, please specify the services provided. _____
19. What types of trips does your company provide? (i.e., medical, pharmacy, grocery, employment, job-related education, education, other life sustaining activities, group dining) _____

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20. Do you provide any special assistance for passengers? _____
21. Are special accommodations or discounted fares available for veterans, service members, or military families? _____
22. Do you provide any mobility resources for veterans, service members, or military families? If so, please list those resources _____
23. Do you have the ability to transport children requiring safety devices? _____
24. What are your primary destinations? _____
25. What is your average annual ridership? _____
26. Please provide your average annual miles traveled_____
27. How many vehicles are available in your fleet? _____
28. Please list any affiliations with groups or programs involved with public transit. _____

Thank you for taking the time to complete this survey. Please return the completed survey to Tindale-Oliver & Associates, Inc., by faxing to (407) 657-9106, or email to pwhitton@tindaleoliver.com, or by mail to 1595 South Semoran Blvd, Suite 1540, Winter Park, Florida 32792. All agencies that complete this form will be included in the Community Connector Plan provider inventory. The inventory will be available on the LYNX website and is a free form of marketing for your company.

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LYNX Community Connector Plan Update Survey

Please take the time to complete this short survey. Responses will be used to develop the *LYNX Community Connector Plan Update.* The Community Connector Plan serves as the tri-county area's locally coordinated human services transportation plan and identifies projects to address any gaps or overlaps in transportation services, particularly for older adults, low-income persons, and disabled persons. As part of its Veterans Transportation and Community Living Initiative, LYNX is undergoing an effort to incorporate the needs of veterans, service members, and military families into the Community Connector Plan. Please circle or write in your answers.

Tell us about yourself.

1. What is your age?

   1__ 15 or under 3__ 25 to 34 5__ 45 to 54 7__ 65 to 74
   2__ 16 to 24 4__ 35 to 44 6__ 55 to 64 8__ Over 74

2. What was the range of your total household income for 2011?

   1__ Under $10,000 3__ $20,000 to $29,999 5__ $40,000 to $49,999
   2__ $10,000 to $19,999 4__ $30,000 to $39,999 6__ $50,000 or more

3. Are you currently employed? 1__ Yes 2__ No

4. Do you have a valid driver's license? 1__ Yes 2__ No

5. Do you have access to a vehicle? 1__ Yes 2__ No

6. Do you currently use any LYNX services? 1__ Yes 2__ No
   If yes, please circle the type of service (fixed-route, door-to-door paratransit, circulator, vanpool)

7. What is the zip code of your permanent residence? _____

8. Are you a veteran? 1__ Yes 2__ No

9. What is your most frequent trip purpose? (Please check only ONE)

   1__ Work 4__ School (K-12) 7__ Shopping/Errands
   2__ Medical 5__ College/Tech 8__ Home
   3__ Social/Personal 6__ Recreation 9__ Other (specify)_____

10. What is the address or general area of your most frequent destination?

    _____

11. What do you perceive as the region's greatest mobility need?

    _____

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12. Please identify any barriers that have prevented you from accessing employment or employment-related opportunities.

_____

13. Please identify one project or service that would improve your overall mobility if implemented.

_____

14. Are you aware of any overlaps or duplications in existing transit services? 1__ Yes 2__ No
If yes, please identify specific locations and/or services._____

15. If a one-call/one-click transportation information system was available, would you use the service?
1__ Yes 2__ No If no, please tell us one thing that may encourage you to use the service.

_____

16. How satisfied are you with each of the following? Circle one score for each category.

	Very Satisfied		Neutral		Very Unsatisfied
a. Transportation services available for veterans	5	4	3	2	1
b. Availability of regional transportation information at one location	5	4	3	2	1
c. Availability of ADA-accessible technologies on buses, at bus stops, and transfer stations	5	4	3	2	1
d. Ability to access job opportunities using public transit	5	4	3	2	1
e. Availability of ADA accommodations on buses, at bus stops, and transfer stations	5	4	3	2	1
f. Ease of accessing available transportation information	5	4	3	2	1
g. Other, please specify_____	5	4	3	2	1

17. Please provide any additional comments.

_____

_____

Thank you for completing the survey! Please submit your completed survey to Tindale-Oliver & Associates, Inc., Attn: Tricia Whitton, at 1595 South Semoran Blvd, Suite 1540, Winter Park, FL 32792 or LYNX@tindaleoliver.com by April 19, 2012.

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LYNX Community Connector Stakeholder Questions – April 2012

1. What services do you provide to low-income persons, disabled persons, older adults, Veterans, service members, and/or military families?
2. How many Veterans do you currently employ?
3. Are any additional benefits provided for Veterans, service members, or military families?
4. Do your clients currently use the LYNX system (fixed-route, paratransit, vanpool, and/or Pick Up Line) or any other public or private transportation services?
5. Does your agency provide transportation services or other transportation related benefits (stipends, preferential parking for carpool/vanpool) for its clients or employees?
6. Where are your clients traveling to and from?
7. Are you aware of any existing transportation issues that are affecting Veterans, service members, military families, low-income persons, disabled persons, and older adults?
8. What do you think are the region's mobility needs, specifically those affecting low-income, disabled, older adults, Veterans, service members, and military families?
9. How can mobility be improved to assist Veterans with accessing job opportunities?
10. Are you aware of any overlaps and duplications in transportation services?
11. Are you aware of any accessibility issues (language, ADA, etc.) facing your clients or employees?
12. Are there any specific projects or services that would improve mobility for the target populations, if implemented?
13. Any suggestions on how the one-call/one-click transportation information service should be designed and deployed for optimal user friendliness and customer ease?

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14. With the implementation of a one-call/one-click information service, what magnitude of educational outreach will be needed?
15. Would your organization be willing to submit regular updates to ensure that the information in the provider inventory remains up-to-date?
16. Do your clients use Internet and/or mobile devices? If not now, do you think they would be willing to try using the technology? Are there any existing barriers that would prevent them from using a web-based information system?
17. Are there any barriers that would prevent your clients from using information kiosks to access transportation information?
18. Are you aware of any missed job opportunities due to a lack of available transportation services?
19. Are there any other technologies that may enhance your clients' access to transportation services, if deployed?
20. Are there any other services or projects that you have identified that could improve your clients' quality of life?
21. Would your agency be willing to partner for the implementation of improved transportation services?
22. Where are the primary areas that your employees live? Where are the primary areas that your clients live?
23. Do you have regional services or are they county specific?

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Appendix B

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Transportation Matrix

Provider	Website Address	Provider Information								Type of Transportation				Elgibility					Type of Trips							
		Address	Phone	Seasonal Resident Service?	Geographical Region	Days/Times of Transportation Service	Cost	Advance Notice	Application Required?	Wheelchair	Ambulatory	Individual	Group	Income limits	Monthly Income level	Disability	Age	Other Restrictions	Medical	Pharmacy	Grocery	Employment	Job related education	Education	Other Life Sustaining	Group Dining
Osceola Council on Aging, Inc.	www.osceolagenerations.org	**700 Generation Pointe Kissimmee, FL 34744**	(407) 846-8532	No	Osceola County	Monday-Friday; 8:00am-5:00pm	Only donations	2 Days	No. Assessment by Case Manager is required.	I	I	I	I	I		I	I		I	I	I				I	I
Meals on Wheels, Etc.		**2801 S. Financial Ct. Sanford, FL 32773**	(407) 333-8877	Year round	Seminole County	Monday-Friday; 7:00am - 3:00pm	N/A	2 to 3 Weeks	Yes	I	I	I	I			I	I	60+, Seminole County disabled residents	I	I	I		I		I	I
American Red Cross of Central Florida	http://www.midfloridaredcross.org/index.asp?IDCapitulo=9B23PSXU4I	**5 N Bumby Ave., Orlando, FL 32803**	(407) 894-4141	Year round																						
Ambassador Cottage, Inc.		**2118 Ambassador Ct., Orlando, FL 32808**	(407) 294-6190																							
Bishop Grady Villas	http://www.orlandodiocese.org/en/bishop-grady-villas-home	**401 Bishop Grady Ct., St. Cloud, FL 34774**	(407) 892-6078	Year round	Central Florida	Transportation Service is for Bishop Grady Villas Residents Only	No charge to take residents to work, $0.50 a mile to doctors appointments, airport, and other trips. Free for group resident trips such as shopping.									I			I	I	I	I				
Center for Drug Free Living	http://www.cfdfl.com/	**P.O. Box 53850-8350, Orlando, FL 32853-8350**	(407)245-0010 x 224		Orange, Seminole, and Brevard Counties																					
Central Florida Group Homes	http://www.cfccommunities.com/index.php	**Multiple - 3664 Howell Branch Court, Winter Park, Fl 32792**	(321) 304-3389		Orange, Seminole, and Brevard Counties																					
Divine Center of Hope		**211 E. Michigan St., # 222, Orlando, FL 32806**	(407) 895-0772	Year round	Polk, Osceola, Seminole, and Orange Counties	For Some Clients - 24 hours	Part of home care costs. Some people have 24 hour home care service.	24 to 48 Hours		I	I	I				I	I		I	I	I					
Elquanah Group Home, Inc.		**826 Battery Pointe Dr., Orlando, FL 32828**	(407) 760-4283	Year round	Seminole, Orange	Monday-Friday; 8:00am-5:00pm	No additional cost					I	I		Medicaid qualified	I		Medicaid qualified				I	I	I		
Good Samaritan Village at Kissimmee	http://www.good-sam.com/index.php?/locations/kissimmeevillage/	**1550 Aldersgate Dr., Kissimmee, FL 34746**	(407) 933-3213	Year round	Kissimmee and Poinciana	Monday-Friday; 8:00am-5:00pm Some Exceptions	Private transportation cost $22 per trip, with an additional $0.55 per mile to Walmart, grocery, etc. Transportation to some activities is free and the cost for some activities is based on distance.	Private transportation should be scheduled as far out as possible. Nursing home medical appointments are scheduled by nurse.		I		I	I				I	55 and over	I	I	I					
Health Inspirations, Inc.		**3829 W. Washington St., Orlando, FL 32804**	(407) 295-6075																							
Kinneret Council on Aging		**515 S. Delaney Avenue, Orlando, FL 32806**	(407) 425-4537	Year round	Service to Activities and Field Trips in Various Areas	Depends on Activities	No charge for field trips			I			I	I	Yearly cap HUD facility cap on income $32,600 per single person $37,250 per couple		I	62 and over			I				I
Lakeside Behavioral Healthcare	http://www.lakesidecares.org/	**1800 Mercy Dr., Orlando, FL 32808**	(407) 875-3700																							
Lasting Moments		**P.O. Box 683406, Orlando, FL 32868**	(407) 292-9612	Year round	Orange County	Monday-Friday; 7:00am-4:00pm	No cost. Part of residency.	Staff is aware of resident's schedules.				I	I			I	I	Ages 18-30	I	I	I					I
MV Transportation	http://www.mvtransit.com/	**9313 Bachman Road, Taft, FL 32824**	(407) 851-8201	Year round	Osceola, Seminole, and Orange Counties	24 Hours / 7 Days Per Week	Depends based on trip type, Medicaid, and age.	1 to 7 Days in Advance	`	I	I	I	I		Prequalified for one of the programs services			They are a transportation agency and do not have residents, they will service persons qualified for the programs								
New Discovery Group Home		**3829 W. Washington St., Orlando, FL 32805**	(407) 295-6075	Year round	Orange County	2 Group Homes, Specific Route, Specific Appointments	Cost is $7.37 per trip for residents. Non-residents pay the same if space is available.						I	Medicaid qualified, most on			I	Age range is from early 30s-late 60s								
Osceola County Council on Aging	http://osceolagenerations.org/	**700 Generation Point, Kissimmee, FL 34744**	(407)846-8532 x 241	Year round	Osceola County	Monday-Friday; 8:00am-1:00pm for Medical Appointments, 8:00am-3:00pm for Recreation Usually, Sometimes Evenings, and Week	Based on distance and if qualified for funding services, wide variety of costs depending on programs and service.	Advanced notice dependent on service and availability	Yes	I	I	I	I			I	I	Disabled and elderly	I	I	I					I
Pachot Group Home		**3905 Timber Trail, Orlando, FL 32808**	(407) 656-8484	Year round	Orange County	Monday-Friday; 8:00am-5:00pm	Medicaid voucher		Yes, Medicaid Program			I		Medicaid qualified, most on									I			
Preferred Country Living		**2637 Belmont Place, Kissimmee, FL 34744**	(407) 344-1842	Year round	Osceola County	24 Hours / 7 Days Per Week	Free for residents									I			I	I	I	I		I		I
Primrose Center, Inc.	http://www.primrosecenter.org/	**2733 S. Ferncreek Avenue, Orlando, FL 32806**	407-898-7201, Rupert 407-509-1318	Year round	Orange County	Monday-Friday; 6:30am-8:30am; 2:30pm-4:30pm	Cost per trip			I	I	I				I			I	I	I		I			I
Renewed Hope Group Home		**429 Bloomfield Dr., Poinciana, FL 34758**	(407) 319-3429																							
Seniors First	http://www.seniorsfirstinc.org/	**5395 L.B. McLeod Road, Orlando, FL 32811**	(407) 292-0177																							
Threshold, Inc.	http://www.threshold-center.org/	**3550 North Goldenrod Road, Winter Park, FL 32792**	(407) 671-7060 x 100																							
Trinity Home Care Facility, Inc.		**2503 Greywall Avenue, Ocoee, FL 34761**	(407) 292-7571																							
United Care Supported Ministries	http://united-care-supportive-ministries-orlando-fl.assistance-from-nonprofits.aidpage.com/	**20400 Nettleton Street, Orlando, FL 32833**	(407) 443-3185																							
Ambassador Cottage, Inc.		**2118 Ambassador Court, Orlando, FL 32808**	(321) 303-6126	Year round	Seminole and Orange Counties	Monday - Friday; 8:00am-3:00pm	Cost is $7.00 each way on Medicaid voucher		Yes, Medicaid program				I			I	I	Age 21-65	I	I	I		I			I
ACT America		**7345 Sandlake Rd, Orlando, FL 32819**	(407) 370-2303	Year round	Orlando	Varies	No, transportation is contracted to Mears, no direct payment																			
Acclaim Luxury Transport		**14427 Tamborine Ave., Orlando, FL 32837**	(407) 812-4055	Year round	Orange, Seminole, Polk, and Brevard Counties	24 Hours / 7 Days Per Week	Cost depends on vehicle and distance	6 Hours					I														
Action Travel		**6520 Carrier Dr, Orlando, FL 32819**	(407) 352-6945																							
Advantage Limo Service	http://www.advantagelimo.com/	**1265 Spruce Ave., Orlando, FL 32824**	(407) 438-8888																							
Air Jet Transportation	http://www.airjetlimo.com/	**P.O. Box 592427, Orlando, FL 32859**	(407) 855-9800	Year round	Orlando Metro Area	24 Hours / 7 Days Per Week By Appointment	Hourly rate, luxury sedans and limos	1 Day																		
American Coach Lines	http://www.americancoachoforlando.com/	**4950 L.B. McCloud, Orlando, FL 32811**	(407) 826-9999																							
Bethany Transportation		**12205 S. Apopka Vineland Rd., Orlando, FL 32836**	407-239-8111, Sammy 407-467-7750																							
Buses & Tours, Inc.	http://busesandtours.com/	**11323 Rocket Blvd., Orlando, FL 32824**	(407) 240-0401	Year round	Continental US	Reservations Required	Cost by hour and mileage	24 Hours					I													
CPF Arrows	http://cpfarrows.com/	**5513 Norman H. Cutson Dr., Orlando, FL 32821**	(407) 238-9055																							
Caesar's Transportation		**9793 S. Orange Blossom Trail, Orlando, FL 32809**	(407) 850-1000	Year round	Orange and Osceola County	24 Hours / 7 Days Per Week With Reservations	Flat rate	Depends on details			I		I	I												
Carlsward Transportation Services	http://www.carlswardlimobus.com/	**4972 Tangerine Avenue Winter Park, FL 32792**	(407) 679-2360	Year round	Primaily Central Florida, but also Continental US	24 Hours / 7 Days Per Week With Reservations	Hourly rate depending on origin and destination	24 Hours					I	I												
Champion Tours & Events, Inc.	http://www.championtoursandevents.com/	**320 N Magnolia Ave # 810 Orlando, FL 32801**	(407) 841-1281		Group Tours and Charter Service																					
Destinations Travel Service, Inc.	http://www.dtstours.com/	**819 W. Oak Ridge Rd., Orlando, FL 32839**	(407) 859-3501	Year round	Orlando	24 Hours / 7 Days Per Week	Cost per tour	24 Hours					I													
Diamond Cab Co.	http://www.diamondcabco.com/	**620 Ferguson Drive, Orlando, FL 32805**	(407) 523-3333	Year round	Orange, Osceola, and Seminole Counties	24 Hours / 7 Days Per Week	Based on mileage	Depends on location, 30 minutes to an hour			I		I	I												
Dynamic Tours & Transportation, Inc.	http://dynamicbuses.net/	**175 Thorpe Rd., Orlando, FL 32824**	(407) 888-3500																							
EZ TIME TRANSPORTATION	http://www.eztimetransportation.com/page/page/5511260.htm	**P.O. Box 917361, Longwood, FL 32791**	(407) 509-8586	Year round	Orange and Seminole Counties	24 Hours / 7 Days Per Week	Flate rate	Usually 2 Hours					I	I												
Five Star Limousine Service	http://www.5starlimousine.com/	**775 Musago Run, Lake Mary, FL 32746**	(407) 322-7005																							
Japan American Tours, Inc.	http://japanamericantours.com/	**7040 Lake Elenor Dr., # 113, Orlando, FL 32809**	(407) 352-7664																							
Jet Set Line Transportation	http://www.jetsetusa.com/	**2301 South Division Avenue Orlando, FL 32805**	(407) 649-4994	Year round	Continental US and Airport Shuttle	24 Hours / 7 Days Per Week	Flate rate per day	15 Days			I		I	I												
Lee Holiday Travel, Inc.		**3206 S. Conway Rd. #3, Orlando, FL 32812**	(407) 658-0855																							
Limocar, Inc		**3835 McCoy Rd., Orlando, FL 32812**	(407) 721-1014	Year round	Central Florida Metropolitan Area	24 Hours / 7 Days Per Week	Flat rate	24 Hours					I	I												
MCA Transportation, Inc.	http://www.mcatransportation.com/	**7061 Grand National Drive, Orlando, FL 32819**	(407) 352-9464	Year round	Florida, Mainly Orlando	24 Hours / 7 Days Per Week	Charge by transfer, mainly tour service, parks, and airport	25 Hours					I	I												
Mears Transportation/ Yellow Cab	http://www.mearstransportation.com/	**324 West Gore Street Orlando, FL 32806**	(407) 422-2222	Year round	Central Florida	24 Hours / 7 Days Per Week	Cabs are by mile; luxury vehicles and SUV rates per zone; motorcoaches vary based on distance	Cabs per availability			I		I	I												
NC Transportation		**9848 South Orange Avenue Orlando, FL 32824**	(407) 240-2951	Year round	Orlando Area	24 Hours / 7 Days Per Week	Cost per distance	3 Weeks					I													

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Transportation Matrix

		Provider Information								Type of Transportation				Elgibility					Type of Trips							
Provider	Website Address	Address	Phone	Seasonal Resident Service?	Geographical Region	Days/Times of Transportation Service	Cost	Advance Notice	Application Required?	Wheelchair	Ambulatory	Individual	Group	Income limits	Monthly Income level	Disability	Age	Other Restrictions	Medical	Pharmacy	Grocery	Employment	Job related education	Education	Other Life Sustaining	Group Dining
New Creative Tours, Inc.		5449 S Semoran Blvd # 227 Orlando, FL 32822	(407) 384-8107	Year round	Parks and Airport in Orlando Area	24 Hours / 7 Days Per Week	Not provided	1 Day																		
Noris Limousines	http://norislimousines.com/	3123 Crested Cir., Orlando, FL 32837	(407) 240-4533	Year round	Orlando Metro Area	24 Hours / 7 Days Per Week	Different rates per vehicle	24 Hours																		
Personal RGE Tours, Inc.	http://www.prgeusa.com/	6735 Conroy Windermere Rd #208 Orlando, FL 32835	(407) 370-2882	Year round	Orange County	Monday-Friday; 8:30am - 5:30pm	Per tour	7 Days				I	I													
Promotion Transportation Services		4941 Wansley Drive Orlando, FL 32812	(407) 306-0366																							
Showtime Limo Service		1101 Gator Lane, Winter Springs, FL 32708	(407) 699-6060																							
Star Taxi Inc.		P.O. Box 616188, Orlando, FL 32861	(407) 857-9999																							
Transtar Transportation Group	http://www.mytranstar.com/	9388 Sidney Hayes Road Orlando, FL 32824	(407) 888-5530																							
Starline Limousines		4270 Aloma Ave. #124-48A	(407) 679-8844	Year round	Orlando Metro Area	24 Hours / 7 Days Per Week	Flat rate	2-3 Hours				I	I													
Sterling Shuttle Services, Inc.		7400 International Dr. # 106, Orlando, FL 32819	407-293-9616, 407-947-4400	Year round	Lake Buena Vista and Parks	24 Hours / 7 Days Per Week	Flat rate	24 Hours				I	I													
Express Transportation, Inc.		7680 Universal Blvd., Orlando, FL 32819	(407) 351-8868	Year round	Continental US and Canada	24 Hours / 7 Days Per Week	Depends on service	Depends, 7 days shortest		I			I													
Super Tours of Orlando	http://www.supertours.com/	5159 International Dr., Orlando, FL 32819	(407) 876-8677																							
Superior Transportation	http://www.superior-transportation.net/	1265 Spruce Ave., Orlando, FL 32824	(407) 816-8606	Year round	Continental US and Canada	24 Hours / 7 Days Per Week	Depends on occasion and service	Depent on service as little as 2 hours				I	I													
Tropical Tours & Transport	http://orlandotropicaltransport.com/default.aspx	11070 Intermodal Way Orlando, FL 32824	(407) 855-4600																							
Varsity Coach, Inc.		816 Balsamwood Ln, Kissimmee, FL, 34743	(407) 348-2923																							
Walt Disney Transportation Services		P.O. Box 10000 Car Ct., Lake Buena Vista, FL 32830	(407) 824-6023																							
Wincour Transportation	http://www.wincourtransportation.com/	6615 Fairway Cove Drive Orlando, FL 32835	(407) 363-1093	Year round	Orlando, Lake Buena Vista, Parks, Airport, and Downtown Orlando	24 Hours / 7 Days Per Week	Flat rate	Shortest time 1 hour				I	I													

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Appendix C

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Prioritization Criteria	New Transit Service	New Circulators/Flexible Routes (NeighborLinks)	Increased Evening Fixed-Route Service	Increased Frequencies on Fixed-Route Service	Increased Weekend Fixed-Route Service	Additional Vehicles for New and/or Expanded Service	Employee Vanpools/Carpools	Educational Transit Programs & Travel Training	Operator Sensitivity Training	One-Stop Information Center	Transit Infrastructure and Customer Amenities	Travel Companion Programs
Project may be implemented within JARC funding and program requirements	√	√	√	√	√	√	√	√		√		
Project may be implemented within NF funding and program requirements	√	√	√	√	√	√		√	√	√	√	√
Project may be implemented within VTCLI funding and program requirements										√		
Project may be implemented through funding partnerships to maximize transportation	√	√	√	√	√	√	√	√	√	√	√	√
Project addresses a need identified through public participation	√	√	√	√	√	√	√	√	√	√	√	√
Project addresses a need identified through the technical analysis	√	√	√	√	√	√	√	√		√	√	
Project will improve ADA accessibility	√	√		√				√	√	√	√	√
Project will improve safety		√		√				√			√	√
Project enhances quality of life and improves mobility	√	√	√	√	√	√	√	√		√	√	√
SERVE TARGET POPULATION												
Elderly	√	√	√	√	√	√	√	√	√	√	√	√
Disabled	√	√	√	√	√	√	√	√	√	√	√	√
Unemployed	√	√	√	√	√	√		√	√	√	√	
Low-income	√	√	√	√	√	√	√	√	√	√	√	
Veterans	√	√	√	√	√	√	√	√	√	√	√	√
HELP REDUCE IDENTIFIED GAPS												
Transportation Funding Deficiencies												
Service Related	√	√	√	√	√	√	√					
Accessibility	√	√	√	√	√	√	√	√		√	√	√
Safety								√			√	√
Education and Information								√	√	√		√
TOTALS	**14**	**15**	**13**	**15**	**13**	**13**	**11**	**16**	**10**	**15**	**14**	**12**

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