

# Transportation Disadvantaged Service Plan Orange, Osceola, and Seminole Counties Minor Update 2020



Central Florida Regional Transportation Authority



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May 14, 2020

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## TDSP Certification

The Transportation Disadvantaged Service Plan (TDSP) and rates have been reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board approved the TDSP and rates at an official meeting held on May 14, 2020.

05/14/2020

Mayor Jose Alvarez

Date

Local Coordinating Board Chairperson

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TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD**



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# 2020 TDLCB Roll Call Sheet Voting Record

Meeting Date: 05/14/2020

Vote	Vote	Vote	Vote	Member	Attended?	
VIII.A. 2/13/20 Minutes	QATF Recommend- ations	VIII. B. TDSP Minor Update (Incl QATF Recs)	VIII. C. Rate Calculations		Y	N
Y	Y	Y	Y	Alvarez, Mayor Jose (Chair)	X	
Y	Y	Y	Y	Arnold, Dianne	X	
Y	Y	Y	Y	Baldwin, Marilyn	X	
Y	Y	Y	Y	Ballard, Chad	X	
Y	Y	Y	Y	Bates, Mayor Pat	X	
Y	Y	Y	Y	Berry, Neika	X	
				Ford, Crystal (non-voting)	X	
				Grzesik, James (non-voting)		X
				Hickling, Norman (non-voting)	X	
Y	Y	Y	Y	Jennings, Sharon	X	
Y	Y	Y	Y	Levine-Silverman, Dr. Linda	X	
				Melia, Robert		X
Y	Y	Y	Y	Olds, Janee	X	
Y	Y	Y	Y	Olson, Wayne	X	
Y	Y	Y	Y	Radka, Karla	X	
Y	Y	Y	Y	Raices, Wilfredo	X	
Y	Y	Y	Y	Santiago, Jo	X	
Y	Y	Y	Y	Smith, Calvin	X	
Y	Y	Y	Y	Uribe, Hon. Mayra (Vice Chair)	X	
Y	Y	Y	Y	Whitt, Alnita	X	
Y	Y	Y	Y	Zubritsky, Adam	X	

Quorum Count: 14

In attendance: 19

## INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the Transportation Disadvantaged (TD) and serves as a framework for transit service performance evaluation.

As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of older adults, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective and efficient, transportation services within its service area. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB). The TDSP outlines a strategy for meeting the state of Florida requirements through service planning, development and implementation of transportation resources and includes the following sections.

- Development Plan
- Service Plan
- Quality Assurance Section
- Cost/Revenue Allocation and Rate Structure Justification

As part of this TDSP annual update, the Development Plan has been revised to include the latest needs assessment relating to TD services and progress updates for the goals, objectives, and strategies as well as the implementation plan. The rate model summary and worksheets have also been updated and included to reflect FY 2020.

## I. Development Plan

The Development Plan component of the TDSP outlines the goals and objectives for delivery of the TD services in Orange, Osceola, and Seminole counties. The data presented herein reviews the history, current programming, and plans for the continued delivery of quality TD services.

### A. Introduction to Service Area

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

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

the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the transportation disadvantaged as:

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

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

### *Federal Level Roles and Responsibilities*

As a federally funded fixed route transit system, and in accordance with the 1964 Civil Rights Act, LYNX is required to offer complementary transit service to persons with disabilities who live within  $\frac{3}{4}$  mile of the



fixed route system and are unable to use the service due to a disability. Transportation Disadvantaged efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

In August 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally-developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit-human services transportation plan. The minimum required plan contents include:

- Identification of current providers and services;
- Assessment of transportation needs of older adults, persons with disabilities, and individuals with lower incomes, as appropriate;
- Identification of strategies and/or activities to address those needs and service gaps; and

- Implementation priorities, based on time, resources and feasibility.

In July 2012, Congress authorized the Moving Ahead for Progress in the 21st Century Act (MAP-21); with its provisions taking effect October 1, 2012. One of the impacts of MAP-21 was the consolidation of the Section 5316 Job Access and Reverse Commute (JARC) into the Urbanized Mass Transit Formula Program (section 5307) and the Rural Transit Formula Funding Program (Section 5311). The New Freedom (Section 5317) grant program was incorporated into the Section 5310 grant program. MAP-21 continues the provision that projects selected for funding must be included in the Locally Developed and Coordinated Human Services Transportation Plan.

LYNX completed an update to its Human Services Transportation Plan in 2019. The LYNX Human Services Transportation Plan has been incorporated into this TDSP as Attachment 6.

### *Local Level Roles and Responsibilities*

MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish the TDLCB to provide information, advice, and direction to the CTC. MetroPlan Orlando performs this role with its TDLCB which reviews and makes recommendations

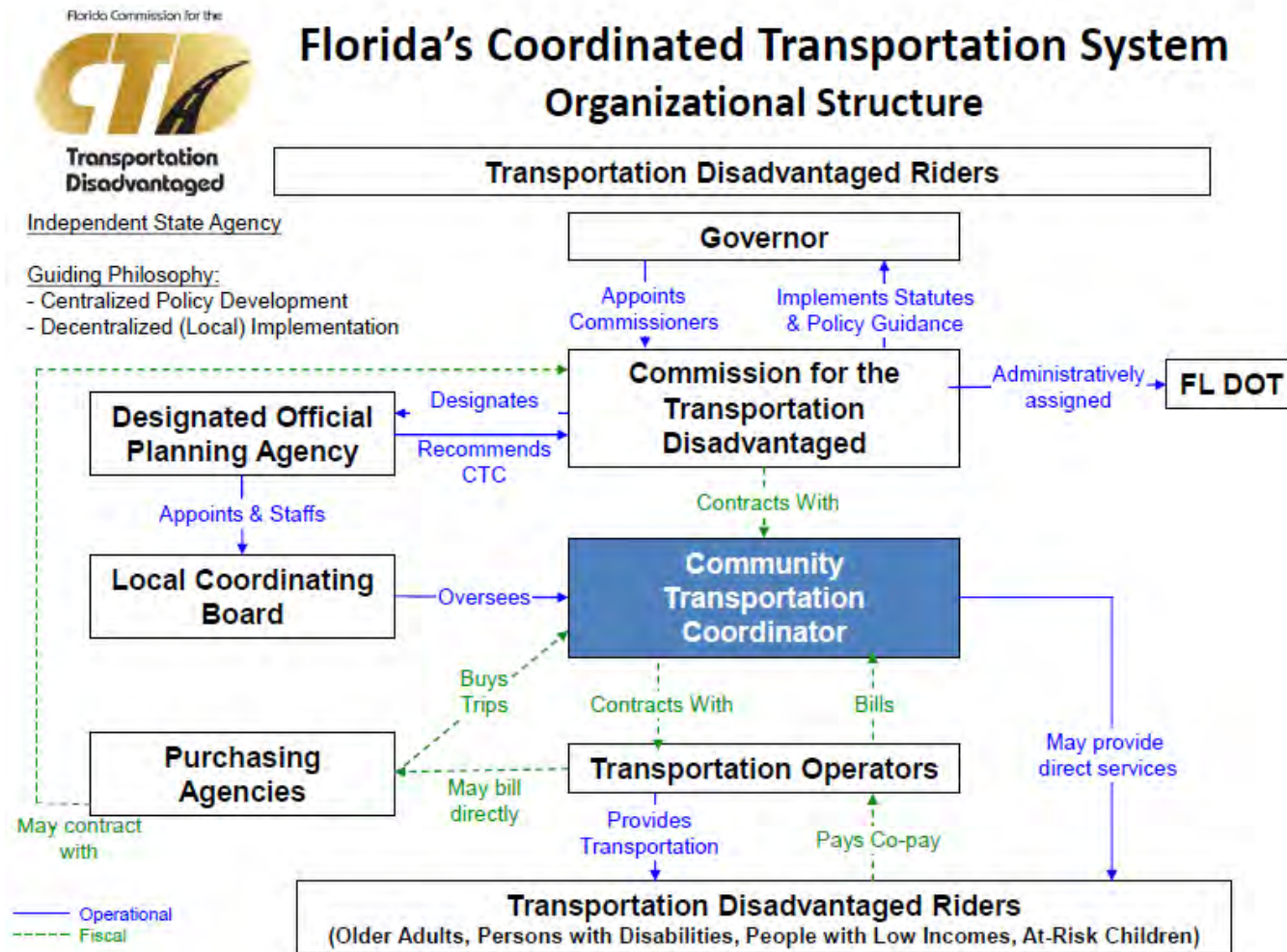
on the delivery of TD services for Orange, Osceola, and Seminole counties. The TDLCB meets quarterly, at a minimum, to review and provide recommendations on service, safety, eligibility, and grievances which may be brought to them regarding the service delivery. The TDLCB is also responsible for reviewing and approving the five-year TDSP and the associated annual updates at the local level. After TDLCB approval, the CTD completes the TDSP review and approval process.

Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area. The CTC reviews all Transportation Operator contracts annually before renewal, to ensure the effectiveness and efficiency of the operator and to determine compliance with the standards of the Commission. Community Transportation Coordinators also have the following powers and duties:

- Collect annual operating data for submittal to the Commission.
- Review all transportation operator contracts annually.
- Approve and coordinate the utilization of school bus and public transportation services in

- accordance with the transportation disadvantaged service plan.
- Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
  - Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with TDTF dollars.

Figure 1: Transportation Disadvantaged Program Concept Chart





## 2. Community Transportation Coordinator Designation Date and History

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

Consistent with the national trends and the elimination of state-sponsored provision of transportation services for Medicaid clients, in March 2015, ACCESS LYNX stopped providing Medicaid services, as a result of Medicaid transitioning to Management Care organizations providing transportation services.

LYNX provides TD trips using the ACCESS LYNX paratransit service. ACCESS LYNX operates under the Mobility Services Division of LYNX. Passenger trips are provided using LYNX paratransit vehicles. However, individuals who can utilize non-ACCESS LYNX vehicles may be offered trips through Transportation Network Companies (TNCs) or taxi services in an effort to provide passengers with various mobility options.

### 3. Organizational Charts

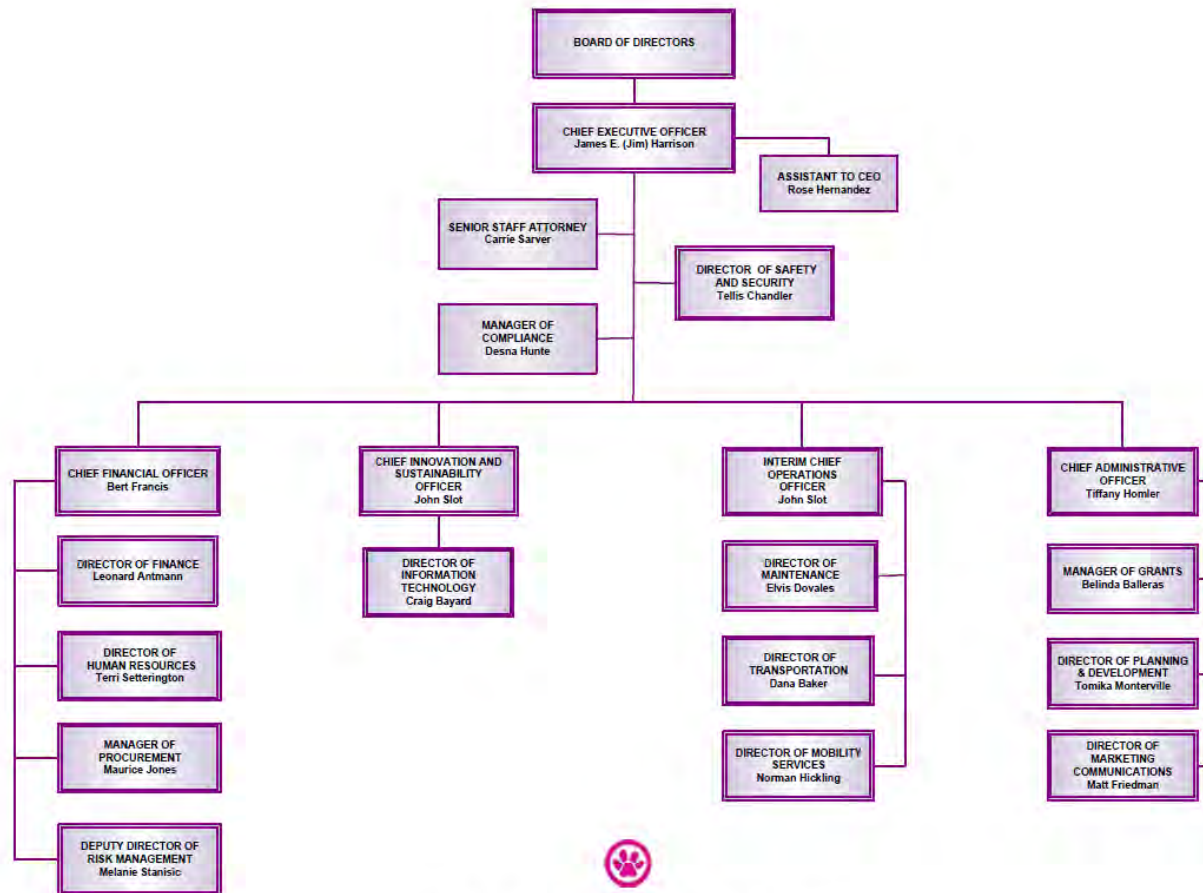
LYNX' paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area.

Following are organizational charts for the LYNX and LYNX' Mobility Services Division.

In addition to the Mobility Services Division organizational chart, all service providers report to the Director of Mobility Services.

Figure 4 presents the LYNX service area.

Figure 2: LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART  
March 9, 2020

Figure 3: Mobility Services Organizational Chart

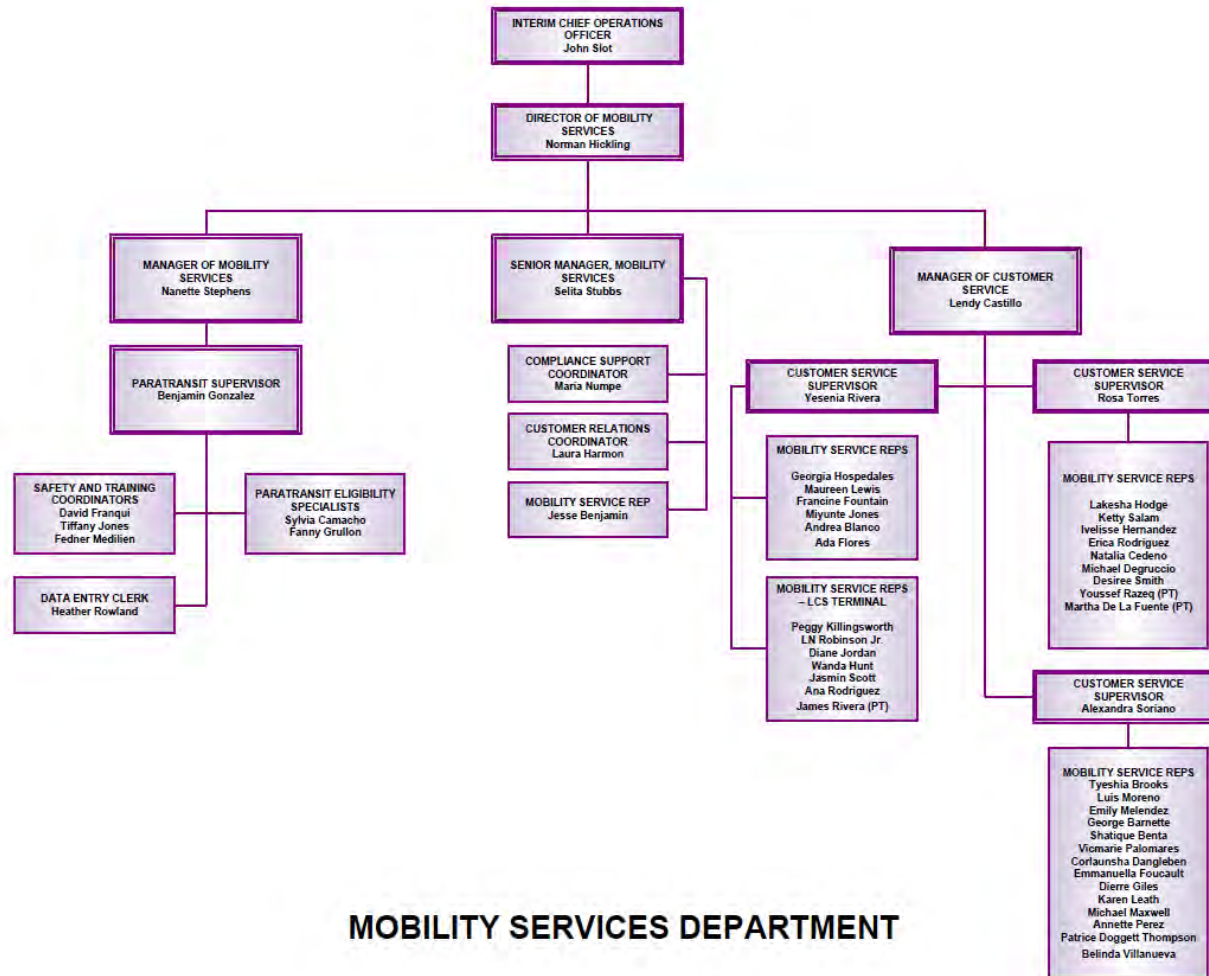
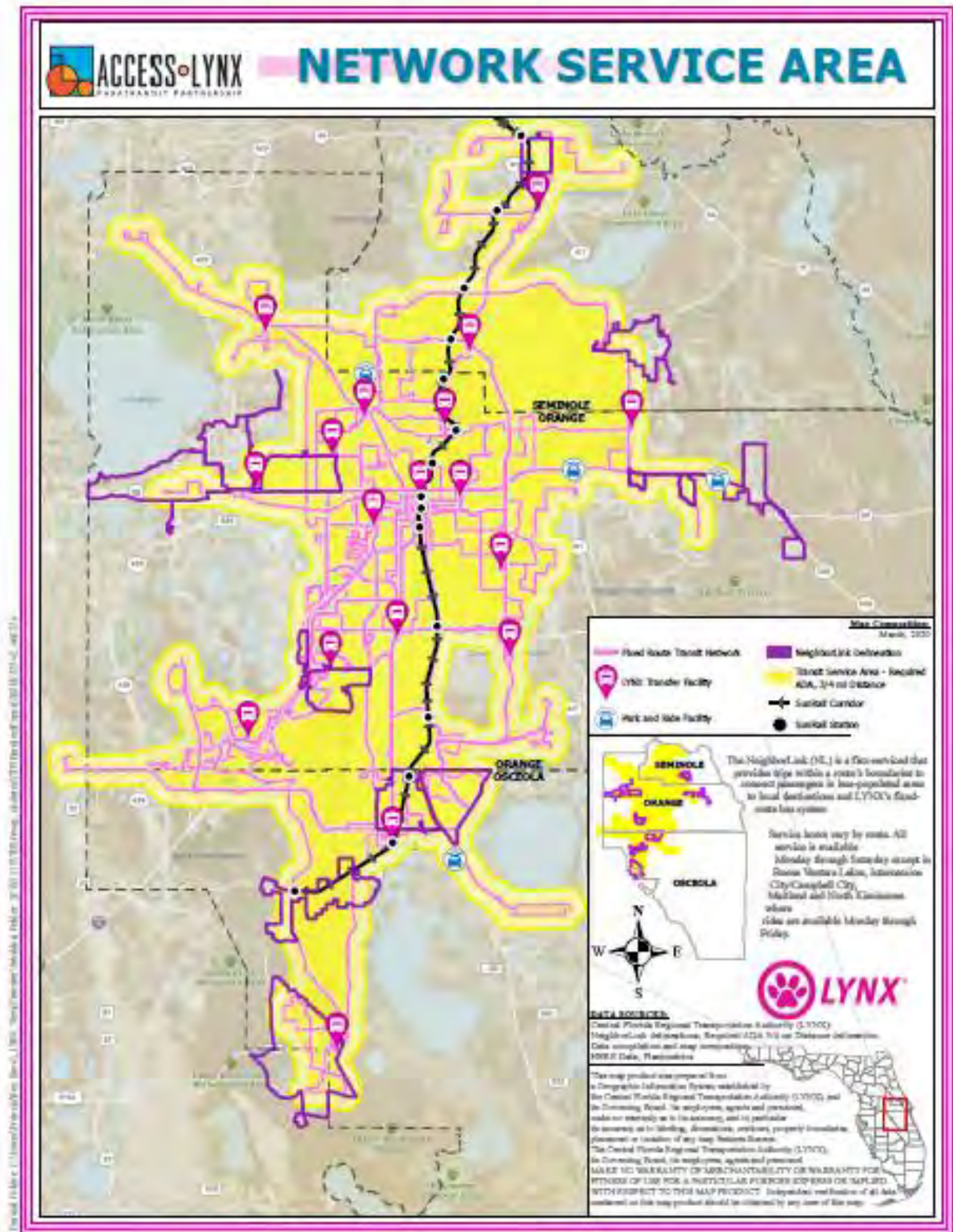




Figure 4: Service Area





#### 4. Consistency Review of Other Plans

As required for the TDSP, LYNX has reviewed various local planning documents to ensure consistency among the planning processes and collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole counties). This section documents the review of the following documents:

- LYNX Transit Development Plan Major Update 2018-2027. As a major component of this document, a Route Optimization Study (ROS) was completed to identify recommendations to restructure the LYNX fixed route and NeighborLink services. Some of these recommendations included route realignments, new service (including NeighborLink expansion), expanded service, increased frequencies, increased hours of service, and related new and expanded paratransit and TD service. Capital project types include fleet replacement, passenger facility upgrade/expansion, ADA facility upgrades, maintenance/support facility upgrade/expansion, and technology/software systems deployment.

In addition, transit policies from the Orange, Osceola, and Seminole County comprehensive plans were reviewed and summarized as part of the development of the LYNX TDP to ensure consistency.

- LYNX Transit Development Plan (Annual Update completed in 2019), which presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP annual update covers fiscal years 2020 through 2029. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10<sup>th</sup> year.

As noted as an accomplishment in the annual update, ACCESS LYNX began a new travel training program to assist passengers with learning how to ride the fixed route system and bring along a companion. This travel training is not only for the transportation disadvantaged community, and is available to all LYNX customers, however the expanded travel training program is expected to help existing, future and potential paratransit eligible customers overcome physical and psychological obstacles that prevent them from utilizing fixed route service.

- Commission for the Transportation Disadvantaged Five (5) Year/20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.
- MetroPlan Orlando's Long Range Transportation Plan (LRTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2045

LRTP is currently in development; therefore, the 2040 LRTP was reviewed for this annual update. Goals and objectives included in the MetroPlan 2040 LRTP, include:

- Mobility, balanced system, local and regional transit service, premium transit service, intercity rail, bicycle system and pedestrian system;
  - Integrated transportation system, intermodal system, freight and goods movement, international airports, reliever airports;
  - Intergovernmental coordination, comprehensive planning, land use efficiency, quality of life, regional activity centers, environmental justice, and citizen involvement;
  - Cost-effective, mobility enhancements, intelligent transportation systems, system function and performance, investment coordination;
  - Climate change, air quality, natural system, alternative fuels, and
  - open state; and
  - Economic growth, funding, and economic centers.
- MetroPlan Orlando's Transportation Improvement Program (TIP), the five-year implementation plan for the region to support transportation projects. Projects included in the FY2019/20-2023/24 TIP

were reviewed to ensure consistency with this TDSP annual update.

## 5. Local Coordinating Board Certification



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

**Date:** March 11, 2020

**Name (DOPA):** MetroPlan Orlando

**Address:** 250 S. Orange Avenue  
Suite 200  
Orlando, Florida 32801

APPROVED BY  
METROPLAN ORLANDO  
*C. Goldfarb 3-11-2020*

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

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

**Signature:**   
Honorable Bob Dallari

**Title:** Chairman of MetroPlan Orlando

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange) Hon. Jose Alvarez (Osceola) Hon. Pat Bates (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

## LYNX TDSP - MINOR UPDATE 2020

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

MEDICAL COMMUNITY	Chad Ballard	-
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ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Karla Radka	-
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REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Neika Berry	One Year
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Years
FOR-PROFIT OPERATOR	Vacant	N/A
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Crystal Ford, Orange County EMS Alt: Tom Daniels	-
	Jim Greszik, SunRail Customer Advisory Committee Chair	-

## B. Service Area Profile and Demographics

### 1. Service Area Description

The TD service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions.

### 2. Demographics

#### *Land Use*

The Central Florida region has been moving towards a renewed emphasis on the use of transit and pedestrian supportive land use mixes in new projects on key corridors as well as an improved jobs-to-housing balance. Local municipalities have begun implementing smart growth best practices and are encouraging transit-oriented development, redevelopment, and mixed-use neighborhood development.

More recently, there has been a major increase in both commercial and multifamily residential development in the downtown Orlando area while areas in east and



west Orange County are continuing to experience growth in single family residential and traditional commercial growth.

Development in Osceola County is growing at a fast pace with redevelopment occurring in the downtown Kissimmee area and residential development occurring within the urban growth boundary.

The overall trend of the land use shows that specific areas LYNX may need to provide fixed-route service is likely to expand which could place greater stress on the services LYNX currently provides unless additional funding is secured commensurate to the new service areas.

### *Population and Composition*

There is no one size fits all transit approach that can be applied in every metropolitan area across the country. Therefore, it is important to understand the make-up and demographics of the community that transit intends to serve. This includes understanding the makeup and location of underserved populations, minorities, elderly and younger groups, and income levels. Table 1 includes the demographic summary of the LYNX service area by county.

*Table 1: LYNX Service Area Demographic Summary*

	Orange County		Osceola County		Seminole County		Total Service Area	
<b>Total Population</b>	1,321,194		338,169		455,086		<b>2,114,899</b>	
<b>Population as a percent of the service area</b>	62%		16%		22%		<b>100%</b>	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
<b>Female</b>	672,748	51%	171,799	51%	235,151	52%	<b>1,079,698</b>	<b>51%</b>
<b>Male</b>	648,446	49%	166,820	49%	219,935	48%	<b>1,035,221</b>	<b>49%</b>
<b>Hispanic or Latino</b>	408,324	31%	171,799	53%	94,168	21%	<b>681,880</b>	<b>32%</b>
<b>Non-Hispanic or Latino</b>	912,870	69%	166,820	47%	360,918	79%	<b>1,433,019</b>	<b>68%</b>
<b>Under 18 Years Old</b>	297,074	23%	83,995	25%	96,878	21%	<b>477,947</b>	<b>23%</b>
<b>20-24</b>	106,036	8%	23,131	7%	29,175	6%	<b>158,342</b>	<b>7%</b>
<b>25-34</b>	221,344	17%	48,852	14%	65,381	14%	<b>355,577</b>	<b>16%</b>
<b>35-44</b>	186,537	14%	48,678	14%	61,743	14%	<b>296,958</b>	<b>14%</b>
<b>45-54</b>	176,464	13%	45,306	13%	65,388	14%	<b>287,158</b>	<b>14%</b>
<b>55-64</b>	145,383	11%	36,521	11%	59,006	13%	<b>240,910</b>	<b>11%</b>
<b>65 and Older</b>	150,264	11%	43,188	13%	67,463	15%	<b>260,915</b>	<b>12%</b>
<b>African American</b>	277,193	21%	43,509	12%	53,080	12%	<b>373,782</b>	<b>18%</b>
<b>American Indian &amp; Alaska Native</b>	2,888	<1%	1,172	<1%	954	<1%	<b>5,014</b>	<b>&lt;1%</b>
<b>Asian</b>	68,133	5%	11,147	3%	19,964	4%	<b>99,244</b>	<b>5%</b>
<b>Native Hawaiian and Pacific Islander</b>	1,012	<1%	16	<1%	312	<1%	<b>1,340</b>	<b>&lt;1%</b>
<b>White</b>	844,074	64%	351,318	71%	351,484	77%	<b>1,546,876</b>	<b>70%</b>

# LYNX TDSP - MINOR UPDATE 2020

	Orange County		Osceola County		Seminole County		Total Service Area	
<b>Other</b>	83,429	6%	34,241	9%	14,384	3%	<b>132,054</b>	<b>4%</b>
<b>Identified by Two or More</b>	44,465	3%	16,672	5%	14,908	3%	<b>76,045</b>	<b>4%</b>
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
<b>Total Units</b>	526,428		144,054		188,529		<b>859,011</b>	
<b>Occupied Units</b>	458,613	87%	99,158	69%	167,304	89%	<b>725,075</b>	<b>84%</b>
<b>Owner-Occupied Units</b>	250,719	48%	60,600	61%	109,069	65%	<b>420,388</b>	<b>49%</b>
<b>Renter-Occupied Units</b>	207,894	39%	38,558	39%	58,235	35%	<b>304,687</b>	<b>35%</b>

Note: 2018 American Community Survey

As shown in Table 1, the total estimated population for the three counties is 2,114,899, an increase of 3 percent from the demographics included in the previous TDSP annual update that was based on 2011-2015 ACS estimates. The total number of housing units increased by 5 percent.

When comparing the results of the population distribution by age group from the previous TDSP to the demographic summary included in Table 1, the distribution remains consistent, with the age group of 25 to 35 increasing from 15 percent of the total population distribution to 16 percent and the 65 and over age group increasing from 11 percent to 12 percent of the total population distribution.

Underserved populations have a higher potential for public transit use. Classifying areas as underserved is based on aggregating several factors that are typical indicators of disadvantaged groups. These factors include population below poverty, zero-vehicle households, minorities, population under 18 and over the age of 65, as well as population with limited English proficiency. Federal law requires that transit agencies meet Title VI, environmental justice (EJ) and limited English proficiency (LEP) mandates, making it important to ensure that areas with high proportions of minorities and non-English speakers are not excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Population below poverty is one of the primary components in determining underserved populations. The concentrations of residents in this situation are consistent with the underserved population. Income by itself is one of the leading influencers in travel decisions. According to the 2014 American Community Survey (ACS) 1-Year Public Use Microdata Sample (PUMS), transit and other forms of alternative transportation are critical for many Florida residents. Thirty-five percent of renter households with incomes below 30% of the average median income (extremely low-income, or ELI) have no vehicle at home, including 58% of ELI renters age 75 and older. Due to less disposable income available, research shows that low income households are less likely to own one vehicle

per licensed driver or able to make fewer discretionary trips, and therefore, may be more dependent on public transit, particularly for non-essential or recreational trips.

According to the Bureau of Economic and Business Research (BEBR), Florida is one of the fastest growing states in the nation. For counties, the projections start with the population estimate constructed by BEBR for April 1, 2019. Projections were made for each county using five different techniques. After 2020, the projections were made in five-year increments using five different techniques (linear, exponential, share-of-growth, shift-share, and constant population) and three historical base periods.

More detail on the methodology can be found in “Projections of Florida Population by County, 2020-2045” by Stefan Rayer and Ying Wang in Florida Populations Studies, Volume 53, Bulletin 186 (January 2020).

*Table 2: Population Projections (BEBR Medium Series)*

Census				Projected					
County	2010	2018	% Change between 2010 and 2018	2019	2020	2025	2035	2045	% Change between 2018 and 2045
<b>Orange</b>	1,145,456	1,321,194	<b>15.3%</b>	1,386,080	1,418,900	1,573,000	1,797,400	1,972,200	<b>49.3%</b>
<b>Osceola</b>	268,685	338,169	<b>25.9%</b>	370,552	384,800	452,100	558,900	642,600	<b>90.0%</b>
<b>Seminole</b>	422,718	455,086	<b>7.7%</b>	471,735	478,800	510,700	556,900	590,400	<b>29.7%</b>
<b>Total</b>	1,836,859	2,114,449	<b>15.1%</b>	2,228,367	2,282,500	2,535,800	2,913,200	3,205,200	<b>51.5%</b>

*Note: BEBR Projections of Florida Population By County, 2020–2045, With Estimates For 2019.*

Of the tri-county area, Osceola County is expected to have the largest percentage of population growth in the region due to more developable land. The medium or high series population forecasts along with trends in higher gasoline prices, are likely to result in a significant growth in demand for transit.

#### *LABOR FORCE AND EMPLOYMENT*

In the past years, the Central Florida labor market has continued to improve from an unemployment rate of 9.1 percent in 2014 decreasing to 3.6 percent in 2017. The most recent 2018 data available indicates an unemployment rate of 4.9 percent for the Orlando-Kissimmee-Sanford Metropolitan Area. As a result, LYNX has experienced an increase in transportation



demand and an increase in the number of employed workers in the region.

However, with the current conditions relating to Covid-19, it is expected that there will be a major increase in the number of unemployed persons and overall unemployment rate.

Another factor impacting the labor force in Osceola, Orange and Seminole Counties is the availability of affordable housing units. According to U.S. News & World Report, Orlando rated 78<sup>th</sup> in attractive places to live due to the high cost of housing and low wages. The importance of public transit and transportation for low-income, elderly and disabled clients is compounded due to the lack of affordable housing located near transit routes and facilities. It is estimated that low-income workers spend more than 30 percent of their income on transportation costs. Given the reality of the Orlando metropolitan region housing-to-jobs mismatch, the critical services provided by ACCESS LYNX and other LYNX transit services are even more essential today, than in past years.

Table 3 shows the 2018 labor force and unemployment rates for the State of Florida and the Orlando-Kissimmee-Sanford Metropolitan Area.

*Table 3: Labor Force and Unemployment*

Civilian Labor Force and Unemployment (April 2018)			
Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,176,988	53,771	4.9%
State of Florida	10,265,785	530,845	5.2%

*Source: 2018 American Community Survey*

### 3. Major Trip Generators

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

Major non-work related trip generators include dialysis, which account for approximately 74-percent of all trips transportation disadvantaged trips provided by ACCESS LYNX. Currently, there are more than 30

renal dialysis centers in the tri-county region. Table 4 contains a list of the major trip generators for TD trips provided in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period.

*Table 4: Major Trip Generators by Location (2019)*

Facility	CY 19 Trips
LIGHTHOUSE KUNZE	12263
DIALYSIS KISSIMMEE	9453
DIALYSIS W COLONIAL	8985
DIALYSIS DSCF SANFORD	8674
LIGHTHOUSE NEW HAMPSHIRE	8569
DIALYSIS DAVITA EAST	8207
ADVENTHEALTH SOUTH ORLANDO	8051
DIALYSIS DAVITA CENTRAL ORLANDO	7628
DIALYSIS POINCIANA	7100
DIALYSIS FLORIDA CENTER	6621
QUEST SOUTH	6335
DIALYSIS CENTRAL FL KIDNEY ERNESTINE	6255
DIALYSIS WEST ORANGE WINTER GARDEN	5742
WINTER GARDEN FAMILY HLTH	5742
DIALYSIS DAVITA OCOEE	5730
DIALYSIS TOWN LOOP	5725
DIALYSIS DAVITA ORLANDO	5417
DIALYSIS DSCF EAST	5191
DIALYSIS VINELAND	5167
DIALYSIS E COLONIAL	5085
DIALYSIS ST CLOUD	5051
DIALYSIS STURTEVANT	5028
DIALYSIS DAVITA APOPKA	4947
DIALYSIS CENTRAL FL KIDNEY CHICKASAW	4838
ORLANDO VETERANS AFFAIRS MEDICAL CE	4772
SHARE THE CARE PEEL AVE	4597
ADVENTHEALTH NORTH ALT.	4561
ORLANDO HEALTH & REHAB	4414
DIALYSIS DAVITA CASSELBERRY	4340
INSPIRE OF CENTRAL FLORIDA	4300
DIALYSIS BUENA VENTURA	4299
DIALYSIS WEST ORANGE MAITLAND	4170
DIALYSIS GOLDENROD	4089
DIALYSIS DAVITA AIRPORT	4027
UNIVERSAL GUEST PU / DO	3915
DIALYSIS DAVITA LAKE MARY	3863
ROSEN SHINGLE CREEK	3822
OSC COUNCIL ON AGING	3717
DIALYSIS LANDSTAR	3689
PRIMROSE TRIANING CN	3575
DIALYSIS LK ELLENOR	3535

## Service Analysis

### Forecasts of TD Population

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

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

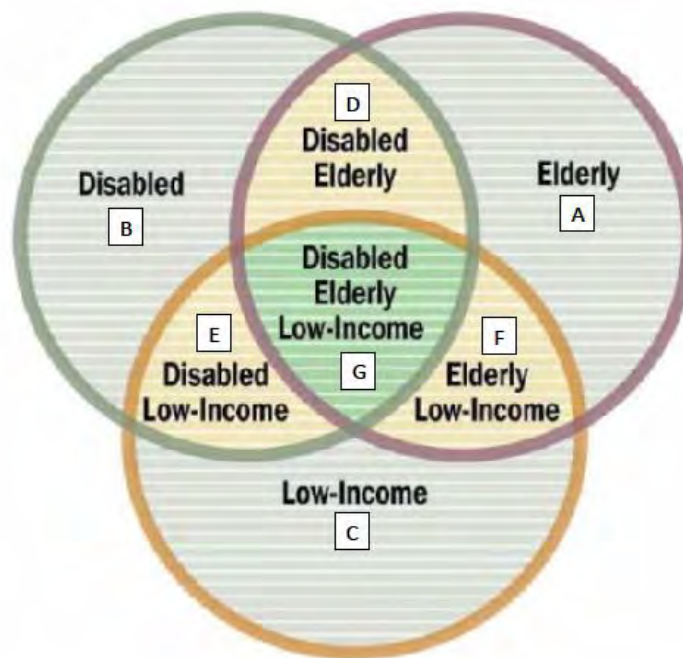
Tables 5 through 7 are the projected TD population figures developed by CUTR through the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, and reported in the Florida Statewide Transportation Disadvantaged Plan Population Demand and Forecasts. Table 5 presents *potential* TD population forecasts by market segment



by county. Table 6 presents TD population forecasts by market segment by county. Table 7 forecasts, by county, the number of trips that will be demanded and supplied.

*Table 5: Forecast of Potential Transportation Disadvantaged by County (2018)*

County	Disabled Non-Eld. Low Inc.	Disabled Non-Eld. Non-Low Inc.	Disabled Elderly Low Inc.	Disabled Elderly Non-Low Inc.	Non-Dis. Elderly Low Inc.	Non-Dis. Elderly Non-Low Inc.	Non-Dis. Non-Eld. Low Inc.	Total
2018								
Orange	25,277	69,435	8,280	51,935	10,590	91,045	146,579	<b>403,141</b>
Osceola	9,512	28,893	2,429	16,847	2,166	26,391	35,205	<b>121,443</b>
Seminole	5,935	20,578	1,339	20,403	2,942	48,050	35,723	<b>134,970</b>
<b>Total</b>	<b>40,724</b>	<b>118,906</b>	<b>12,048</b>	<b>89,185</b>	<b>15,698</b>	<b>165,486</b>	<b>217,507</b>	<b>659,554</b>



*Table 6: Forecast of Transportation Disadvantaged Population by County (2018)*

**Orange County**

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	83,836	6.1%	20,617	1.5%	1,366	0.9%	1,072	3.19%
5-17	221,118	16.1%	26,881	2.0%	11,896	0.9%	3,829	0.28%
18-34	374,121	27.3%	62,402	4.6%	20,810	1.5%	4,569	0.33%
35-64	528,446	38.6%	61,956	4.5%	60,640	4.4%	15,807	1.15%
Total Non Elderly	1,207,521	88.2%	171,856	12.5%	94,712	6.9%	25,277	1.85%
65-74	98,926	7.2%	10,570	0.8%	25,433	1.9%	2,987	0.22%
75+	62,924	4.6%	8,300	0.6%	34,782	2.5%	5,293	0.39%
Total Elderly	161,850	11.8%	18,870	1.4%	60,215	4.4%	8,280	0.60%
Total	1,369,371	100%	190,726	13.9%	154,927	11.3%	33,557	2.45%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		25,277	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		69,435	
G - Estimate elderly/disabled/low income					From Base Data (I14)		8,280	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		51,935	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		10,590	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		91,045	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		146,579	
Total - Non-Duplicated							403,141	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		403,141	29.4%					

## Osceola County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	23,107	6.3%	2,868	0.8%	430	0.7%	430	3.60%
5-17	65,662	18.0%	13,570	3.7%	8,608	2.4%	2,960	0.81%
18-34	86,917	23.8%	10,867	3.0%	6,644	1.8%	2,338	0.64%
35-64	141,985	38.8%	17,412	4.8%	22,723	6.2%	3,784	1.04%
Total Non Elderly	317,671	86.9%	44,717	12.2%	38,405	10.5%	9,512	2.60%
65-74	30,002	8.2%	3,351	0.9%	8,393	2.3%	1,508	0.41%
75+	17,831	4.9%	1,244	0.3%	10,883	3.0%	921	0.25%
Total Elderly	47,833	13.1%	4,595	1.3%	19,276	5.3%	2,429	0.66%
Total	365,504	100%	49,312	13.5%	57,681	15.8%	11,941	3.27%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		9,512	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		28,893	
G - Estimate elderly/disabled/low income					From Base Data (I14)		2,429	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		16,847	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		2,166	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		26,391	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		35,205	
Total - Non-Duplicated							121,443	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		121,443	33.2%					

## Seminole County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	24,699	5.3%	3,827	0.8%	0	0.0%	0	0.00%
5-17	83,954	17.9%	9,156	2.0%	4,682	1.0%	1,126	0.24%
18-34	96,268	20.6%	12,014	2.6%	5,231	1.1%	4,809	1.03%
35-64	190,177	40.7%	16,661	3.6%	16,600	3.5%	0	0.00%
Total Non Elderly	395,098	84.5%	41,658	8.9%	26,513	5.7%	5,935	1.27%
65-74	42,822	9.2%	2,774	0.6%	9,568	2.0%	1,339	0.29%
75+	29,912	6.4%	1,507	0.3%	12,174	2.6%	0	0.00%
Total Elderly	72,734	15.5%	4,281	0.9%	21,742	4.6%	1,339	0.29%
Total	467,832	100%	45,939	9.8%	48,255	10.3%	7,274	1.55%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		5,935	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		20,578	
G - Estimate elderly/disabled/low income					From Base Data (I14)		1,339	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		20,403	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		2,942	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		48,050	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		35,723	
Total - Non-Duplicated							134,970	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		134,970	28.9%					

**Table 7: Forecast of General and Critical Need Transportation Disadvantaged Populations (2018-2028)**

**Orange County**

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/ low income	25,277	25,826	26,387	26,960	27,546	28,144	28,755	29,380	30,018	30,670	31,336
B - Estimate non-elderly/ disabled/not low income	69,435	70,943	72,484	74,059	75,667	77,311	78,990	80,706	82,459	84,250	86,080
G - Estimate elderly/disabled/low income	8,280	8,460	8,644	8,831	9,023	9,219	9,419	9,624	9,833	10,047	10,265
D- Estimate elderly/ disabled/not low income	51,935	53,063	54,216	55,393	56,596	57,826	59,082	60,365	61,676	63,016	64,385
F - Estimate elderly/non-disabled/low income	10,590	10,820	11,055	11,295	11,541	11,791	12,047	12,309	12,576	12,850	13,129
A - Estimate elderly/non-disabled/not low income	91,045	93,023	95,043	97,108	99,217	101,372	103,574	105,824	108,122	110,471	112,870
C - Estimate low income/not elderly/not disabled	146,579	149,763	153,016	156,340	159,735	163,205	166,750	170,372	174,073	177,854	181,717
<b>TOTAL GENERAL TD POPULATION</b>	<b>403,141</b>	<b>411,898</b>	<b>420,844</b>	<b>429,986</b>	<b>439,325</b>	<b>448,868</b>	<b>458,618</b>	<b>468,580</b>	<b>478,758</b>	<b>489,157</b>	<b>499,782</b>
<b>TOTAL POPULATION</b>	<b>1,369,371</b>	<b>1,399,115</b>	<b>1,429,505</b>	<b>1,460,556</b>	<b>1,492,281</b>	<b>1,524,695</b>	<b>1,557,812</b>	<b>1,591,650</b>	<b>1,626,222</b>	<b>1,661,545</b>	<b>1,697,636</b>

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<i>Disabled</i>	33,349	34,073	34,814	35,570	36,342	37,132	37,938	38,762	39,604	40,465	41,343
<i>Low Income Not Disabled No Auto/Transit</i>	15,304	15,637	15,977	16,324	16,678	17,040	17,411	17,789	18,175	18,570	18,973
<b>Total Critical Need TD Population</b>	<b>48,654</b>	<b>49,710</b>	<b>50,790</b>	<b>51,893</b>	<b>53,021</b>	<b>54,172</b>	<b>55,349</b>	<b>56,551</b>	<b>57,779</b>	<b>59,034</b>	<b>60,317</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	1,634	1,670	1,706	1,743	1,781	1,819	1,859	1,899	1,941	1,983	2,026
<i>Low Income - Not Disabled - No Access</i>	29,063	29,695	30,340	30,999	31,672	32,360	33,063	33,781	34,515	35,264	36,030
<b>Total Daily Trips Critical Need TD Population</b>	<b>30,697</b>	<b>31,216</b>	<b>31,744</b>	<b>32,280</b>	<b>32,826</b>	<b>33,407</b>	<b>33,998</b>	<b>34,600</b>	<b>35,212</b>	<b>35,835</b>	<b>36,398</b>
<b>Annual Trips</b>	<b>11,204,525</b>	<b>11,393,881</b>	<b>11,586,438</b>	<b>11,782,248</b>	<b>11,981,368</b>	<b>12,193,439</b>	<b>12,409,263</b>	<b>12,628,907</b>	<b>12,852,438</b>	<b>13,079,926</b>	<b>13,285,281</b>



## Osceola County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/ low income	9,512	9,845	10,189	10,545	10,914	11,296	11,691	12,100	12,523	12,962	13,415
B - Estimate non-elderly/ disabled/not low income	28,893	29,904	30,950	32,032	33,153	34,312	35,513	36,755	38,040	39,371	40,748
G - Estimate elderly/disabled/low income	2,429	2,514	2,602	2,693	2,787	2,885	2,986	3,090	3,198	3,310	3,426
D- Estimate elderly/ disabled/not low income	16,847	17,436	18,046	18,677	19,331	20,007	20,707	21,431	22,181	22,957	23,760
F - Estimate elderly/non-disabled/low income	2,166	2,242	2,320	2,401	2,485	2,572	2,662	2,755	2,852	2,952	3,055
A - Estimate elderly/non-disabled/not low income	26,391	27,314	28,270	29,258	30,282	31,341	32,437	33,572	34,746	35,962	37,220
C - Estimate low income/not elderly/not disabled	35,205	36,436	37,711	39,030	40,395	41,808	43,271	44,784	46,351	47,972	49,650
TOTAL GENERAL TD POPULATION	121,443	125,691	130,088	134,638	139,347	144,222	149,266	154,488	159,892	165,484	171,273
TOTAL POPULATION	365,504	378,289	391,521	405,216	419,391	434,060	449,244	464,958	481,222	498,054	515,476

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
<i>Disabled</i>	11,285	11,680	12,089	12,511	12,949	13,402	13,871	14,356	14,858	15,378	15,916
<i>Low Income Not Disabled No Auto/Transit</i>	4,330	4,482	4,638	4,801	4,969	5,142	5,322	5,509	5,701	5,901	6,107
Total Critical Need TD Population	15,616	16,162	16,727	17,312	17,918	18,544	19,193	19,864	20,559	21,278	22,023
Daily Trips - Critical Need TD Population											
<i>Severely Disabled</i>	553	572	592	613	635	657	680	703	728	754	780
<i>Low Income - Not Disabled - No Access</i>	8,223	8,511	8,808	9,117	9,435	9,766	10,107	10,461	10,827	11,205	11,597
Total Daily Trips Critical Need TD Population	8,776	8,924	9,075	9,229	9,385	9,551	9,720	9,892	10,067	10,245	10,406
Annual Trips	3,203,286	3,257,422	3,312,472	3,368,453	3,425,380	3,486,009	3,547,711	3,610,506	3,674,412	3,739,449	3,798,158

## Seminole County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<i>Overlapping Circle Component</i>											
E - Estimate non-elderly/disabled/ low income	5,935	6,014	6,094	6,175	6,258	6,341	6,426	6,511	6,598	6,686	6,775
B - Estimate non-elderly/ disabled/not low income	20,578	20,852	21,130	21,412	21,697	21,986	22,279	22,576	22,877	23,182	23,490
G - Estimate elderly/disabled/low income	1,339	1,357	1,375	1,393	1,412	1,431	1,450	1,469	1,489	1,508	1,529
D- Estimate elderly/ disabled/not low income	20,403	20,675	20,950	21,230	21,512	21,799	22,090	22,384	22,682	22,984	23,291
F - Estimate elderly/non-disabled/low income	2,942	2,981	3,021	3,061	3,102	3,143	3,185	3,228	3,271	3,314	3,358
A - Estimate elderly/non-disabled/not low income	48,050	48,690	49,339	49,997	50,663	51,338	52,022	52,715	53,417	54,129	54,851
C - Estimate low income/not elderly/not disabled	35,723	36,199	36,681	37,170	37,665	38,167	38,676	39,191	39,713	40,243	40,779
<b>TOTAL GENERAL TD POPULATION</b>	<b>134,970</b>	<b>136,768</b>	<b>138,591</b>	<b>140,438</b>	<b>142,309</b>	<b>144,205</b>	<b>146,127</b>	<b>148,074</b>	<b>150,047</b>	<b>152,046</b>	<b>154,072</b>
<b>TOTAL POPULATION</b>	<b>467,832</b>	<b>474,066</b>	<b>480,383</b>	<b>486,784</b>	<b>493,270</b>	<b>499,843</b>	<b>506,503</b>	<b>513,253</b>	<b>520,092</b>	<b>527,022</b>	<b>534,044</b>

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Total Critical TD Population</b>											
<i>Disabled</i>	11,085	11,233	11,383	11,535	11,688	11,844	12,002	12,162	12,324	12,488	12,654
<i>Low Income Not Disabled No Auto/Transit</i>	4,659	4,721	4,784	4,848	4,912	4,978	5,044	5,111	5,179	5,248	5,318
<b>Total Critical Need TD Population</b>	<b>15,744</b>	<b>15,954</b>	<b>16,167</b>	<b>16,382</b>	<b>16,601</b>	<b>16,822</b>	<b>17,046</b>	<b>17,273</b>	<b>17,503</b>	<b>17,736</b>	<b>17,973</b>
<b>Daily Trips - Critical Need TD Population</b>											
<i>Severely Disabled</i>	543	550	558	565	573	580	588	596	604	612	620
<i>Low Income - Not Disabled - No Access</i>	8,847	8,965	9,085	9,206	9,328	9,453	9,579	9,706	9,836	9,967	10,100
<b>Total Daily Trips Critical Need TD Population</b>	<b>9,391</b>	<b>9,549</b>	<b>9,711</b>	<b>9,875</b>	<b>10,042</b>	<b>10,219</b>	<b>10,400</b>	<b>10,584</b>	<b>10,772</b>	<b>10,962</b>	<b>11,134</b>
<b>Annual Trips</b>	<b>3,427,564</b>	<b>3,485,490</b>	<b>3,544,395</b>	<b>3,604,295</b>	<b>3,665,208</b>	<b>3,730,082</b>	<b>3,796,104</b>	<b>3,863,296</b>	<b>3,931,676</b>	<b>4,001,266</b>	<b>4,064,086</b>

### *Summary*

The tables presented in this section displays the forecasts of the general and critical need TD population for Orange, Osceola, and Seminole counties. The projections are based on Bureau of Economic and Business Research data. As shown in the tables, trip demand is expected to increase over the projected period for all three counties.

### Needs Assessment

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

As LYNX expands its portfolio of transportation providers, customers have access to modes of transportation best suited for their needs. LYNX offers a demand response program to those TD customers who cannot provide for their own transportation and are not able to access fixed-route service.

The need for transportation among all segments of the Transportation Disadvantaged population are

constantly growing and are anticipated to grow even more. This growth rate is occurring at a much higher rate than the growth of funding for these services. For these reasons, LYNX may develop trip priorities for customers under the TD program. The program currently has a written eligibility process for screening customers. As needs grow, LYNX will continue efforts to eliminate abuse of services and with the introduction of the Mobility Services Division, will continue to transition customers off of the more costly paratransit service to fixed-route bus service and TNC trips, when appropriate and efficient. This is accomplished through incentive programs, needs assessments, and travel training efforts which will continue to be engaged by LYNX staff in response to the shift from a traditional paratransit model to the mobility management model.

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

patient evaluation and transit services. Accordingly, LYNX contracts with ADARide.com, which utilizes Select Physical Therapy to provide eligibility assessments for clients.

In addition to the needs identified above, in coordination with the TDSP major update process, LYNX updates its Human Services Transportation Plan to identify the needs of older adults and individuals with disabilities. This plan is based on a comprehensive public outreach process and derived from public input relating to the coordination of transportation services. The plan development process provides an opportunity to identify the needs and develop potential solutions/projects that may be considered as funding becomes available through the Section 5310 grant. The plan and public participation documentation is included as Attachment 6.

#### Barriers to Coordination

The most serious issue facing the Transportation Disadvantaged program is a lack of consistent and enforceable legislation and policies to ensure that all agencies mandated to purchase transportation through the coordinated transportation systems are doing so. So much attention and effort was given over the past several years to garner additional funding for the Transportation Disadvantaged Trust Fund that other issues, particularly those affecting policy and service requirements and standards, were virtually ignored. It

is imperative that participating agencies compromise on service policies so that the Community Transportation Coordinators (CTCs) can develop cost-effective and efficient systems that can meet the goals of all agencies.

### Goals, Objectives, and Strategies

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

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

The overall CTC goal provides direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are encapsulate the vision and guiding priorities of the LYNX Mobility Services Division.

Objectives provide the specific actions that will be taken by LYNX to achieve the goals while the strategies identify the tasks to be completed to meet the objectives. The goals and objectives have established targets based on measures which are quantifiable and qualified through regular review and analysis. The strategies in this section are the quality assurance measures listed in Section III of this



document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form. Annual progress towards achieving each goal is also shown in this section.

**Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.**

**Objective:** Identify eligible TD riders for best transportation solution.

**Strategy:** Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ program. Provide information for ACCESS Plus+ program by sending letters, emails, and calls to TD clients.

**Target:** Increase number of TD clients enrolled in ACCESS Plus+ program.

**Measure:** Number of ACCESS Plus+ Trips provided each month.

*Status: LYNX has implemented a pilot program to help assist those able to use the fixed route system with learning how to access and navigate the routes. This program allows both the rider and a companion to ride the fixed route for free. The preliminary results have been successful, with approximately 1,000 passengers participating in the program last month. Trips that can be completed on the fixed route rather than the more costly paratransit system will reduce the resources expended to complete the trips and potentially create more capacity on other modes.*

**Goal 2: Customer outreach and education.**

**Objective:** Increase customer awareness of fixed route and accessibility on fixed routes.

**Strategy:** Provide educational sessions/webinars and in-person events to show TD users how to use fixed route services, download and use apps.

**Target:** Participate in at least two community events each quarter to educate Transportation Disadvantaged region on mobility resources.

**Measure:** Number of sessions/webinars/events and Perform survey of participants at community events who learn about mobility management.

*Status: In 2019, ACCESS LYNX provided travel training and information at 43 events and travel training at 15 events. Some of the events included local conferences, Veterans groups, High Schools, Health Fairs, and Colleges. Travel training was also provided to agencies that offer services to older adults and individuals with disabilities.*

**Goal 3: Improve community perception of public transportation.**

**Objective:** Reduce the number of customer concerns for Transportation Disadvantaged service.

**Strategy:** Reduce turnaround time for concern resolution.

**Target:** Respond and close out all TD complaints within 14 days of original concern.

**Measure:** Average Number of days to close out (annual average).

*Status: The review of annual data indicates that on average complaints/cases were closed out within 7.95 days.*

**Goal 4: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.**

Objective: Standardize Transportation Disadvantaged Procedures for the Mobility Services Division.

Strategy: Document all TD service guidelines, standards, processes and procedures.

Target: Create basic Guidelines Documentation for Mobility Service Division

Measure: Complete project by December 2020

*Status: LYNX will continue to develop new service guidelines that best meet the needs of the ACCESS LYNX system and present those standards to the TDLCB for review and approval. Following the approval of any changes, LYNX will update the How to Ride Guide, as appropriate.*

**Goal 5      Provide transit services that support regional mobility options and changing travel demands.**

Strategy:      Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning.

Target:      On-Going meetings with the Planning and Development department to ensure communication.

Measure:      Completed Communications meeting.

*Status: The LYNX Mobility Services and Planning Departments communicate regularly in the planning of future services to ensure that coordination is considered across the departments and modes. The departments will continue to meet, as needed, to discuss mobility options and transportation disadvantaged planning efforts.*

Implementation Plan

1.      Five-Year      Transportation      Disadvantaged  
Improvement Program

LYNX, as the CTC for the tri-county region, uses Trapeze PASS transportation management software



application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations. The PASS system has also allowed LYNX to pinpoint passengers' who reside within reasonable distance of the fixed-route services to promote more use of that option.

*Table 8: Implementation Schedule*

<b>Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.</b>			
<b>Action</b>	<b>Begin</b>	<b>End</b>	<b>Individual Responsible</b>
Study and improve ways to evaluate customer eligibility.	June 2020	December 2020	Supervisor of Mobility Services
Implement new ACCESS Plus+ program for TD clients	June 2020	Ongoing	Manager of Mobility Services
Add TD procedures to existing ACCESS Plus+ program	June 2020	Ongoing	Mobility Services Leadership Team

<b>Goal 2: Customer outreach and education.</b>			
Identify target audiences (human service agencies, customers, other stakeholders)	July 2018	December 2020	Senior Manager of Mobility Services
Develop a standardized presentation package to include TD program	July 2020	December 2020	Mobility Service staff and Marketing
Schedule presentation opportunities	September 2018	Ongoing	Customer Service Manager

<b>Goal 3: Improve community perception of public transportation.</b>			
Obtain baseline status of key performance indicators	July 2018	Ongoing	Supervisor – Mobility Services
Review trends of prior month TD customer concerns based on category volume	June 2020	Ongoing	Manager of Mobility Services/Manager of Customer Service
Develop a corrective action plan for recording TD concerns and timeline for implementation	April 2020	October 2020	Senior Manager of Mobility Services

<b>Goal 4: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.</b>			
Identify which service guidelines, standards, and processes and procedures are needed.	July 2018	December 2020	Mobility Services Leadership Team
Document TD service guidelines, standards, processes and procedures.	August 2018	December 2020	Mobility Services Leadership Team
Create a Mobility Services Division operating manual	September 2018	December 2020	Mobility Services Leadership Team

<b>Goal 5: Provide transit services that support regional mobility options and changing travel demands.</b>			
On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2018	Ongoing	Senior Manager of Mobility Services/ Director of Mobility Services
Share TD requests with Service Planning	July 2020	Ongoing	Senior Management Team

## II. SERVICE PLAN

### A. Operations

Types, Hours, and Days of Service

The ACCESS LYNX Consolidated System offers demand response, subscription, fixed-route paratransit, group trips, and special care services to ambulatory and non-ambulatory persons. These

services are designed to meet the needs of any sponsor approaching LYNX for services.

ACCESS LYNX paratransit and TD services are available to customers twenty-four hours a day, seven days a week.

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

- LYNX sponsors the ADA complementary paratransit service which is designed for persons with disabilities in the service area who cannot navigate or access regular fixed-route services;
- Transportation Disadvantaged is a state sponsored program. The TD funds are used to provide trips for people who have no other way of providing for their own transportation needs.

Agencies that have coordination agreements with LYNX to provide services to their own clients are listed in Table 10.

Due to traffic conditions in Central Florida, customers are encouraged to travel during off-peak times of 10:00 a.m. to 2:00 p.m.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their

appointment. They will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time.

“Will calls” are discouraged, but accepted. A will call is defined as a trip in which the customer did not specify a return time, but he/she plans on calling when ready. ACCESS LYNX’ policy requires a will call trip be picked up within ninety minutes of the call requesting the return.

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

### Accessing Services

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available twenty-four hours a day, seven days a week. The peak call times are 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.



(407) 423-8747 Reservations and Customer Service  
(407) 517-9537 FAX  
711 Florida Relay Service

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

ACCESS LYNX services are offered origin to destination. The driver cannot assist the customer beyond the front door of any building. At the customer's residence, the customer is expected to be waiting on the first floor. The driver may not enter the residence. Drivers will not assist wheelchair passengers down more than one step, nor will they attempt to push a wheelchair through grass or sand. Customers may bring items on-board the vehicle with them, but they are limited to what they can carry unassisted.

ACCESS LYNX requests that a customer give twenty-four hour notice of cancellation, but will accept one hour notice. A "no show" is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time, driver is unable to locate customer, or customer cancels at the door. TD trips that are considered "no show" from the customer's residence will automatically have the return trip cancelled unless otherwise notified by the customer.

ACCESS LYNX has begun to enforce a suspension policy for customers who engage in willful and chronic “no-show” habits. Upon review, “no show” occurrences for individuals can be reversed for missed trips that are beyond the rider’s control. Each offense is carefully investigated and verified by ACCESS LYNX on a monthly basis.

This rigorous process allows us to pinpoint patterns that affect service for all riders. For example, it is very important for customers to notify ACCESS LYNX when they go into the hospital for an extended period of time, move away from the service area, or no longer require transportation services. Often customer have subscription service scheduled with ACCESS LYNX, therefore service will continue for these customers until we are notified that service is no longer needed. You may ask “why” ACCESS LYNX continues the service. Thousands of monthly trips, hundreds of individual drivers, and several service providers make it difficult to find a pattern of no show for each individual, therefore it is the customer’s responsibility to notify us as soon as they become aware they will not be able to ride.

ACCESS LYNX has taken a proactive approach to educate first and help customers avoid suspension by sending personal notification letters to those who have more than five occurrences each month. ACCESS LYNX reviews each customer’s “no shows” on a case

by case basis. The total number of “no shows” system-wide has seen a dramatic decrease, resulting in more efficient service for all ride-share customers.

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

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

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

*Table 9: Operating Policies*

	<b>Transportation Disadvantaged</b>	<b>Americans with Disabilities Act</b>
Maximum Advance Reservation	One (1) day	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips Only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles=\$2.50 5-9.9 miles=\$3.50 10+ miles =\$4.50	\$4.00 for ADA trips \$7.00 for premium trips
Attendant	No	Yes, one at no charge
Companion	Yes, same as for rider	Yes, same as for rider

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969). Customers with

hearing impairments may use the 711 Florida Relay Service.

## Eligibility

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

## Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible. The eligibility process evaluates five areas for determination as developed by ACCESS LYNX and approved by the Local Coordinating Board (LCB). All eligible clients will be re-certified every two (2) years to ensure that ACCESS LYNX has the most recent information for each customer.

### **1. AVAILABILITY OF ANOTHER SPONSOR.**

The TD program will be the sponsor of last resort. No other funding available.

2. **NO OTHER MEANS OF TRANSPORTATION IS AVAILABLE.** Applicant does not own his/her own vehicle or have access to one in his/her household. Applicant does not have friends or relatives who can take him/her places.
3. **\*AVAILABILITY OF FIXED-ROUTE SERVICE.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. For applicants outside the three-quarter mile radius, ACCESS LYNX demand response service will be offered as a feeder service to fixed-route or as direct transport. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment.
4. **DISABILITY.** As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.
5. **INDIVIDUAL AND HOUSEHOLD INCOME STATUS ARE AT OR BELOW SPECIFIED PERCENT OF POVERTY LEVEL.** The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income

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\* While there are five criteria listed within this eligibility section, the availability of fixed-route service is currently the only criteria being enforced by ACCESS LYNX to certify passengers as eligible for Transportation Disadvantaged service. An eligibility criteria task force is currently being created to review the TD eligibility criteria and provide recommendations on the certification process.

status will be requested. The applicant's household income must be below 150% of the Federal Poverty Level based on the number of individuals within the household.

At the April 28, 2020 Quality Assurance Task Force meeting and the May 14, 2020 TDLCB meeting, preliminary discussions were initiated to determine how the TD eligibility criteria being used by ACCESS LYNX may be revised to improve the certification process. Following the discussion, it was determined that an eligibility criteria task force will be created to further review the five criteria listed in this section. A task force is currently being established and any recommendations resulting from the task force review will be presented to the QATF and TDLCB for consideration.

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

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



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

*Conditional Eligibility.* Any individual who is able to use the fixed-route buses for *some* of their trips and qualify for paratransit service for other trips. Persons who cannot navigate *some* architectural or environmental barriers such as: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

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

*Visitor Eligibility (temporary).* Any individual visiting our area may request paratransit service by providing the appropriate documentation (see page 44) for a time period of up to 21 days.

## **Functional Assessment and Travel Training for ADA**

The ACCESS LYNX Eligibility Section is the “gatekeeper” for ADA paratransit entry.

A Functional Assessment is used and provides a detailed method to determine whether ADA applicants are capable of using conventional public transportation.

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

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The assessment is currently provided by ADARide.com, an organization that

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

#### *Appeals Process For ADA*

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

Step 1. Customer must contact the Manager of Mobility Services to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original

determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.

Step 2. Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal are located at Attachments 3 and 4, respectively.

*Visitors (ADA customers visiting the area from another area)*

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

A visitor can become eligible in one of two ways. The visitor may present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith credibility to the ID card or other documentation from the visitor. If the individual has no such documentation, LYNX may require the provision

of proof of visitor status (i.e., proof of residence) and, if the individual's disability is not apparent, proof of the disability (i.e., a letter from a doctor or rehabilitation professional).

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

#### *Other Sponsors of Service*

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

#### *Trip Prioritization*

Since the definition of Transportation Disadvantaged entails people who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of Trust Fund monies. Subscription

and demand response trips provided via ACCESS LYNX paratransit will continue to be the primary mode of trips provided with Trust Funds. The following breakdown of trips are based on TD trips only.

71%	<u>Subscription trips</u> are generated by the scheduling software the same day and time every week.
29%	<u>Demand response trips</u> are random trips not automatically generated by the scheduling software.

Prioritization of Trust Fund trips (if necessary due to available grant funds) within each category is as follows:

#### Subscription Trips

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

#### Demand Response Trips

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

3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

## **D. LYNX' Mobility Management Operating Model**

Effective December 1, 2017, LYNX changed the way we deliver transportation services to our customers. We adopted a mobility management model of transportation service provision.

The following have or will take place:

- Call center functions will now be operated directly by LYNX for better ACCESS LYNX program management. Call center staff are cross trained on all LYNX services and anyone who answers an incoming call will be able to assist the customer directly, without transferring the call.
- For customers who are able to use other modes of transportation, we will be looking at trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use the fixed route system.
- More trips are being provided by taxi.



- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX' fixed route bus and NeighborLink programs.
- LYNX has developed a fare payment smart phone application which allows customers to pay their fare on a smart phone.
- LYNX developed a smart phone app exclusively for ACCESS LYNX customers.
- 74 new ACCESS LYNX vehicles have been approved by the LYNX Board of Directors to be procured and delivered in FY20.

## Transportation Operators and Coordination Contractors

### Operator Capability

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

### *Driver Training*

The Access LYNX providers have comprehensive professional driver training programs in place to assure the consistent and effective training of all ACCESS

LYNX drivers. These programs meet the requirements of FDOT and FTA.

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

#### *Coordinated Providers*

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

- Hours and days of service
- Vehicle standards for ambulatory and non-ambulatory customers
- Provide sources of transportation funding
- Passenger assistance
- Safety requirements
- System safety program plan

- Drug testing and drug free work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
  - Complaints
  - Accidents
  - Operating and financial data
  - Vehicle inventory
  - Record keeping
  - Monitoring and auditing

### *COORDINATION CONTRACT APPROVAL POLICY*

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

The rule further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and

conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C.”

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

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

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

Director of Mobility Services  
LYNX  
455 North Garland Avenue  
Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 9 contains a list of providers within LYNX' coordinated system.

*Table 10: Provider Information*

Aspire Health Partners,  
Inc.  
1800 Mercy Dr.  
Orlando, FL 32808

Brenda Greene –  
Elquanah Group Home,  
Inc.  
10410 Westley Way  
Orlando, FL 32825

Central Florida Group  
Homes, LLC  
1890 S. R. 436, Suite #  
300  
Winter Park, FL 32792

Creative Living  
Services, LLC  
902 Haverford Drive  
Ocoee, FL 34761

Crystal Lake Supportive  
Environments (Attain  
Inc.)  
2710 Staten Ave  
Orlando, FL 32804

Florida Mentor  
5035 Edgewater Dr  
Orlando, FL 32810

Good Samaritan Society  
1550 Aldersgate Dr.  
Kissimmee, FL 34743

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

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

Osceola ARC  
The Opportunity Center,  
Inc.  
310 N. Clyde Ave.  
Kissimmee, FL 34741

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

Pachot Group Home,  
Inc.  
3905 Timber Trail  
Orlando, FL 32808

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

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

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

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

Trinity Home Care  
Facility, Inc.  
2502 Greywall Ave.  
Ocoee, FL 3476

#### Public Transit Utilization

ACCESS LYNX is committed to the use of fixed-route service therefore, our goal is to transition as many customers from paratransit to fixed routes as possible. LYNX also offers travel training to help customers make the transition from paratransit service to fixed-route.

#### School Bus Utilization

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



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

Table 11 presents the inventory of LYNX vehicles used to provide paratransit and NeighborLink services.

*Table 11: Vehicle Inventory (Paratransit)*

Model Year	Make/ Size/ Type				Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2013	FORD	E450	TurtleTop	1FDDE4FL2DDA06171	LIFT	12	4	348,623	Gasoline
2013	FORD	E450	TurtleTop	1FDDE4FLXDDA89395	LIFT	12	4	335,211	Gasoline
2013	FORD	E450	TurtleTop	1FDDE4FL3DDA89397	LIFT	12	4	343,493	Gasoline
2013	FORD	E450	TurtleTop	1FDDE4FL5DDA89398	LIFT	12	4	343,567	Gasoline
2013	FORD	E450	TurtleTop	1FDDE4FL3DDA89402	LIFT	12	4	359,525	Gasoline
2013	FORD	E450	TurtleTop	1FDDE4FL8CDB09433	LIFT	12	4	362,384	Gasoline
2013	FORD	E450	TurtleTop	1FDDE4FLXCDB09434	LIFT	12	4	349,813	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL1DDB22204	LIFT	12	4	368,606	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL9DDB22869	LIFT	12	4	361,851	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL0DDB22873	LIFT	12	4	354,165	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL9DDB27554	LIFT	12	4	360,525	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL2DDB27556	LIFT	12	4	325,544	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL4DDB27557	LIFT	12	4	349,912	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL6DDB27558	LIFT	12	4	351,865	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FL8DDB27559	LIFT	12	4	336,352	Gasoline
2014	FORD	E450	TurtleTop	1FDDE4FLXDDB22203	LIFT	12	4	340,821	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL3EDA74704	LIFT	12	4	316,150	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL5EDA74705	LIFT	12	4	325,931	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL2EDA74709	LIFT	12	4	327,629	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL9EDA74710	LIFT	12	4	344,817	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FLXEDA75946	LIFT	12	4	343,489	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL0EDA74711	LIFT	12	4	340,343	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL4EDA74713	LIFT	12	4	302,201	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL4EDA75943	LIFT	12	4	288,137	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL4EDA78776	LIFT	12	4	301,388	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FLXEDA78779	LIFT	12	4	313,950	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL8EDA78781	LIFT	12	4	273,381	Gasoline

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Model Year	Make/ Size/ Type				Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2014	FORD	E450	TurtleTop	1FDEE4FL2EDA75939	LIFT	12	4	283,225	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL9EDA75940	LIFT	12	4	275,582	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL0EDA75941	LIFT	12	4	305,031	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FLXEDA78782	LIFT	12	4	300,745	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL2EDA75942	LIFT	12	4	296,999	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FLXEDB10565	LIFT	12	4	282,522	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL6EDB10563	LIFT	12	4	270,386	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL8EDB10564	LIFT	12	4	247,824	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL0EDB10932	LIFT	12	4	246,171	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL9EDB10928	LIFT	12	4	270,019	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL3EDB10925	LIFT	12	4	215,244	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL0EDB10929	LIFT	12	4	302,749	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL1EDB10566	LIFT	12	4	256,458	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL5EDB10926	LIFT	12	4	260,588	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL3EDB10567	LIFT	12	4	293,312	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL9EDB10931	LIFT	12	4	307,325	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL7EDB10927	LIFT	12	4	308,731	Gasoline
2014	FORD	E450	TurtleTop	1FDEE4FL7EDB10930	LIFT	12	4	323,835	Gasoline
2015	FORD	E450	TurtleTop	1FDEE4FL4EDB10934	LIFT	12	4	254,780	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS0FDA28115	LIFT	12	4	269,741	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS5FDA28109	LIFT	12	4	265,742	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS4FDA28117	LIFT	12	4	246,021	Gasoline
2015	FORD	E450	TurtleTop	1FDEE4FL8FDA35303	LIFT	12	4	255,443	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS6FDA28118	LIFT	12	4	264,390	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS2FDA28116	LIFT	12	4	279,366	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS9FDA28128	LIFT	12	4	281,177	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS8FDA28122	LIFT	12	4	269,668	Gasoline
2015	FORD	E450	TurtleTop	1FDEE4FL2EDB10933	LIFT	12	4	280,926	Gasoline

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Model Year	Make/ Size/ Type				Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2015	FORD	E450	TurtleTop	1FDDE4FS7FDA28130	LIFT	12	4	271,821	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS4FDA28134	LIFT	12	4	274,111	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS1FDA28124	LIFT	12	4	267,556	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS5FDA28126	LIFT	12	4	265,319	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS9FDA28131	LIFT	12	4	271,972	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS5FDA28112	LIFT	12	4	248,925	Gasoline
2015	FORD	E450	TurtleTop	1FDEE4FL6FDA35302	LIFT	12	4	266,145	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS6FDA28121	LIFT	12	4	242,250	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS0FDA28129	LIFT	12	4	262,963	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FSXFDA28137	LIFT	12	4	258,013	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS3FDA28125	LIFT	12	4	249,319	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS8FDA28119	LIFT	12	4	247,379	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS2FDA28133	LIFT	12	4	251,047	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FSXFDA28123	LIFT	12	4	256,666	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS4FDA28120	LIFT	12	4	260,240	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS3FDA28111	LIFT	12	4	256,080	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS6FDA28135	LIFT	12	4	261,520	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS0FDA28132	LIFT	12	4	228,942	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS7FDA28127	LIFT	12	4	248,684	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS1FDA28110	LIFT	12	4	234,353	Gasoline
2015	FORD	E450	TurtleTop	1FDDE4FS8FDA28136	LIFT	12	4	221,271	Gasoline
2016	FORD	E450	TurtleTop	1FDDE4FS6GDC57108	LIFT	12	4	180,629	Gasoline
2016	FORD	E450	TurtleTop	1FDDE4FS4GDC57110	LIFT	12	4	210,434	Gasoline
2016	FORD	E450	TurtleTop	1FDDE4FSXGDC57113	LIFT	12	4	179,292	Gasoline
2016	FORD	E450	TurtleTop	1FDDE4FS8GDC57112	LIFT	12	4	211,337	Gasoline
2016	FORD	E450	TurtleTop	1FDDE4FS6GDC57111	LIFT	12	4	174,896	Gasoline
2016	FORD	E450	TurtleTop	1FDDE4FS8GDC57109	LIFT	12	4	189,297	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS8HDC39923	LIFT	12	4	97,558	Gasoline

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Model Year	Make/ Size/ Type				Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2018	FORD	E450	TurtleTop	1FDDE4FS0GDC55340	LIFT	12	4	92,205	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS9GDC57118	LIFT	12	4	64,313	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS4HDC57562	LIFT	12	4	89,623	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS0GDC57119	LIFT	12	4	92,570	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS1HDC41674	LIFT	12	4	94,706	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS5HDC58879	LIFT	12	4	88,833	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FSXHDC57565	LIFT	12	4	75,947	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS7HDC58883	LIFT	12	4	94,329	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS1HDC58880	LIFT	12	4	70,211	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS7HDC57569	LIFT	12	4	87,423	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS9HDC58884	LIFT	12	4	88,484	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS6HDC57563	LIFT	12	4	84,737	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS8HDC57564	LIFT	12	4	80,762	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS7GDC57117	LIFT	12	4	84,174	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS3HDC53051	LIFT	12	4	83,562	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS5HDC57568	LIFT	12	4	85,205	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS3HDC57567	LIFT	12	4	74,058	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FSXHDC39924	LIFT	12	4	73,263	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS0HDC58885	LIFT	12	4	63,833	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS5HDC58882	LIFT	12	4	78,969	Gasoline
2018	FORD	E450	TurtleTop	1FDDE4FS3HDC57570	LIFT	12	4	80,634	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS6KDC10038	LIFT	12	4	44,321	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS3JDC43464	LIFT	12	4	48,015	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS4KDC10037	LIFT	12	4	48,201	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS1JDC41891	LIFT	12	4	40,691	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS2KDC17357	LIFT	12	4	25,737	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS2KDC10036	LIFT	12	4	43,957	Gasoline
2019	FORD	E450	TurtleTop	1FDDE4FS3JDC41875	LIFT	12	4	38,532	Gasoline

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Model Year	Make/ Size/ Type				Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2019	FORD	E450	TurtleTop	1FDFE4FS1JDB41874	LIFT	12	4	19,355	Gasoline
2019	FORD	E450	TurtleTop	1FDFE4FS4JDC41884	LIFT	12	4	30,727	Gasoline
2019	FORD	E450	TurtleTop	1FDFE4FSXJDC41887	LIFT	12	4	49,162	Gasoline
2019	FORD	E450	TurtleTop	1FDFE4FSXKDC51384	LIFT	12	4	15,308	Gasoline
2019	FORD	E450	TurtleTop	1FDFE4FS3KDC51386	LIFT	12	4	13,227	Gasoline
2019	FORD	E450	TurtleTop	1FDFE4FS1KDC51385	LIFT	12	4	12,941	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCGXJR176581	RAMP	4	1	71,760	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG5JR176584	RAMP	4	1	88,470	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG4JR176592	RAMP	4	1	90,954	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG6JR176593	RAMP	4	1	85,486	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG6JR176576	RAMP	4	1	90,983	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG7JR176585	RAMP	4	1	89,438	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG9JR176586	RAMP	4	1	69,181	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG4JR176589	RAMP	4	1	85,310	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR176579	RAMP	4	1	81,591	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG8JR176577	RAMP	4	1	86,887	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG0JR176587	RAMP	4	1	80,402	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG9JR176572	RAMP	4	1	86,005	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG0JR176573	RAMP	4	1	86,614	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG8JR176594	RAMP	4	1	83,677	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCGXJR176595	RAMP	4	1	84,845	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG8JR176580	RAMP	4	1	72,220	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR176582	RAMP	4	1	83,065	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG2JR176588	RAMP	4	1	79,056	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG0JR176590	RAMP	4	1	84,406	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR176596	RAMP	4	1	78,446	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG2JR176591	RAMP	4	1	79,143	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG2JR176574	RAMP	4	1	77,789	Gasoline

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Model Year	Make/ Size/ Type				Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2018	DODGE	Caravan	BraunAbility	2C7WDGCG4JR176575	RAMP	4	1	79,062	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCGXJR176578	RAMP	4	1	79,438	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG3JR176583	RAMP	4	1	78,150	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCGXJR337902	RAMP	4	1	62,682	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG3JR337899	RAMP	4	1	65,239	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG6JR337900	RAMP	4	1	64,440	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR337903	RAMP	4	1	63,016	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG8JR337901	RAMP	4	1	65,872	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG9JR337907	RAMP	4	1	56,158	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG9JR337910	RAMP	4	1	63,667	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG7JR337906	RAMP	4	1	55,530	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG0JR337908	RAMP	4	1	58,778	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG3JR337904	RAMP	4	1	62,578	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG2JR337912	RAMP	4	1	48,510	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG2JR337909	RAMP	4	1	60,182	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG4JR337913	RAMP	4	1	63,105	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR337898	RAMP	4	1	59,055	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG5JR337905	RAMP	4	1	54,408	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG0JR337911	RAMP	4	1	61,969	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG6JR337914	RAMP	4	1	60,611	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG8JR337915	RAMP	4	1	59,892	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR337917	RAMP	4	1	63,667	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG5JR337919	RAMP	4	1	60,989	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG3JR337921	RAMP	4	1	47,145	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCGXJR337916	RAMP	4	1	60,727	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG3JR337918	RAMP	4	1	56,957	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCG1JR337920	RAMP	4	1	59,145	Gasoline
2018	DODGE	Caravan	BraunAbility	2C7WDGCGXJR337897	RAMP	4	1	56,101	Gasoline



*Table 12: Vehicle Inventory (NeighborLink)*

Model Year	Make/ Size/ Type	FDOT Control #/ VIN	Ramp or Lift	Seats & W/C positions		Current Mileage	Fuel Type
2011	Chevy 4500 Cutaway	1GB6G5BGXB1183227	Ramp	12	2	208,410	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG2B1183156	Ramp	12	2	184,445	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG3B1182601	Ramp	12	2	238,775	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG3B1182954	Ramp	12	2	262,890	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG7B1166160	Ramp	12	2	267,874	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG6B1166196	Ramp	12	2	186,639	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG7B1183038	Ramp	12	2	350,764	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG4B1167668	Ramp	12	2	300,989	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG7B1166000	Ramp	12	2	272,263	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG9B1165647	Ramp	12	2	324,295	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG7B1183590	Ramp	12	2	348,863	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG5B1183362	Ramp	12	2	374,249	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG8B1183906	Ramp	12	2	328,103	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG3B1183182	Ramp	12	2	310,788	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG5B1183071	Ramp	12	2	365,523	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG5B1167601	Ramp	12	2	323,675	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG9B1166385	Ramp	12	2	344,162	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG0B1168221	Ramp	12	2	334,465	Gasoline
2011	Chevy 4500 Cutaway	1GB6G5BG0B1177971	Ramp	12	2	314,080	Gasoline
2015	Chevy 4500 Cutaway	1GB6G5BG3G1230068	Ramp	12	2	179,920	Gasoline
2015	Chevy 4500 Cutaway	1GB6G5BG9G1232634	Ramp	12	2	128,257	Gasoline
2015	Chevy 4500 Cutaway	1GB6G5BGXF1232030	Ramp	12	2	170,770	Gasoline
2015	Chevy 4500 Cutaway	1GB6G5BG2F1231566	Ramp	12	2	165,805	Gasoline
2015	Chevy 4500 Cutaway	1GB6G5BG1G1231316	Ramp	12	2	205,530	Gasoline

## System Safety Program Plan

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Chapter

14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. According to this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

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

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

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

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

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

## System Safety Program Plan (SSPP)

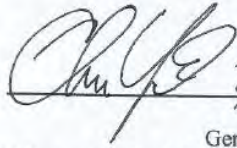
### 1.0 Management Safety Commitment and Policy Statement

MV Transportation Access Lynx is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, MV Transportation has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

MV Transportation management is authorized and responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management commits to maintain and implement the SSPP and comply with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to disciplinary actions. Management is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.

Signature  
  
 7/29/19  
 Chris York  
 General Manager  
 MV Transportation MV ACCESS LYNX  
 Date: July 29, 2019

## Inter-county Services

LYNX does not coordinate transportation disadvantaged services with other counties outside of our three county service areas. However, LYNX staff maintains professional working relationships with other Community Transportation Coordinators throughout the state.

## Natural Disaster/Emergency Procedures

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) and Emergency Support Function #8 (Public Health and Human Services) for Orange County. This designation carries the responsibility of evacuating all special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then ACCESS LYNX will notify the contractor of the situation.

## Marketing

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



## Acceptable Alternatives

LYNX has been active in transitioning passengers from paratransit to fixed-route. LYNX has recently initiated a pilot travel training program to assist with training passengers on how to access and use the paratransit service. As additional resources become available, LYNX will review the recommendations from the LYNX TDP and how best to provide new NeighborLink services and better accessibility to increase the number of mobility options available. However, there are no recommended alternatives to the LYNX existing coordinated system that can be reported in this annual update.

## Service Standards

Table 13 presents the current service standards for the ACCESS LYNX paratransit service. Any standards that have been revised to reflect an update in the process from what was reported in the previous TDSP annual update have been noted as “Revised.”

*Table 13: Service Standards*

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Advance Reservations Requirements</b>	Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Advance Reservations Limit</b>	When calling to schedule appointments, ADA customers should call as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
<b>Accidents</b>	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
<b>Air Conditioning/ Heating</b>	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
<b>Billing Requirements</b>	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes).



STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Call Hold Time</b>	It is LYNX' goal to have average hold times for inbound telephone of no more than three minutes (3:00) for any given hourly period of the day. This three minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.
<b>Cardio-pulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>Complaints</b>	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Contract Monitoring</b>	<p>ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.</p> <p>Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.</p>
<b>Driver Criminal Background Screening</b>	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
<b>Driver Identification</b>	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>No-Show Policy</b>  <i>Revised</i>	<p>A customer may have no more than 5 no-shows within any 30-day period, which will result in an offense. A letter is sent to each customer to help them understand how important it is to call and cancel trips. During the review process, the subscription privilege may be cancelled if a customer has excessive valid no show occurrences. A customer may request for the subscription to be re-established. After a review of the past trips, a subscription may be re-instated if there have been no infractions for ninety (90) day period.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No Show.</p>
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Out of Service Area Trips</b>	ACCESS LYNX does not provide transportation services outside of our three county service area.
<b>Passenger Assistance</b>	<p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door (with the exception of stretcher customers).</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Passenger Property</b>	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
<b>Passenger/ Trip Database</b>	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
<b>Pick-up windows</b>	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Public Transit Ridership</b>	Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is to refer at a minimum 10% of individuals applying for service to fixed route service.
<b>Reservation Hours</b>	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
<b>Road Calls</b>	No more than 1 every 10,000 miles.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.
<b>Smoking, Eating, and Drinking</b>	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition.

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Subscriptions</b>	The current policy provides for a change of a subscription only once within a 30 day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
<b>Transport of Personal Care Attendant and Dependent Children Policy</b>	<p>Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>A PCA must accompany all children under the age of fifteen. Only one PCA may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See “Use and Responsibility of Child Restraint Devices” below.)</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Trip Negotiations</b>	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to please wait until we are outside that window before a call is placed regarding the pick up.</p>



<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Trip Request Limit</b>	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.
<b>Two-Way Communications</b>	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
<b>Unscheduled Stops</b>	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Use and Responsibility of Child Restraint Devices</b>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
<b>Vehicle Cleanliness</b>	<p>All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.</p>
<b>Vehicle Transfer Points</b>	<p>No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Will Calls</b>	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but with a goal of 90 minutes or less.</p>

The length of time that customers are on hold will continue to be reviewed by LYNX and addressed through the introduction of and planning for new technologies and the review of potential phone system upgrades.

This year, ACCESS LYNX made available an online reservation system called “WebACCESS.” This is a secure online system that will allow ACCESS LYNX customers to manage their own trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations, and to access and edit the customer’s

information 24 hours a day, 7 days a week. LYNX has also provided tutorial video on its website to assist customers with learning how to use the new system.

Recognizing the limitations of the existing LYNX phone system and how the existing technology may be contributing to call hold times, LYNX is in the capital planning process to determine the most appropriate phone system upgrade. The implementation of an upgraded phone system with additional capabilities could aid in the reduction of call hold time by providing better selection and routing options.

The no show policy was updated to reflect the current process being followed by ACCESS LYNX.

Local Grievance Procedures/Process for TD

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

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

concerns. ADA concerns are under the jurisdiction of the FTA.

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

CTC Monitoring Procedures of Operators and Coordination Contractors

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitorings of the calendar year, 25 percent of all records are randomly selected for review. The fourth quarterly monitoring of the calendar year, 100 percent of all records are reviewed.

LYNX monitors coordination agency providers annually for state and federal regulation compliance.

#### COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The CTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY20/21. The model considers the costs and revenues for operating service, including administrative expenses for the following:

- Coordination Contractor Inspections
- Coordination Contractor Monitoring
- Coordination Contractor Reporting
- Monthly Reporting
- Road Supervision
- Contract compliance

Table 14 presents the CTD calculated rates.

*Table 14: Transportation Disadvantaged Trip and Equipment Calculated Rates*

<b>Service Type</b>	<b>Unit</b>	<b>Rate</b>
Ambulatory	Per trip	\$39.53
Wheelchair	Per trip	\$67.77

### III. QUALITY ASSURANCE

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually and is based on the established service standards presented in Table 13. These standards have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

#### CTC Evaluation Process

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

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

The TDLCB is currently in the process of completing the annual CTC review. This results of the review will be included in the next annual update. To supplement the evaluation, ACCESS LYNX has conducted its annual customer survey. Those results have been

reviewed and compared to the previous year survey to determine areas that have improved over last year and areas that are still in need of future improvement. Some of the key results are include:

- The results of the 2020 survey indicate that 73 percent rated the overall service as excellent or good compared to 62 percent during the 2018 survey effort.
- In 2020, 38 percent of customers said ACCESS LYNX got better in comparison to the previous year.
- Approximately 78 percent of customers indicated that the appropriate vehicle was available for their trip.
- Approximately 89 percent of passengers responded that the TNC drivers did an excellent or good job of meeting their needs.
- Customers would like to see improvements in call hold times.
- Most customers indicated that drivers are professional and courteous.

### Planning Agency Evaluation Process

In addition to the annual CTC evaluation, the FCTD completes a triennial Quality Assurance and Program Evaluation (QAPE) to monitor the TD service. The evaluation is currently scheduled for completion in May 2020. The finding, recommendations, and any



corrective action plan will be presented in the next annual TDSP update.

## Attachment 1: Glossary of Terms

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

Glossary of Terms	
Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.

Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the “coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.

Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination	<p>The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service.</p> <p>Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.</p>
Coordination Contract	<p>A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.</p>



Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).

Dispatcher	The person responsible for having every schedule leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.

Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board (LCB)	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.

Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.



Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
Passenger Trips per Vehicle Mile	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.

Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.

Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.



Transportation Disadvantaged Funds	Any local government, state, or federal funds that are used for transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.

Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.

U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

## Attachment 2: LYNX Eligibility Application



### ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES

**Instructions to Applicant or Proxy:**

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

WHEN COMPLETED, PLEASE RETURN THIS FORM TO:

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

A large, empty rectangular box with a thin black border, intended for the applicant to provide a return address.

## LYNX TDSP - MINOR UPDATE 2020

Applicant Name \_\_\_\_\_

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date of Birth

\_\_\_\_-\_\_\_\_-\_\_\_\_  
Social Security Number

\_\_\_\_-\_\_\_\_-\_\_\_\_-\_\_\_\_-\_\_\_\_-\_\_\_\_  
Medicaid Number

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Middle Initial

\_\_\_\_\_  
M/F

\_\_\_\_\_  
Home Address

\_\_\_\_\_  
Apartment Number

\_\_\_\_\_  
City

\_\_\_\_\_  
County

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Complex/Subdivision/Facility Name

\_\_\_\_\_  
Nearest Intersecting Street

\_\_\_\_\_  
Nearest Bus Route

If this is a gated community, please provide Gate Code \_\_\_\_\_

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Cell Phone

\_\_\_\_\_  
E-Mail Address

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
Apt. Number

\_\_\_\_\_  
City

\_\_\_\_\_  
County

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Emergency Contact Name

\_\_\_\_\_  
Relationship

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
Apt. Number

\_\_\_\_\_  
City

\_\_\_\_\_  
County

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

**Please check all that apply to you.**

\_\_\_\_ Portable Oxygen

\_\_\_\_ Assist Walking

\_\_\_\_ Needs Escort

\_\_\_\_ Wheelchair

\_\_\_\_ Sight Impairment

\_\_\_\_ Cane

\_\_\_\_ Crutches

\_\_\_\_ Walker

\_\_\_\_ Service Animal

\_\_\_\_ Stretcher

\_\_\_\_ Mental Imp.

\_\_\_\_ Hearing Loss

Do you have weekly scheduled medical appointments? \_\_\_\_\_

How many medical appointments do you have in a month? \_\_\_\_\_

How do you currently travel to your destination?

\_\_\_\_ LYNX Bus

\_\_\_\_ Taxi

\_\_\_\_ Drive yourself

\_\_\_\_ Other

## LYNX TDSP - MINOR UPDATE 2020

Do you have relatives or friends who can take you? \_\_\_\_\_

What is your annual household income? \_\_\_\_\_

How many people, including yourself, are in your household? \_\_\_\_\_

Have you, in the past 2 years, qualified for public assistance? \_\_\_\_\_

Would you ride the bus if you were provided with a bus pass? \_\_\_\_\_

How far is the nearest bus stop? \_\_\_\_\_

Do you currently have a LYNX Advantage ID card? \_\_\_\_\_ Yes \_\_\_\_\_ No

### Functional Ability

Without the assistance of someone else, can you:

Board a bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Read/understand directions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Handle coins and transfers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel on a sidewalk?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Travel to nearest bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Stand at a bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identify the correct bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Walk ¼ mile?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Climb a 12 inch step?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cross a street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Balance while seated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Grip handles and railings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Give address and phone number?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Recognize landmarks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wait outside for more than 15 minutes?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel through crowds?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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

\_\_\_\_\_ None.

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

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

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



## LYNX TDSP - MINOR UPDATE 2020

Applicant Name \_\_\_\_\_

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

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

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

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

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

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

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

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

Address \_\_\_\_\_

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

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

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

#### **Applicants Release:**

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

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

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

Signing for Applicant \_\_\_\_\_ Relationship \_\_\_\_\_ Date \_\_\_\_\_

### Attachment 3: ACCESS LYNX Appeal Process



LYNX

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

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

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

### Filing An Appeal

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

suspension is inappropriate. Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 455 North Garland Avenue, Orlando, Florida, 32801.

4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
  - a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.

- b. If an appeal is taken based upon a determination of trip eligibility, service for the trip in question will be provided until an appeal hearing is concluded.
  - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.
  - d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
- 6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
- 7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
- 8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all proceedings. No management, to include the

Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.

9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff will present information on why the determination of eligibility, suspension or no shows was made.
10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
12. All materials that are written will be provided in a format accessible by the appellant.
13. The appeals process is the final decision within the Authority.

All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing.

Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.

All session are audio taped. Tapes along with supporting materials will remain the property of ACCESS LYNX for five (5) years at which time they will be destroyed. Copies of these tapes and materials will be made and released only through the process of legal discovery (fact-finding) undertaken in any subsequent legal action.

**Other accessible formats available upon request.**

## Attachment 4: ACCESS LYNX Request for Appeal

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

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

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

### **Appeals Request**

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

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



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

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

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

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

A. The Appeals Panel Representatives Pool is as follows:

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

There will be three to five total Panel Members

B. Panel Members have an opportunity to review the Appeal Request Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.

C. The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by one representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.

D. An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.

E. On the day of the hearing:

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

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

3. The panel members may ask questions after the presentations by the staff and

appellant at their discretion.

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

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

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

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

6. Panel members may:

a. Come to a common conclusion on eligibility;

b. Vote on determination of eligibility; or

c. State reasons for decision, special conditions for eligibility or denial of service.

## Attachment 5: Grievance Procedure



### **ORANGE, OSCEOLA, AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD**

### **GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES**

*Approved February 14, 2019*

## GRIEVANCE PROCEDURE

### I. CREATION OF A GRIEVANCE PROCEDURE

- A. This is hereby created and established as a Grievance Procedure
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

### II. DEFINITIONS

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

- A. **Community Transportation Coordinator (CTC)**  
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. **Transportation Disadvantaged (Customer)**  
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.
- C. **Funding Agency**  
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. **Transportation Operator (Carrier)**  
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

### III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

**IV. MEMBERS**

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
  - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
  - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
  - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
  - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

**V. GRIEVANCE PROCEDURES**

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
  - 1. A service problem must be documented as ongoing for a 30-day period.
  - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
  - 3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
  - 4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

**C. STEP ONE**

- 1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE,

OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Manager of Paratransit.

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

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

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

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
  - "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

### STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

**GRIEVANCE TRACKING FORM  
FOR OFFICE USE ONLY**

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

Step 1 of the Grievance Process

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

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

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

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

Step 2 of the Grievance Process

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

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

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

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

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_

Step 3 of the Grievance Process

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

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

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

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

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_



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

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

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

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

TELEPHONE: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

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

**GRIEVANCE FORM - CONTINUED**

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

### GRIEVANCE INFORMATION

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**GRIEVANCE FORM - CONTINUED**

=====

[illegible]

I hereby attest that these statements are true and correct,

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
  - c) All meetings and hearings will be open to the public.
  - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

**D. STEP THREE**

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

**CERTIFICATION**

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 9<sup>th</sup> day of February, 2017.

for   
Honorable Jose Alvarez, Chairperson, for the Orange, Osceola,  
and Seminole Counties Transportation Disadvantaged Local  
Coordinating Board

## Attachment 6: LYNX Human Services Transportation Plan



## LYNX Human Services Transportation Plan Update

### Final Report

Prepared for:

**LYNX**

Prepared by:

**WSP USA Inc.**

July 2019



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## 1.0 Introduction

This document is an update to the Central Florida Regional Transportation Authority (d.ba. LYNX) Human Service Transportation Plan (HSTP). LYNX initiates updates to this plan as required to reflect any changes under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, the new transportation funding and authorization bill - Fixing America's Surface Transportation (FAST) Act, and to include the most current local conditions including changes in population, and local service gaps and needs. This plan update and the priorities established within this plan supersede those included in the Community Connector Plan (CCP) update completed in 2016.

The following elements are included in this HSTP Update and are supported by a series of technical memorandums with information that support the plan findings.

- Technical Memorandum #1 - Existing Conditions
- Technical Memorandum #2 - Public Involvement
- Technical Memorandum #3 - Peer Review



## 2.0 Background

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

### 2.1 Section 5310 Program

The goal of the Federal Transit Administration (FTA)'s Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding the transportation mobility options available. Under Moving Ahead for Progress in the 21st Century Act (MAP-21), the Section 5310 program apportions funds among large urbanized areas (UZAs), small UZAs and rural areas, based on the population of seniors and individuals with disabilities in each area. LYNX is the designated recipient of Section 5310 program funds for the Orlando and Kissimmee urbanized areas, while the Florida Department of Transportation (FDOT) administers the rural funding.

Under the changes enacted by MAP-21, Section 5310 is the only program that requires that projects funded be derived from a locally developed, coordinated public transit-human service transportation plan (referred to as the Human Services Transportation Plan or HSTP). LYNX, as the designated recipient for the Orlando and Kissimmee urbanized areas, is responsible for developing the HSTP through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, and other members of the public. LYNX must also certify that projects funded under Section 5310 are derived from the approved HSTP.

Projects that may be eligible for funding include:

#### **Traditional Projects (At least 55 percent of the apportionment)**

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

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

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

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

#### **Fixing America's Surface Transportation Act**

The Fixing America's Surface Transportation Act (FAST Act) was signed into law in December 2015, and created a new discretionary pilot program for innovative coordinated access and mobility. The goal of the pilot program is to improve the coordination of transportation services that link with non-emergency



medical care. This grant program is open to Section 5310 recipients (such as LYNX) and sub-recipients, for the funding of innovative projects, including the deployment of coordination technology, projects that create or increase access to community One-Call/One-Click Centers, etc.

## 2.2 LYNX Background

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

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

The MetroPlan Orlando Transportation Disadvantaged Local Coordination Board (TDLCB) serves to identify local service needs and provide information, advice and direction to LYNX on the coordination of services to be provided to the TD program. The MetroPlan Orlando TDLCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDLCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry.

### LYNX 2016 HSTP Update - Section 5310 Project Priorities

In its role as the CTC, LYNX has an extensive list of partners that the agency has worked with on Section 5310 projects. LYNX currently accepts applications on a higher priority for Section 5310 program van operations. All other requests are of lower priority and depending on rating, are referred for further review by the CTC. LYNX purchases the vehicles and then leases them to human services agencies so that they can transport their own agency clients at a lower cost than ACCESS LYNX service. LYNX also provides some operating support from Section 5310 funding to agencies that already have vehicles; however, no less than 55 percent of the Section 5310 apportionment can be spent on capital purchases (e.g., vehicles and other vehicle related costs). Additional LYNX priorities for the Section 5310 Program include:

- Maximize transportation resources to safely and efficiently transport the urbanized Orlando and Kissimmee seniors and individuals with disabilities, by leveraging available techniques, tools, and technologies; to include the LYNX agency van program.
- Increase the mobility options for seniors and persons with disabilities across the urbanized portions of the LYNX service area, in a fiscally sustainable manner.
- Continue to provide for the special needs of elderly and persons with disabilities for which transportation services are unavailable, insufficient or inappropriate.



## Evaluation and Selection of Section 5310 Grant Projects

Upon notice of the annual federal appropriation, LYNX notifies all eligible Section 5310 grant program sub-recipients, including Disadvantaged Business Enterprises (DBEs), via U.S. postal mail, e-mail, and/or public notice regarding the availability of funding and the associated grant application(s). LYNX's multi-agency project evaluation team is made up of individuals that represent the interests of the older adults and individuals with disabilities, as well as mobility across the region. Proposals are screened and ranked by the LYNX project evaluation and selection team. All applicants are notified of project funding recommendations from the evaluation committee. LYNX evaluators review the applications and score them based on the following criteria:

**Table 1: Section 5310 Project Scoring Criteria**

Scoring Criteria	Points
Documents	15
Budget	25
System Description	14
Proposed Project Description	30
Overall Impression	16
<b>Maximum Points</b>	<b>100</b>

The maximum score is 100 points. Internal LYNX staff is responsible for two rankings; prior sub-recipient Risk Assessment and application Fact Sheet. The LYNX Board of Directors receives the funding recommendations from the evaluation and selection team and formally adopts the project list. Successful applicants receive a letter that describes the process they will need to follow and the forms to complete in order to access FTA funds and the list of projects awarded are published.



### 3.0 Plan Update Methodology

The gaps and potential priorities identified in this HSTP Update were established through a process that included extensive public outreach to identify local transportation needs and a review of local conditions, including demographics and where higher concentrations of the target populations are residing and traveling in comparison to the existing transportation system. Current transportation providers (public, private, and non-profit) were reviewed for availability, eligibility requirements, and any other barriers to accessing the services. During the public outreach process, stakeholders and the general public were asked to provide input on potential projects and strategies that might help to address the identified needs and gaps. Using this information paired with a technical analysis of the needs, priorities for implementation were established and reviewed by the stakeholder group.

**Figure 1: Plan Update Process**



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



## 4.0 Review of Existing Plans/Programs

This chapter presents a review of existing plans/programs related to human services transportation including the 2016 Community Connector Plan (CCP), 2018 LYNX Transit Development Plan (TDP) Major Update, the 2018-2023 Transportation Disadvantaged Service Plan (TDSP), and other relevant plans and reports identified by LYNX and the stakeholder group.

### 4.1 2018-2023 Transportation Disadvantaged Service Plan (TDSP)

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

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

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

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

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

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

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<sup>1</sup> <http://lynxforward.com/tdp-major-update/>



- **ADA Service for New/Expanded Service:** ADA paratransit service required due to changes in existing routes or implementation of new routes.
- **TD and Medicaid Paratransit Service:** New demand response paratransit service.

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

- New and replacement paratransit vehicles
- Installation of bus shelters at passenger facilities
- Installation of signage at LYNX Central Station
- Mobility management concept
- Retrofit bus stops with ADA compliant boarding and alighting areas

#### 4.3 2018 ACCESS LYNX Efficiency Study

In 2018, LYNX completed a comprehensive efficiency study of the ACCESS LYNX paratransit system. This study focused on service delivery approach, service management processes and procedures, customer experience, and performance monitoring and reporting. As part of the study, an origin and destination analysis was completed to review dialysis, medical, and employment trips. The results indicated that general medical trips primarily occurred between the Orlando and Winter Park areas, while employment trips were spread throughout the region. Other needs that were identified through the analysis included:

- Inconsistent operation of Mobile Data Terminals.
- At times, there could be more than 100 unscheduled trips on the system each day.
- Additional vehicles needed to expand the fleet and reduce the average trip length.
- Need to develop a plan in coordination with service providers to provide LYNX with notification of safety and rules violations by service provider drivers.
- Customer hold times were lengthy and needed improvement.

#### 4.4 2016 Community Connector Plan Update

LYNX updated its Human Services Transportation Plan (Community Connector Plan (CCP)) in 2016 to reflect changes from MAP-21, the updated Section 5310 federal funding circular in 2014, and changes in the local operating environment. The updated near-term, intermediate-term, and long-term strategies identified in the 2016 CCP are listed below:

##### Near-Term Strategies

- Improved Coordination & reThink Coordination – Recommendation to continue and enhance coordination between the region’s transportation providers.
- Mobile App for Trip Reservation – Implementation of a mobile application such as the DoubleMap app for NeighborLink service within the next 12 months and expanded to paratransit vehicles thereafter.
- Driver Training & Improved Dispatch and Driver Coordination – Review and modify the existing procedures for driver training, especially for ACCESS LYNX to improve customer service. The same approach should be taken with the coordination between dispatch and drivers to improve the customer experience.
- Phases 1, 2, and 3 of Smart Card / Mobile App Fare Payment Implementation – ACCESS LYNX, the NeighborLinks, and the Downtown Kissimmee Xpress service (Link 208).





### Intermediate-Term Strategies

- Trip Vehicle Tracking and Arrival Notification (mobile app) – This mobile application is dependent upon Automatic Vehicle Location (AVL) hardware and software compatibility on the ACCESS LYNX vehicles and fixed-route buses.
- High Concentration of Clients, getting to and from Work in Off-Peak Hours, Inconsistency of Trip Times, and Varying Work Locations and Schedules – Review the level of service for fixed-route and NeighborLink in the high concentration target population areas. Also, review the ACCESS LYNX performance, and identify and implement appropriate modifications.
- Phase 4 of Smart Card / Mobile App Fare Payment – Implementation within the four FastLink services:
  - Link 406 – Downtown Orlando/Lake Nona/VA Hospital
  - Link 407 – Kissimmee/Lake Nona/VA Hospital/OIA
  - Link 418 – Meadow Woods/Lake Nona/Florida Mall
  - Link 441 – Kissimmee/Orlando
- Phase 5 of Smart Card / Mobile App Fare Payment – Implementation throughout all fixed route Links.

### Long-Term Strategies

- Phase 6 of Smart Card / Mobile App Fare Payment – Develop a card payment system compatible with SunRail.

## 4.5 2018 TDLCB Public Meeting

Below is a list of transportation needs that were identified through the public comment process at the MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board (TDLCB) annual public meeting held in November 2018.

- OWL Vehicles
  - OWL vehicles are unsafe and too small.
  - OWL Transportation vehicles that he has rode on are too small to accommodate his wheelchair and that the vehicles are unsafe
  - Dissatisfaction with late pickups on OWL Transportation, up to two hours late.
  - Unhappy with the timeliness and safety of OWL vehicles.
- ACCESS LYNX
  - User of ACCESS LYNX going to Lighthouse Central Florida twice per week commented that the experiences with the service have all been pleasant and suggested adding a voicemail prompt to the customer service number in an effort to alleviate long call hold times.
  - ACCESS LYNX drivers do not go through the steps to secure this person's walker. This person also thinks that GPS in the vehicles needs to be updated and the tracking app should be brought back. This person also experiences long hold times when calling the customer service number.
- General Customer Service
  - Concern with the timeliness of pickups and excessive call hold time when calling customer service.
  - Issues with vehicles being late, long call hold times for customer service, rude dispatchers, and the tracking app has been disabled so this person is no longer able to track the vehicle.



- GPS systems are inaccurate and need to be updated causing this person to be late when the drivers cannot locate the pickup.
- Concern with call hold times when calling customer service and pertinent information not always being relayed from customer service to the driver such as pick up and drop off locations.
- Shorter connection times for LYNX fixed route buses are needed and better opportunities for the buses to connect with SunRail.
- Concern with the long call hold times for customer service and the numerous street corners in the City of Orlando that are not ADA compliant for wheelchairs and scooters.
- There needs to be 24/7 service for LYNX fixed route buses and SunRail.

#### 4.6 Summary

The needs identified as part of the plan review were used to complete the gap analysis. Potential projects and strategies that have been devised through previous planning efforts were also considered in the development of the strategies for implementation in this HSTP plan update. The plan review was cross-referenced with the strategies developed to reduce duplicate project planning and give higher prioritization to projects/strategies that have been identified multiple times through various planning efforts, as funding becomes available through the Section 5310 program or other federal and state funding programs.



## 5.0 Best Practices and Peer Review

A peer review was completed to assess transportation providers both in the state of Florida and throughout the U.S. that have successful and/or innovative coordination programs, specifically related to the Section 5310 program. Key highlights from the review and interviews with agency staff as well as the best practices are included in this section. The peer review is documented in ***Technical Memorandum #3 – Peer Review***.

Of the eight peer agencies reviewed, four agencies are recipients of the FTA’s Mobility on Demand (MOD) Pilot Program (PSTA, JTA, VIA, and DART). Many of the peers also have Vanpool programs that included not-for-profit agency operators using Section 5310 funds. Listed below are the peer agencies that were reviewed:

- Pinellas Suncoast Transit Authority (PSTA), St. Petersburg, Florida
- Jacksonville Transportation Authority (JTA), Jacksonville, Florida
- Miami-Dade Transit (MDT), Miami, Florida
- Broward County Transit (BCT), Plantation, Florida
- Regional Transportation Commission (RTC), Washoe County, Reno, Nevada
- VIA Metropolitan Transit (VIA), San Antonio, Texas
- New Jersey Transit (NJ Transit), Newark, New Jersey
- Dallas Area Rapid Transit (DART), Dallas, Texas

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

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

**Table 2** presents the key findings for each of the agencies interviewed.



Table 2: Peer Review: Assessment of Technologies and Innovative Practices

Assessment of Technologies and Innovative Practices	
Peer Agency	Technology and Innovative Practices
State of Florida Peer Agencies	
1. Pinellas Suncoast Transit Agency (PSTA), St. Petersburg, FL	<p><b>TD Late Shift Program</b> - Helps low-income residents travel to and from work when bus service is not available. Created with private partners Uber and United Taxi, and Care Ride (wheelchair provider). Launched in August 2016, the program provides fully-subsidized ride hail and taxi trips to or from a place of work during nighttime hours.</p> <p><b>FTA Mobility on Demand Sandbox Grant</b> - PSTA was awarded \$500,000 to demonstrate the use of on-demand transportation for paratransit services. The funds are being used for an internal customer service facing software platform that allows PSTA staff to select the most efficient transportation service for a given paratransit customer based on response time and cost to PSTA.</p> <p><b>Direct Connect</b> - Provides low-cost Uber, Lyft or taxi rides to designated bus stops to allow more citizens access to PSTA’s fixed routes.</p> <p><b>Mobile Application Fare Payment Option (Flamingo Fares Tampa Bay)</b> - In 2019, this electronic fare payment system will be deployed region-wide in Pinellas, Hillsborough, Sarasota, Pasco and Hernando counties. It will use third-party produced and distributed prepaid cards and contactless devices such as smart cards, mobile applications, credit and debit cards that will make it easier to ride transit within the region.</p>
2. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<p><b>Rides to Wellness Initiative</b> - Under the FTA’s Innovative Coordinated Access and Mobility Grants Program, on September 22, 2016, JTA was awarded a \$399,200 grant from the FTA. The project includes developing an interface between the medical systems’ software and JTA’s <i>TransPortal, the One Call/One Click Transportation Resource Center</i>. With one click, the interface will provide the appointment scheduler with public transit travel times and costs that best fit each of the available appointments.</p> <p><b>Mobility Optimization through Vision and Excellence (MOVE)</b> - This plan will guide the agency’s response to these changes and increasing demand for regional connections. The plan will advance a seamless transition to and from other modes, enhance JTA’s high frequency network and act as a regional mobility integrator. It will better connect different and technologically complex modes of transportation and enable Northeast Florida customers to customize multimodal trips. These options include traditional public transit, innovative service options like micro transit, and shared mobility options from a mobile device.</p> <p><b>Ultimate Urban Circulator or U2C Program (Bay Street Innovation Corridor)</b> - On February 8, 2019, USDOT awarded a \$25 million BUILD Grant to JTA and the City of Jacksonville. This partnership with the state of Florida, the City of Jacksonville, and JTA paves the way for two important projects to revitalize transportation and commerce in the heart of the city.<sup>2</sup></p> <p>JTA will use its \$12.5 million portion of the grant to implement the first phase of the Ultimate Urban Circulator (U2C) program, called the Bay Street Innovation Corridor. This project will deploy a transportation network of autonomous vehicles and incorporate smart technologies such as pedestrian sensors, dynamic traffic signaling and an integrated data exchange; from the Jacksonville Regional Transportation Center at LaVilla, to the City’s Entertainment District along the Bay Street Corridor. This cutting-edge project, combined with the City of Jacksonville’s Bay Street Revitalization project, will lead to improved mobility and greater economic development. JTA is partnering with the FDOT, the City of Jacksonville, North Florida TPO, the JEA and the Jacksonville Regional Chamber of Commerce on the Innovation Corridor project.</p>
3. Broward County Transit (BCT), Plantation, FL	<p>Broward’s 211’s 1-Click trip planning tool at <a href="http://211-broward.org/1-click-south-florida/">http://211-broward.org/1-click-south-florida/</a>. 1-Click Florida’s trip planner shows customers a range of options that include bus, taxi, rail, shared ride and volunteer services. Customers create an account, which saves trip information and trip plans. BCT monitors shift of trips to non-profit agencies who utilize the vans to transport their clients. BCT pays the van operators \$14 per trip, which is less than half the cost of BCT’s \$30 paratransit trip cost. The 5310 van operation productivity is three passengers per hour (PPH), which is a higher efficiency rate than paratransit due to group trips in which all passengers on a van travel to and from the same destination at the same time.</p>
Out-of-State Peer Agencies	
4. VIA Metropolitan Transit, San Antonio, TX	<p><b>FTA Mobility on Demand Sandbox Grant</b> - In January 2019, the VIA Board of Trustees approved the “Mobility on Demand (MOD) Sandbox Grant” pilot program, which will replace fixed bus routes with vans that riders can summon as needed through a mobile app, similar to rideshare companies Lyft and Uber. Those vans will then take passengers to larger bus hubs with more frequent lines. VIA identified areas with low ridership when it planned the pilot program. VIA selected two zones where it will test the pilot program. The program will deploy up to seven vans, depending on demand. VIA will contain the pilot program within the first zone before expanding. If the program succeeds in efficiently transporting people from Point A to Point B, decreasing wait times from 60 minutes to 30 minutes, and increasing ridership, VIA will consider it successful. The agency would then extend the pilot program to a second zone in Northwest San Antonio. The contract for the pilot program went to RideCo, a Canadian transportation software company that will build the app; however, vehicles used will be owned and operated by Yellow Cab.</p> <p><b>VIA Link Pilot Program</b> - Riders in the on-demand service zone can use the VIA Link app to book a ride for pick up at designated locations, which may be at a current stop within the VIA Link zone. Most riders within the zone will be within a 4- to 8-minute walk from a stop. In some cases, particularly for approved VIAtrans customers, door-to-door service may be provided. Riders will have the option to pay using their VIA goMobile app, a credit card, or pay in cash when their ride arrives. All fares in the zone will be the same price as VIA’s current fares. VIA passes also will be accepted. When VIA Link arrives, riders will be taken to their specified destination within the zone. A bus transfer can be provided at that time if the rider plans to transfer to a VIA bus route. A bus rider traveling into the zone may transfer to VIA Link to complete their trip. The VIA Link Pilot Project is expected to improve reliability and shorten wait times in areas where traditional bus service does not fit the unique demands of the area. Trips are booked on the VIA web site or the free VIA Link mobile app which will be available on the Apple Store or Google Play. In addition, riders will also be able to book trips on the web and VIA telephone and trips can be scheduled from 30 minutes up to 24 hours in advance. VIA Link will be available from 5:30 a.m. to 9:30 p.m. seven days a week.</p>
5. Dallas Area Rapid Transit (DART), Dallas, TX	<p><b>Lyft Pilot Program</b> - DART, in partnership with MV Transportation, began the pilot program in May 2017 to explore the use of this Transportation Network Company (TNC) to perform certain trips for eligible customers, in an effort to provide a more flexible and personalized service. DART identifies the suitable candidates for the Lyft service, and contact is made with the customer to determine if they are interested and agree to become a participant. After the first eight weeks of the pilot, almost 2,000 trips have been performed with 74 participants. As of the end of May 2018, over 40,000 trips have been conducted by over 100 participants on the pilot program. The pilot is anticipated to continue through the end of the current contract on September 30, 2019.</p> <p>DART foresees incorporating TNCs into the new RFP and researching possible cost savings opportunities that this service could provide going forward.</p> <p><b>FTA Mobility on Demand (MOD) Sandbox Grant</b> - GoLink Mobility on Demand pilot service was introduced in five zones in February and March 2017, including Legacy and North Central Plano in Plano, and Rylie, Kleberg, and Inland Port in Dallas. GoLink offers direct-request, demand-responsive service with connections to other DART routes and most passengers are picked up within 10 minutes of request. Rowlett received expanded GoLink service in June 2018 and Far North Plano service began in August 2018. In March 2017, DART collaborated with Uber, Lyft, and Irving Holdings, for the pilot program, <i>First and Last Mile Solution</i>. This project will combine traveler applications to create an integrated, multimodal application that leverages ride-sharing services. The project will also improve ease of access to DART stations, particularly in non-walkable areas not well served by transit.</p> <p><b>Flex (Fixed Route)</b> - Flex, a variation of the on-call approach, has been in operation for several years. Flex combines aspects of conventional fixed-route service with the demand-response characteristics of on-call. Passengers may choose to board Flex buses at regular stops along a designated path. Passengers also have the option of requesting pick-ups and drop-offs in a zone around the designated path. Flex has been incorporated into the expanded service delivery modifications and is operated by DART personnel. On-call service will continue to be operated by MV Transportation, who will also schedule customer-requested deviations for the Flex trips.</p> <p><b>DART On-Call (Fixed-Route)</b> - These On-Call services will be an integral component of the DART <i>Federal Shared Mobility Technology Grant</i> and pilot test that was implemented in FY 2018. The Shared Mobility Grant pilot test uses the <i>GoPass 2.0</i> Mobile apps to integrate non-traditional transit services like Uber and Lyft, as well as taxi and bike share into areas without significant traditional transit service.</p>
6. New Jersey (NJ) Transit, Newark, NJ	<p>NJ Transit sub-recipients submit grant applications and reports to NJ Transit through the S-Rides website, which automatically scores applications. This eliminates subjectivity in the scoring process. NJ Transit provides the 20 percent local match required for mobility management awards of equipment.</p>

<sup>2</sup> The Federal Transit Administration website <https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-definitions> defines microtransit as IT-enabled private multi-passenger transportation services that serve passengers using dynamically generated routes, and may expect passengers to make their way to and from common pick-up or drop-off points. Vehicles can range from large SUVs to vans to shuttle buses. Because they provide transit-like service but on a smaller, more flexible scale, these new services have been referred to as micro transit. [TCRP Research Report 188]



Table 3: Peer Review: Assessment of Existing 5310 Van Program

Assessment of Existing 5310 Van Program		
Peer Agency	Existing 5310 Van Operation	Program Highlights
State of Florida Peer Agencies		
1. Pinellas Suncoast Transit Agency (PSTA), St. Petersburg, FL	PSTA maintains operator and coordination contracts. Operator contractors receive funds through the TD Program. Coordination contractors are those agencies that do not receive TD Program funding but coordinate services with the CTC. Each year, the LCB reviews and approves the list of operator and coordination contract agreements. All agencies receiving FTA Section 5310 Program funding in Pinellas County are required to have a contract with the coordination contractors, along with information on these agencies’ transportation services.	PSTA implemented several changes to the van program to increase efficiencies and better serve TD customers. These include working with select social service agencies to submit and quickly review TD applications and exploring innovative ways to serve TD customers. The coordinated system includes nonprofit providers who provide transportation services. Agencies receiving TD funding and FTA Section 5310 funding are a part of this system.
2. Broward County Transit (BCT), Plantation, FL	Currently 22 agencies participate in the coordination contract non-reimbursed transportation program. BCT’s current 5310 appropriation is \$1.28 million, which enables provision of 18 vehicles. FDOT awards any remaining funds in the district to BCT and Palm Tran.	FDOT is the recipient and administrator of the Section 5310 funds, and purchases vehicles for the van operation. The 5310 van operation program resulted in a shift of 140,000 trips to non-profit agencies who utilize the vans to transport their clients. BCT pays the operators \$14 per trip, which is half the cost of BCT’s \$30 paratransit trip cost. Productivity is 3 passengers per hour (PPH), which is a higher efficiency rate than paratransit due to group trips in which all passengers on a van travel to and from the same destination at the same time.
3. New Jersey (NJ) Transit, Newark, NJ	Section 5310 sub-recipients are permitted to provide charter service if they comply with 49 CFR Part 604; the most up-to-date rules for charter service were issued by the FTA in 2008.  Agencies can apply for up to 12 vehicles. ADA compliant vehicles include min-vans, small cut-a-ways, extended cut-ways and medium duty vehicles.	Since the 5310 grant program began in 1975, over 1,900 vehicles have been provided to eligible agencies throughout the state. A sub-recipient may lease or share the use of a vehicle to another a-agency as described in the application. When vehicles are leased or shared with another agency other than the direct sub-recipient named in the grant application, there must be a written contract, agreement or lease between the two parties. For vehicle awards, no match is required from the sub-recipient. NJ Transit provides the 20 percent local match requirement for capital costs of vehicles and equipment (subject to the availability of funds); therefore, any agency approved for a vehicle or equipment will be covered at 100 percent. Sub-recipients of vans provide their own insurance.



Table 4: Peer Review: Recommended Best Practices

Recommended Best Practices	
Peer Agency	Recommended Best Practice That May Be Appropriate for LYNX
<b>State of Florida Peer Agencies</b>	
1. Pinellas Suncoast Transit Agency (PSTA), St. Petersburg, FL	<ul style="list-style-type: none"> <li>LYNX may consider implementation of a program similar to PSTA's TD Late Shift Program. Like LYNX, PSTA's service environment is comprised of customers who work in service industries such as hotels and restaurants that require late night transportation when buses may not be operating. LYNX may choose to use taxi or van service to provide connections rather than TNCs based on contract provider compliance regulations.</li> </ul>
2. Miami-Dade Transit (MDT), Miami, FL	<ul style="list-style-type: none"> <li>MDT has implemented a "Freedom Navigator App" that uses visual and voice recognition. Upgrading the existing LYNX app to include these features coupled with the existing travel training program may help individuals with disabilities transition to using the fixed route system.</li> </ul>
3. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<ul style="list-style-type: none"> <li>LYNX may consider applying for an Innovative Coordinated Access and Mobility Grant, similar to JTA, to explore the possibilities of interfacing between medical system software and the one call/one click center to offer the best transportation option for medical appointments.</li> </ul>
4. Broward County Transit (BCT), Plantation, FL	<ul style="list-style-type: none"> <li>LYNX currently tracks and monitors data for the number of 5310 trips provided by agencies. An analysis of the cost of the 5310 services in comparison to the trips being provided on the paratransit system should be completed to determine any potential cost savings that could result from additional vanpools. In addition, this analysis would help to establish a performance standard goal of productivity for the van operation.</li> <li>Efforts should be made to move towards dedicated tax revenue similar to Broward County's "Penny for Transportation" local one cent 30-year surtax that will generate \$350 million annually for 30 years to address mobility challenges.</li> <li>Consider the implementation of taxi vouchers similar to BCT's program that provides qualifying paratransit riders with a payment card that pays up to \$15 of the trip metered fare when traveling with an authorized taxi company in the designated service area. BCT limits these trips to two one-way taxi trips per day.</li> </ul>
<b>Out-of-State Peer Agencies</b>	
4. Regional Transportation Commission (RTC) Washoe County, Reno, NV	<ul style="list-style-type: none"> <li>LYNX should consider modifying its existing FTA 5310 program selection criteria to include to what extent the project demonstrates a new or innovative idea that cannot be replicated elsewhere in the region, and the extent the project demonstrates coordination among various entities.</li> <li>RTC conducts its call for projects every two years for projects with capital and operating expenses exceeding \$50,000 or more per fiscal year. Modifying the current call for projects to a process similar to RTC may reduce some of the administrative burden for both LYNX and the sub-recipients.</li> </ul>
5. VIA Metropolitan Transit, San Antonio, TX	<ul style="list-style-type: none"> <li>While LYNX operates the NeighborLink service with the NeighborLink app, expansion of these services may benefit LYNX riders. LYNX may review the viability of establishing additional on-demand service zones throughout the service area where riders can schedule rides at designated locations using the app and pay either through the mobile app, accept an applicable pass, or cash fare when their ride arrives.</li> </ul>
6. New Jersey (NJ) Transit, Newark, NJ	<ul style="list-style-type: none"> <li>LYNX may consider automating its Section 5310 application process (Call for Projects) including scoring and ongoing reporting required from agencies such as NJ Transit and DART. NJ Transit sub-recipients submit grant applications and reports to NJ Transit through the S-Rides website, which automatically scores applications. This eliminates subjectivity in the scoring process.</li> </ul>
7. Dallas Area Rapid Transit (DART), Dallas, TX	<ul style="list-style-type: none"> <li>DART's 5310 applications are automated and are submitted via the Public Transportation Division's eGrants system; which is administered by TxDOT. The system allows applicants to create and submit grant proposals, manage grant projects, and submit performance reports and requests for reimbursement. LYNX may consider establishing a similar automated grant application and reporting process.</li> </ul>
8. Los Angeles County Metropolitan Transportation Authority (Metro), Los Angeles, CA	<ul style="list-style-type: none"> <li>Pilot zones for transportation to and from transit hubs using taxis or on-demand car service. This project was designed to explore how on-demand technology can help improve mobility. There may be areas within the Orlando or Kissimmee urbanized areas that have insufficient transportation services and could benefit from a similar pilot project.</li> <li>Metro requires that Section 5310 vehicles awarded are operated a minimum of 20 service hours per week. It is recommended that LYNX add a similar performance measure to the sub recipient review process to ensure that awarded vehicles are being used to provide transportation service to the target populations and the projects receiving funding maximize the resources available.</li> </ul>





## 6.0 Existing Conditions

This section provides a demographic analysis of the target populations within the LYNX service area including seniors, persons with disabilities, veterans, minority populations, and people living in poverty as well as an analysis of major employers and activity centers. The mapping presented in this section has been developed to identify any gap in transportation services based on the locations of the target populations and the places that they may access for services or employment. Existing conditions are documented in **Technical Memorandum #1 – Existing Conditions**.

The State of Florida attracts a wide variety of population groups, most notable a large elderly population (residents 65 years and older) compared to the national average. According to the 2017 American Community Survey (ACS), the state of Florida has a higher average of elderly population (19.4 percent) than the national average of 14.9 percent. The state of Florida also has a slightly higher population of individuals with disabilities and veterans than the national average. Public transportation services offer individuals with disabilities and veterans reliable and efficient mobility service since many are not able to drive themselves.

### 6.1 Demographic Mapping Results

**Elderly Population** - In the LYNX service area, roughly 11.4 percent of the census tracts have higher percentages of elderly populations (over 65 years of age) than the state of Florida average of 19.4 percent. The highest density of elderly populations within the LYNX service area is in a few areas along E. Colonial Drive by UCF, along SR 434 in Altamonte Springs just south of the Altamonte Mall, and in Zellwood north of US 441. The highest percentage by census tract (34.5 percent) is in Census Tract 165.09, in east Central Florida along E. Colonial Drive just southeast of UCF and the Central Florida Research Park. The distribution of elderly populations within the LYNX service area based on the ACS census tract data is illustrated in **Figure 2**.

**Individuals with Disabilities** - In the LYNX service area, roughly 32 percent of the census tracts have higher percentages of individuals with disabilities than the state of Florida average of 13.2 percent. Osceola County has a higher percentage of individuals with disabilities (14.4 percent) than the state of Florida average (13.2 percent). Overall, the density of individuals with disabilities within the LYNX service area is somewhat scattered, with some high density near the Orlovista/John Young Parkway area and other densities in downtown Kissimmee and downtown St. Cloud. The highest percentage by census tract (26.1 percent) is in Census Tract 201.01, located in northeast Central Florida in the central part of downtown Sanford. The distribution of individuals with disabilities within the LYNX service area is illustrated in **Figure 3**.

**Veteran Population** - In the LYNX service area, roughly 19.5 percent of the census tracts have higher percentages of veteran populations than the state of Florida average of 7.2 percent. The highest density of veteran populations within the LYNX service area is in east Central Florida, along E. Colonial Drive near the Orlando Executive Airport, to the west of SR 436 just south of SR 417, and in Conway. The highest percentages by census tract (12.8 percent) is in Census Tract 165.09, in east Central Florida along E. Colonial Drive just southeast of UCF and the Central Florida Research Park. The distribution of veteran populations within the LYNX service area is illustrated in **Figure 4**.

**Low-Income Population** - In the LYNX service area, roughly 46.7 percent of the census tracts have higher percentages of low-income populations than the state of Florida average of 11.1 percent. Both Orange and Osceola Counties have a higher percentage of low-income populations (12.8 percent and 14.7 percent respectively) than the state of Florida average (11.1 percent). The highest density of low-income populations within the LYNX service area are in west downtown Orlando in the Parramore and Callahan



neighborhoods, and to the north of W. Colonial Drive in east Pine Hills. The highest percentages by census tract (46.4 percent) are in Census Tract 205, and in northeast Central Florida in the west side of downtown Sanford. The distribution of low-income populations within the LYNX service area is illustrated in **Figure 5**.

**Minority Population** - In the LYNX service area, roughly 51.5 percent of the census tracts have higher percentages of minority populations than the state of Florida average of 24.3 percent. Both Orange and Osceola Counties have a higher percentage of minority populations (36.3 percent and 25.6 percent respectively) than the state of Florida average (24.3 percent). The highest density of minority populations within the LYNX service area is in west Orlando, along the north side of W. Colonial Drive in the Pine Hills area, and in the Orlovista area along John Young Parkway, Bruton Boulevard and Old Winter Garden Road. The highest percentages by census tract (98.1 percent) are in Census Tract 117.02, in the City of Orlando along Bruton Boulevard, just west of John Young Parkway and northwest of First Baptist Church of Orlando. The distribution of minority populations within the LYNX service area is illustrated in **Figure 6**.

**Table 5** presents the percentages of demographics for Orange County, Osceola County, Seminole County and the State of Florida based on the 2017 ACS 5-Year Estimates. Of the three counties, Seminole County has the highest percentage of older adults and veterans, while Osceola County has the highest percentage of individuals with disabilities and lower income persons.

**Table 5: Demographic Percentages for Orange, Osceola, and Seminole County**

Demographic	Orange	Osceola	Seminole	Florida
Older Adults	11.1 %	12.5 %	14.4 %	19.4 %
Individuals with Disabilities	10.6 %	14.4 %	10.1 %	13.2 %
Veterans	4.8 %	4.7 %	5.9 %	7.2 %
Low Income	12.8 %	14.7 %	8.2 %	11.1 %
Minority	36.3 %	25.6 %	21.7 %	24.3 %



Figure 2: Existing Share of Elderly Residents in Service Area

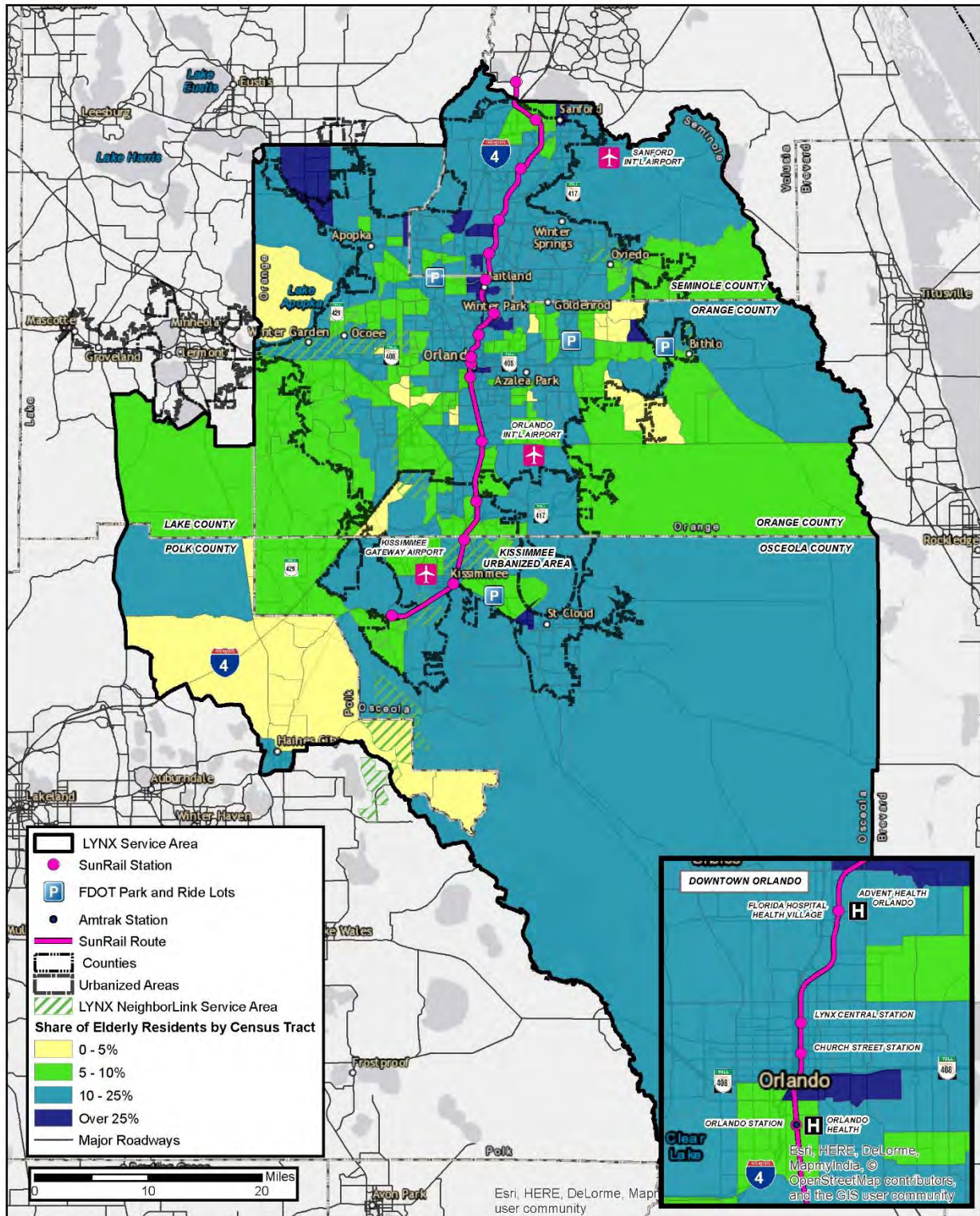




Figure 3: Existing Share of Disabled Residents in Service Area

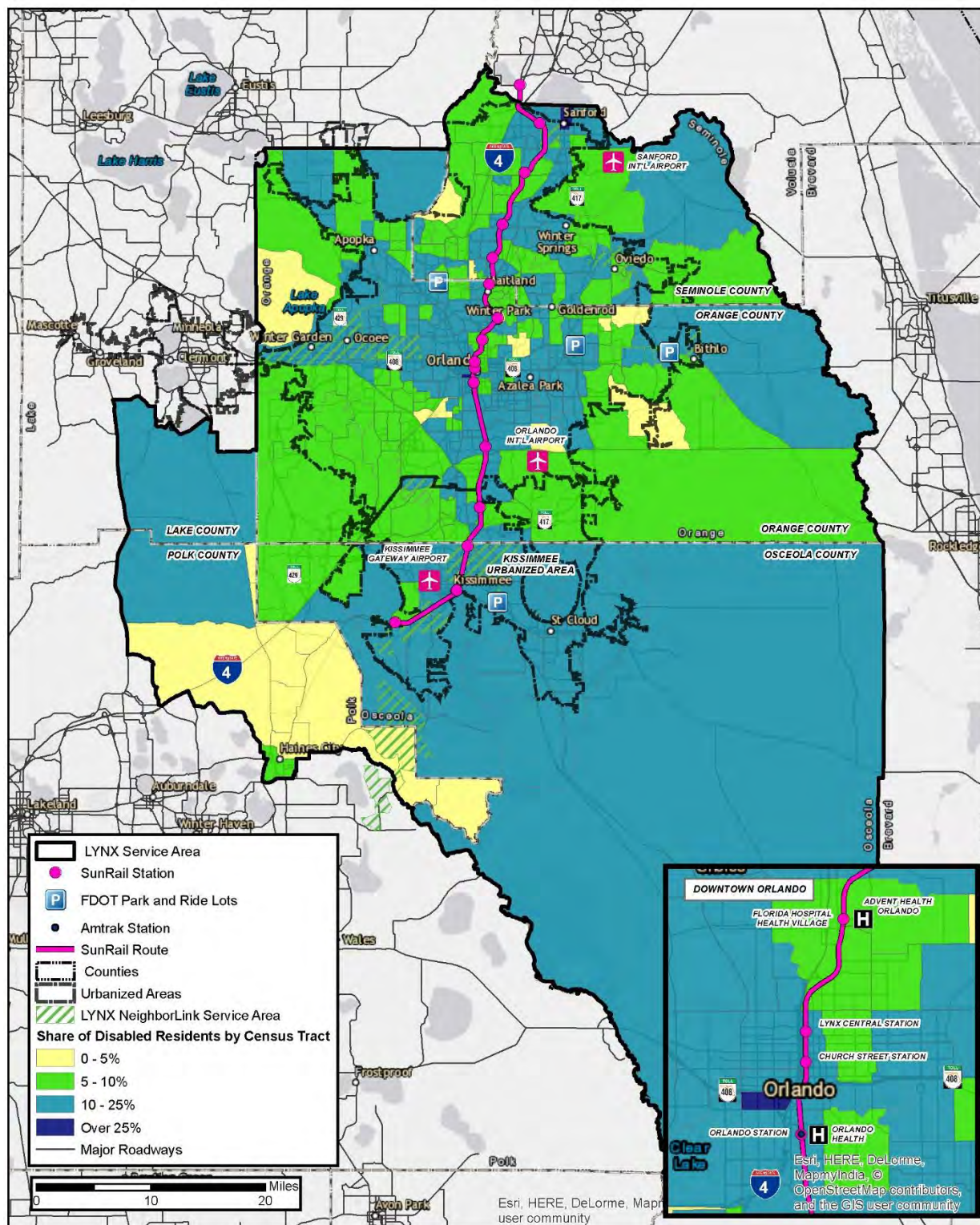




Figure 4: Existing Share of Veterans in Service Area

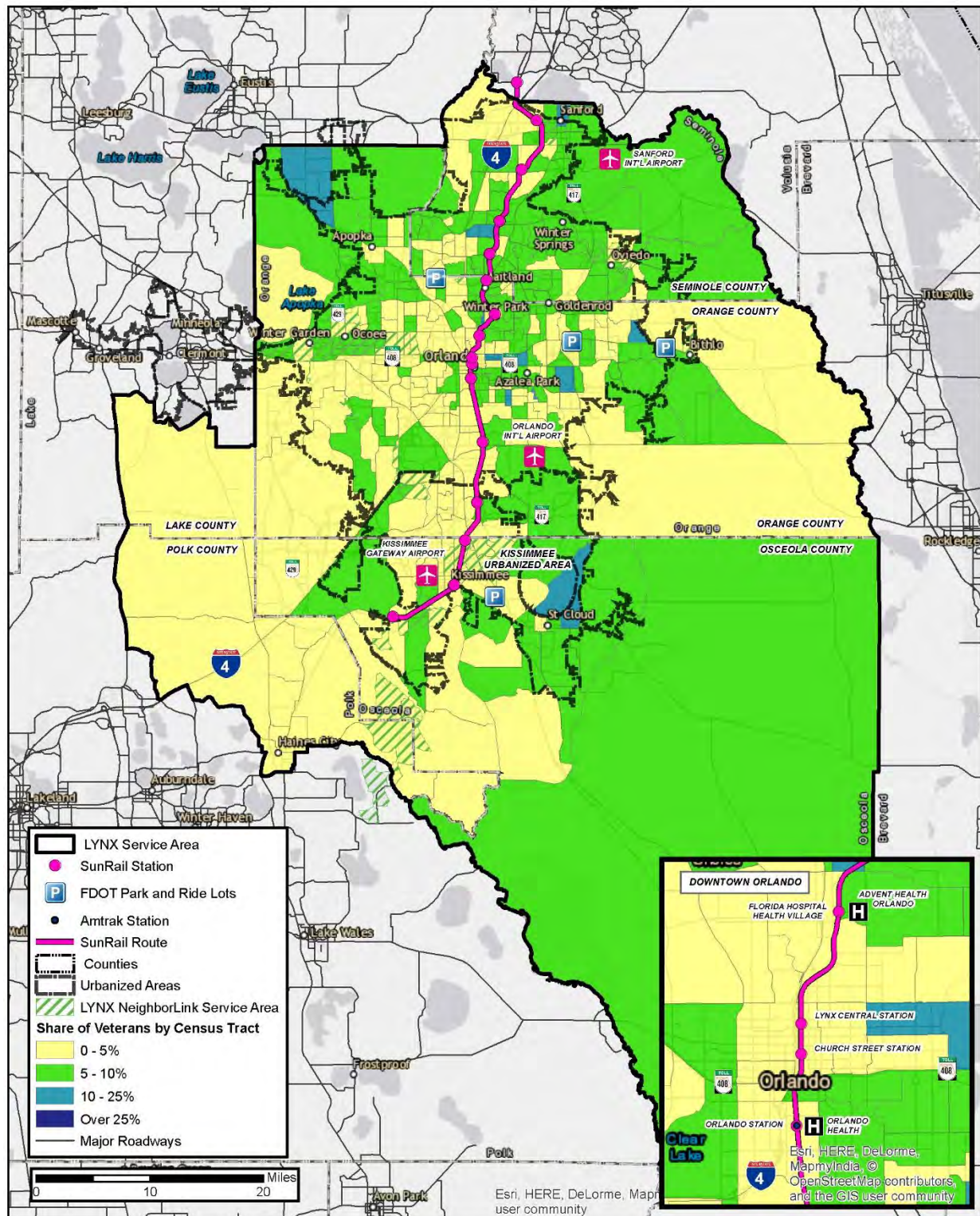




Figure 5: Existing Share of Low-Income Residents in Service Area

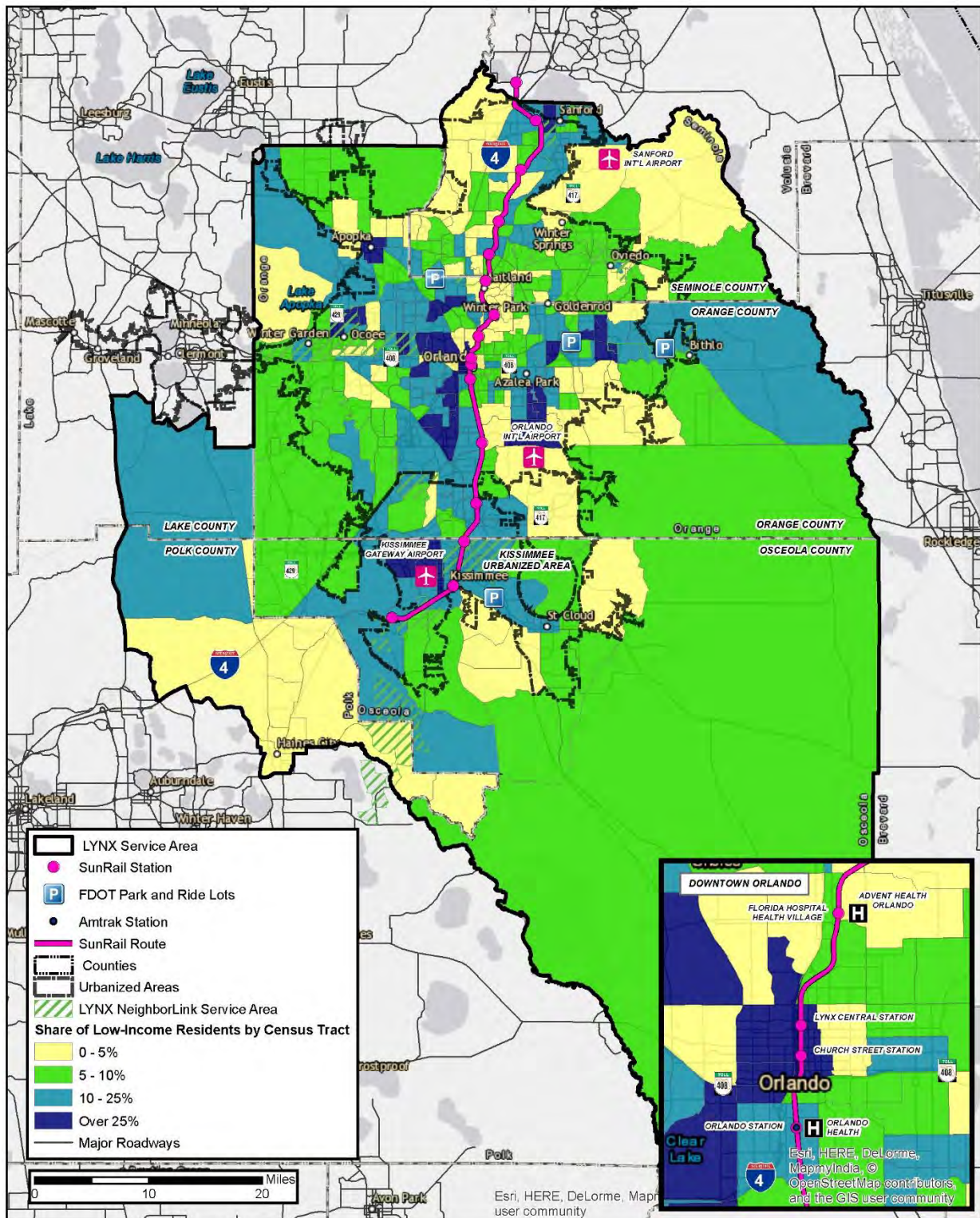
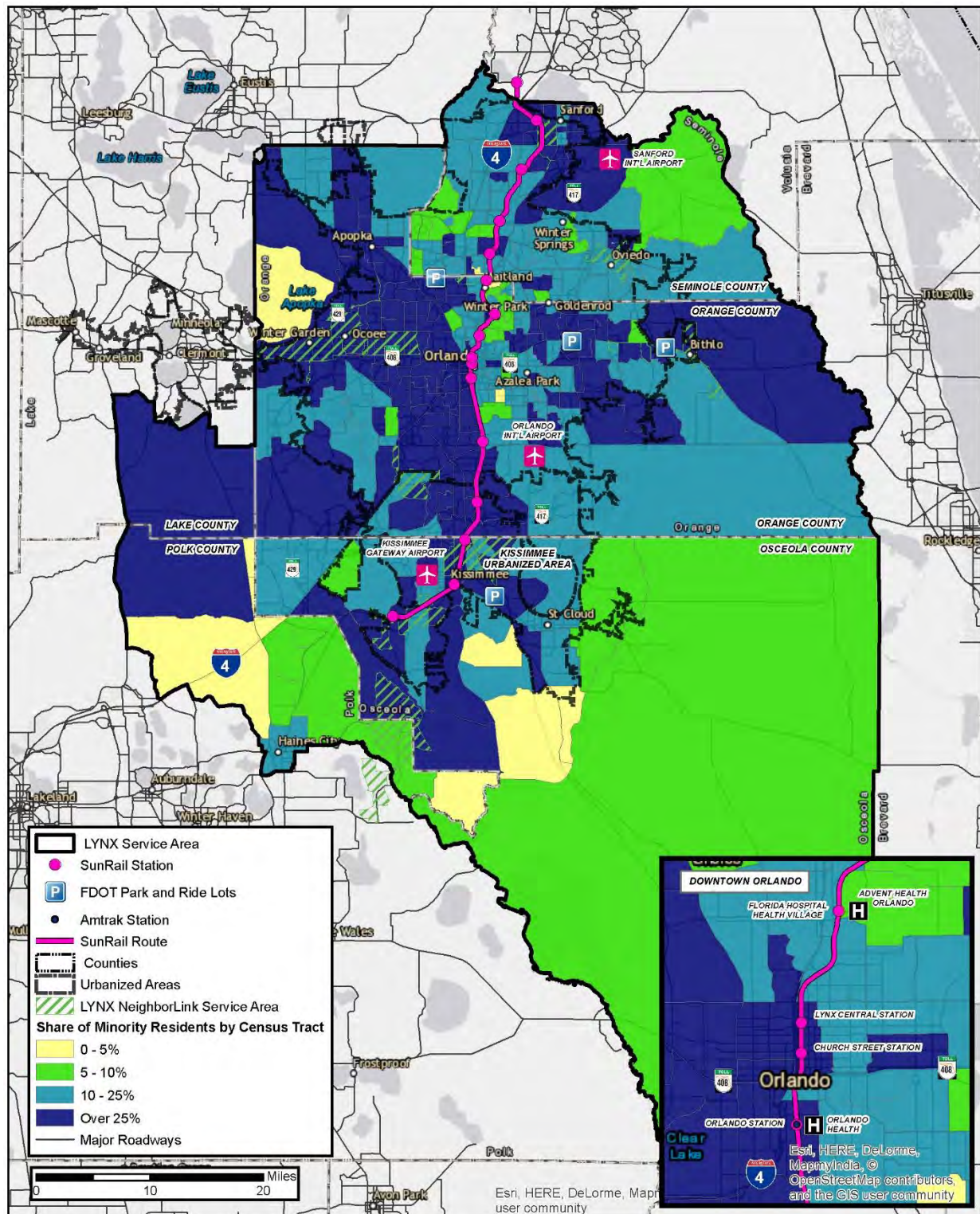




Figure 6: Existing Share of Minority Residents in Service Area





## 6.2 Hot Spot Mapping Results

Key client demographics (based on 2017 ACS estimates developed from Census data) were further analyzed to determine higher densities of existing and potential human services transportation customers. Five “heat mapping” analyses were conducted to assess the locational intensity of different demographics – for elderly populations, individuals with disabilities, veterans, minority, and low-income populations. Heat mapping is a method of showing the geographic clustering of a phenomenon. Our analyses show the locations of higher densities of the five selected demographic characteristics. The objective of these hot spot maps is to gain knowledge of the residential location of our target clients for human services transportation assistance. **Figures 7 through 11** illustrate this analysis on the following pages. The red areas indicate significantly high concentrations of the population or “hot spots,” while the blue areas indicated significantly low concentrations of the populations.

Summarized below are the key findings as they relate to the ACS Census data compared to the heat mapping analysis that also used ACS data but illustrates the geographic clustering of statistically significant patterns.

**Elderly Population** – The ACS maps and hot spot maps display high concentrations of older adults residing in North Orange County from the Winter Park, Goldenrod, and Ocoee north to Apopka. This area includes Maitland, Oviedo, Winter Springs, and Sanford. The hot spot analysis includes areas outside of the urbanized area in North Seminole and Orange counties. The ACS mapping analysis differs slightly and includes Census tracts with higher percentages of older adults in St. Cloud, rural Osceola County, downtown Orlando, and east of Bithlo to the Orange County line.

**Individuals with Disabilities** – The ACS maps and hot spot maps display high concentrations of individuals with disabilities residing in south Orange County near the Orlando International Airport extending to Osceola County, including Kissimmee, St. Cloud, and areas outside of the urbanized area. The ACS map differs from the hot spot map showing areas with higher concentrations of individuals with disabilities in northeast Seminole County near the airport and outside of the urbanized area, downtown Sanford, and east Orange County from east of Bithlo to the county line.

**Veteran Population** – The ACS maps and hot spot maps display higher concentrations of veterans residing in the rural areas of Osceola County and Seminole County extending beyond the urbanized area boundary. In addition, there are hot spots from the Avalon Park area west of Bithlo extending north to Goldenrod, Winter Park, Maitland, Winter Springs, Altamonte Springs, Longwood, Oviedo to Sanford. However, the ACS map shows high propensity Census tracts in St. Cloud, Azalea Park, Conway, near UCF, and north east of Apopka.

**Low-Income Population** – The ACS maps and hot spot maps display low income populations in the west Orlando area from the Orlando International Airport west to the county line and south into Osceola County, extending outside of the urbanized area in both counties. This hot spot includes the area just south of Ocoee, including Pine Hills, Orlovista, Metrowest, Oakridge, Lake Buena Vista, Meadow Woods, Kissimmee Gateway Airport area, and the City of Kissimmee. There are also a couple hot spots to the north just west of I-4 in Altamonte Springs. The ACS mapping analysis includes much of the area mentioned in the hot spot analysis and a few additional areas, including downtown Sanford, Apopka, an area west of Winter Park, and the Clarcona area.

**Minority Population** – The ACS maps and hot spot maps display a large hot spot in the west Orange County area, including the entire area west from Winter Springs, Goldenrod, Azalea Park, the Orlando International Airport, and Mead Woods to the Orange County line and a small area surrounding the Kissimmee Gateway Airport. The ACS map is similar with additional high propensity Census tracts located

in Kissimmee, Osceola County to the Polk County line, Sanford, Oviedo, Bithlo east to the Orange County line, and the area to the west of the Orlando International Airport along SR 528 extending outside of the urbanized area.

The hot spot maps provide the general location of persons who may have need for human services transportation assistance based on their demographic characteristics. **Table 6** summarizes the locations where higher concentrations of persons with the noted demographic characteristics reside.

**Table 6: Demographic Characteristics – Areas of Concentration**

Area	Elderly	Disabled	Veteran	Low-Income	Minority
Pine Hills	•			•	•
Ocoee	•				•
Winter Park	•		•		•
Apopka	•				•
West Maitland	•		•	•	•
MetroWest				•	•
Kissimmee		•		•	•
Winter Springs	•		•		
Oviedo	•		•		



Figure 7: Hot Spot Map – Elderly Population

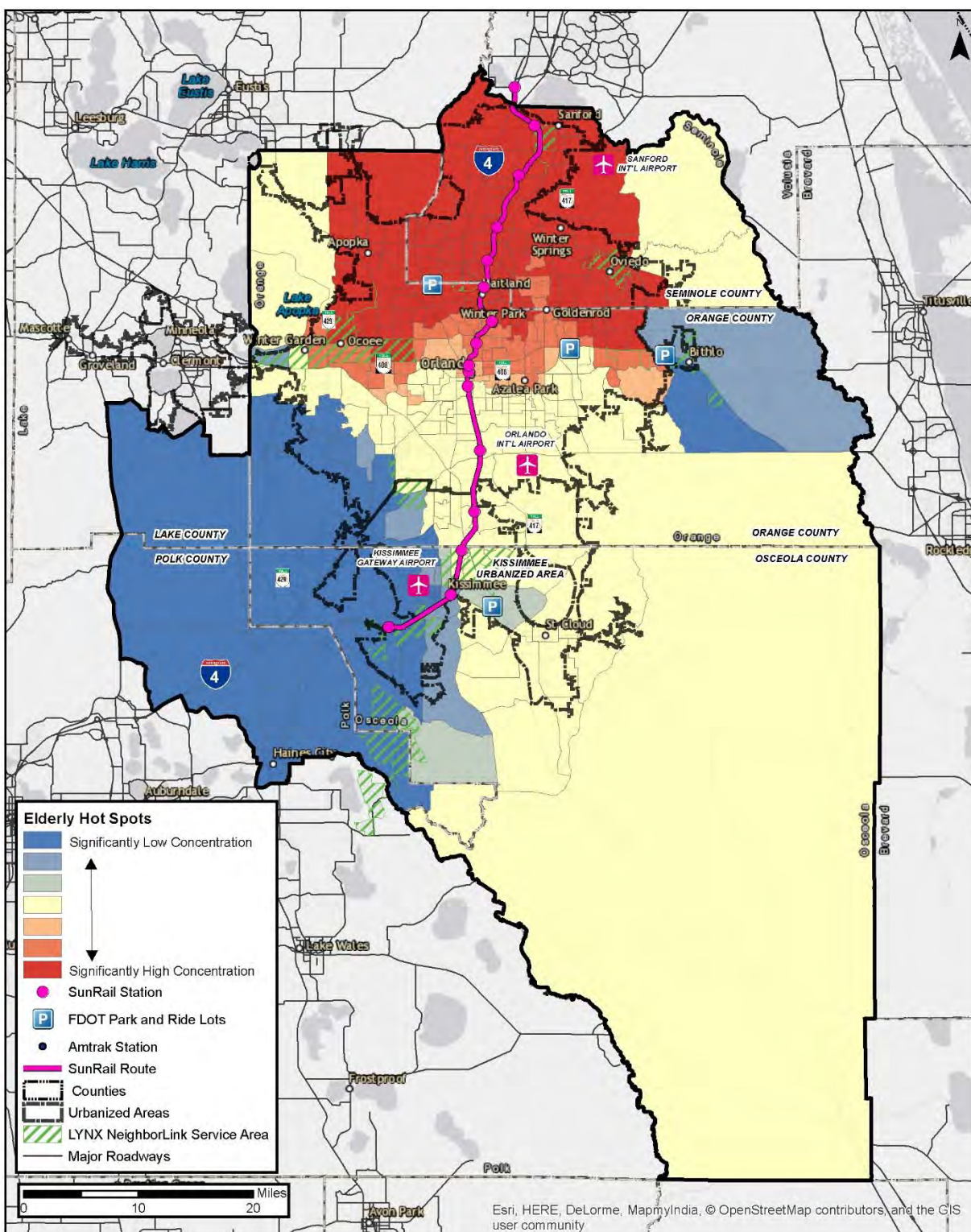




Figure 8: Hot Spot Map – Disabled Population

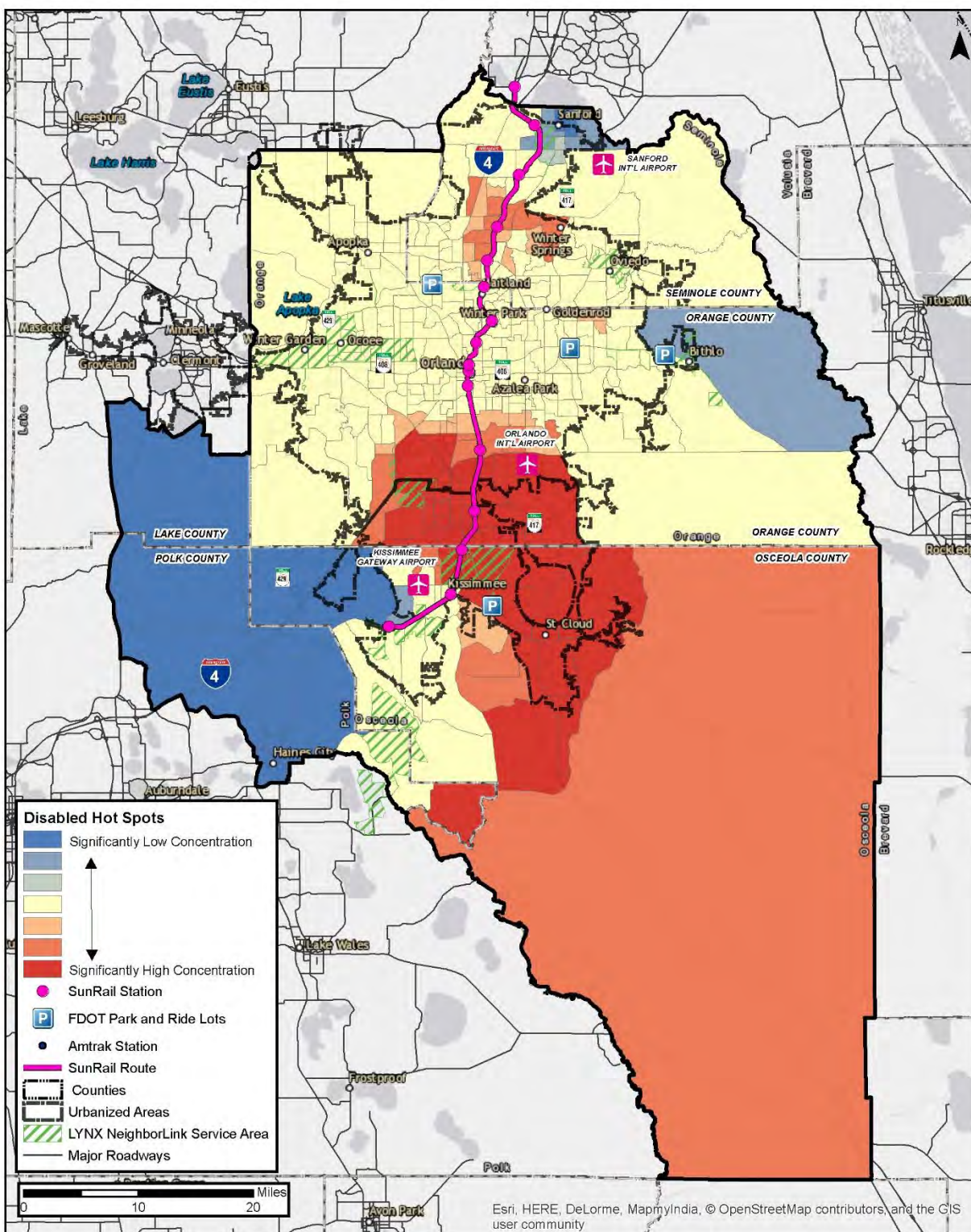




Figure 9: Hot Spot Map – Veteran Population

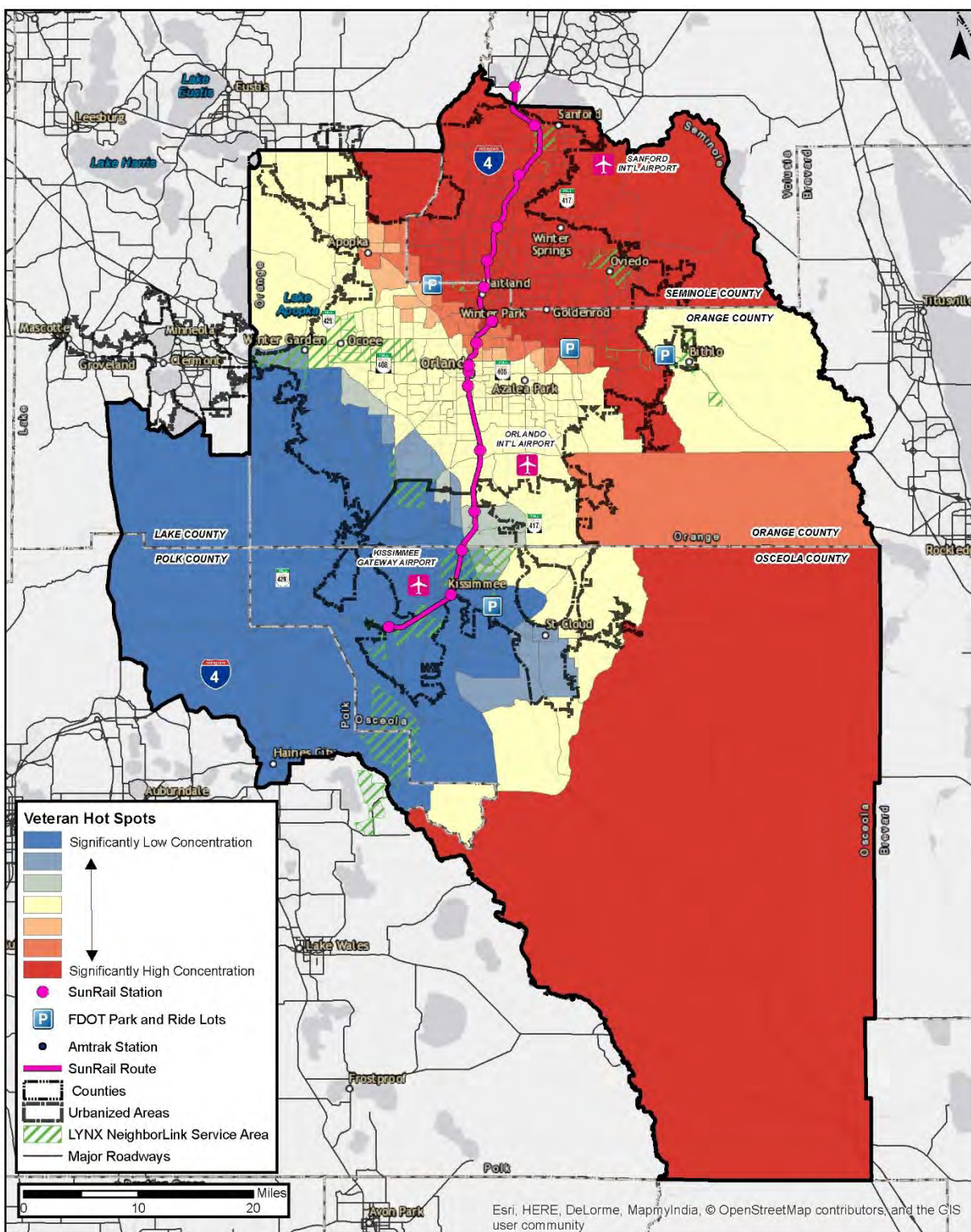




Figure 10: Hot Spot Map – Low-Income Population

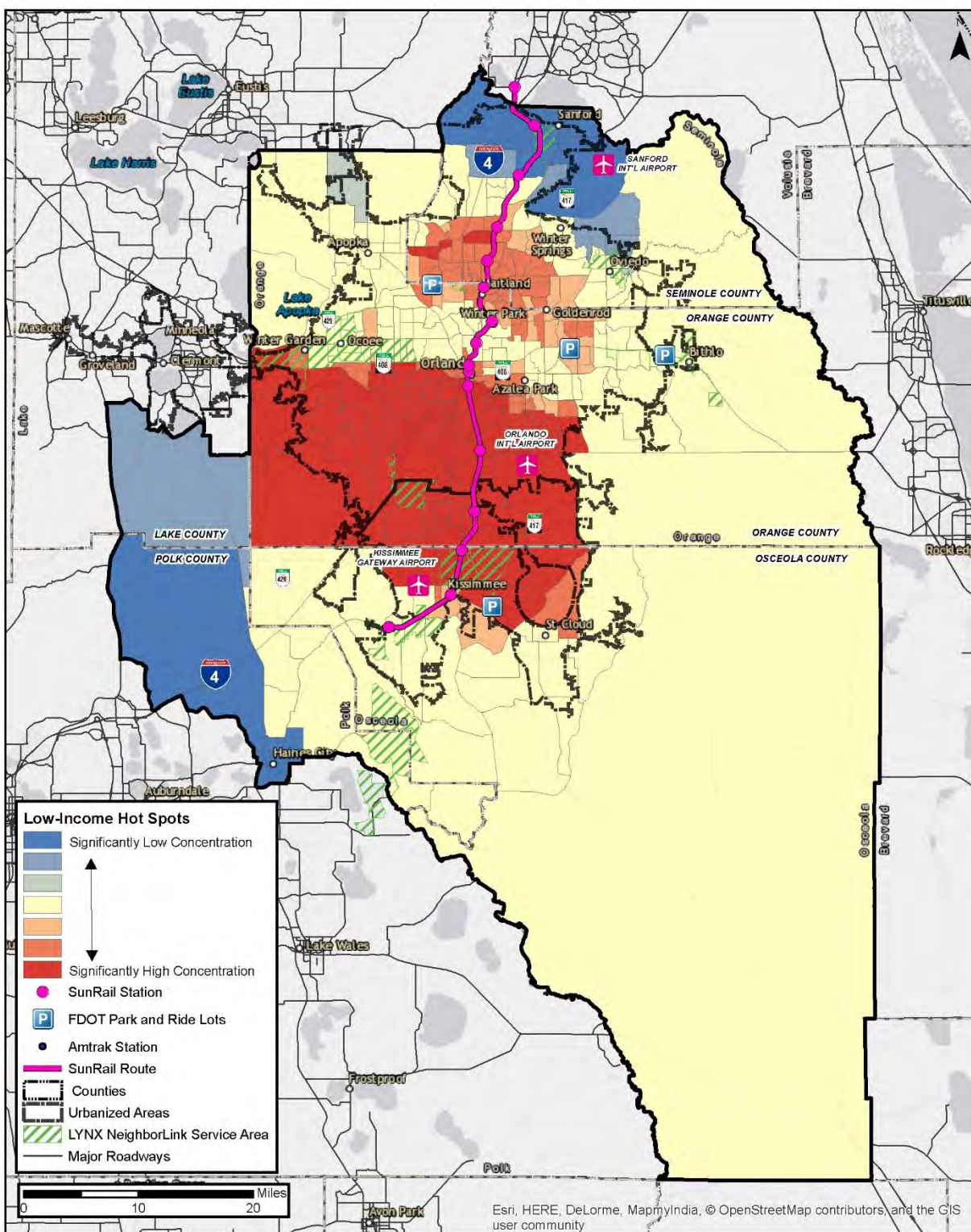
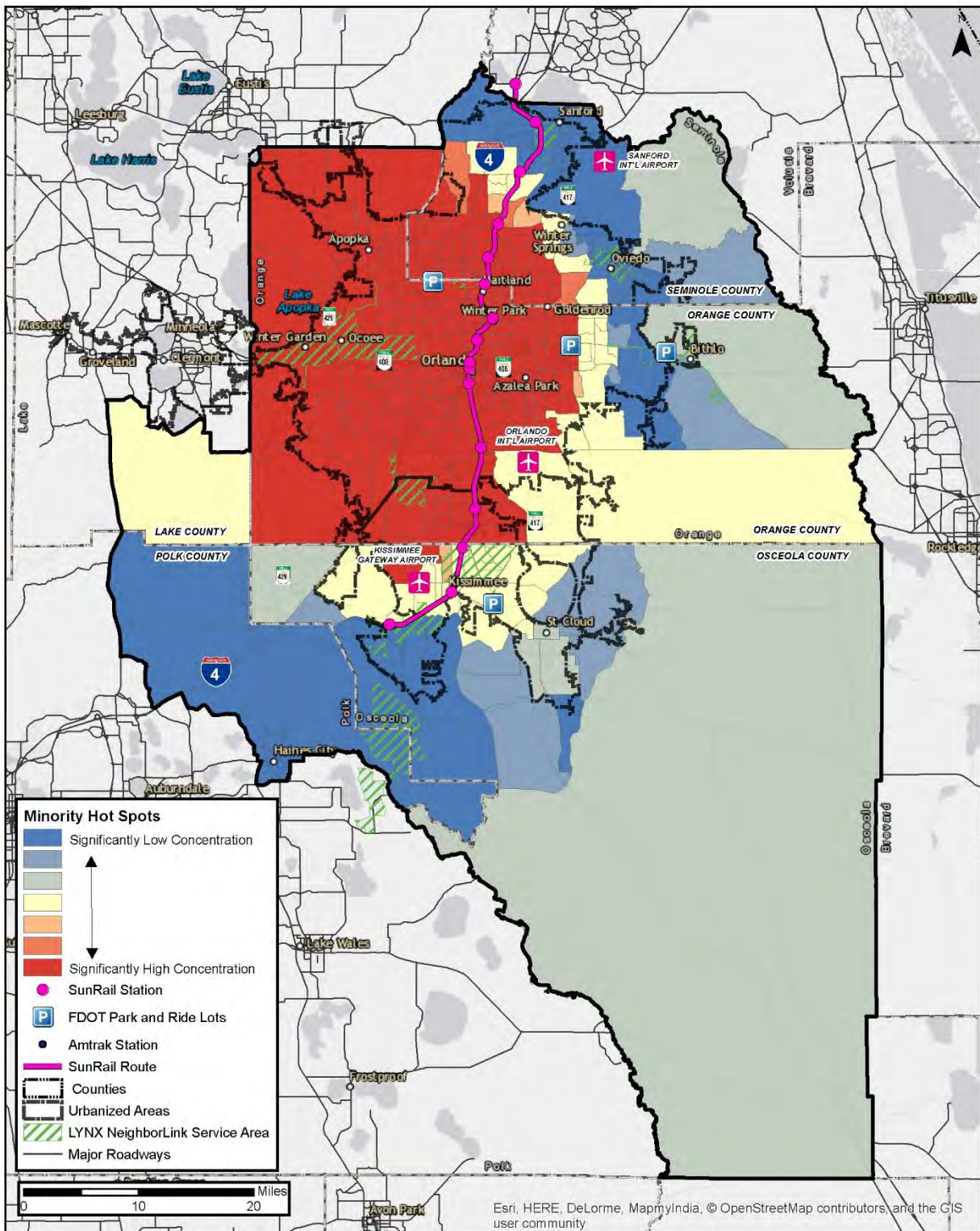




Figure 11: Hot Spot Map – Minority Population





### 6.3 Urban/Rural Mapping Results

In addition to general demographic mapping and hot spot mapping, an analysis comparing urban/rural areas within the three counties was undertaken. As part of this analysis, a Census Tract was classified as “urban” if over 50 percent of housing units in the tract were classified as urban by the Census<sup>2</sup>, and a census tract was classified as “rural” if over 50 percent of housing units in the tract were classified as rural by the Census<sup>3</sup>. The number of urban/rural Census Tracts in each county is listed in **Table 7** below.

**Table 7: Census Tract Split for Orange, Osceola, and Seminole County**

County	Orange		Seminole		Osceola	
Classification	Urban	Rural	Urban	Rural	Urban	Rural
Census Tracts	206	0	85	1	34	7

**Elderly Population** – In the LYNX service area, rural Seminole County has the highest share of elderly population, with 17.5 percent (specifically, Census Tract 212.01 – the Geneva area). The lowest share of elderly population is located in urban Orange County. The urban/rural distribution of elderly populations within the LYNX service area is illustrated in **Figure 12**.

**Individuals with Disabilities** – In the LYNX service area, rural Osceola County has the highest share of disabled population, with 15.2 percent. The lowest share of disabled population is located in urban Seminole County. The urban/rural distribution of disabled populations within the LYNX service area is illustrated in **Figure 13**.

**Veteran Population** – In the LYNX service area, rural Seminole County has the highest share of veteran population, with 9.3 percent (specifically, Census Tract 212.01 - the Geneva area). The lowest share of veteran population is located in urban Osceola County. The urban/rural distribution of veteran populations within the LYNX service area is illustrated in **Figure 14**.

**Low-Income Population** – In the LYNX service area, urban Osceola County has the highest share of low-income population, with 15.8 percent. The lowest share of low-income population is located in rural Seminole County (specifically, Census Tract 212.01 - the Geneva area). The urban/rural distribution of low-income population within the LYNX service area is illustrated in **Figure 15**.

**Minority Population** – In the LYNX service area, urban Orange County has the highest share of minority population, with 35.7 percent. The lowest share of minority population is located in rural Seminole County (specifically, Census Tract 212.01 - the Geneva area). The urban/rural distribution of minority populations within the LYNX service area is illustrated in **Figure 16**.

**Table 8: Demographics Percentages for Orange, Osceola, and Seminole County**

Demographic	Orange		Seminole		Osceola	
	Urban	Rural	Urban	Rural	Urban	Rural
Elderly Population	12.5%	N/A	15.0%	17.5%	13.4%	15.4%
Disabled Population	11.4%	N/A	10.4%	13.9%	14.7%	15.2%
Veteran Population	5.1%	N/A	6.1%	9.3%	4.6%	7.5%
Low-Income Population	14.0%	N/A	9.1%	4.2%	15.8%	7.0%
Minority	35.7%	N/A	23.3%	6.3%	23.9%	11.5%

<sup>2</sup> U.S. Census American Community Survey (2010). Table H2: Urban and Rural.



Figure 12: Rural vs. Urban Map – Elderly Population

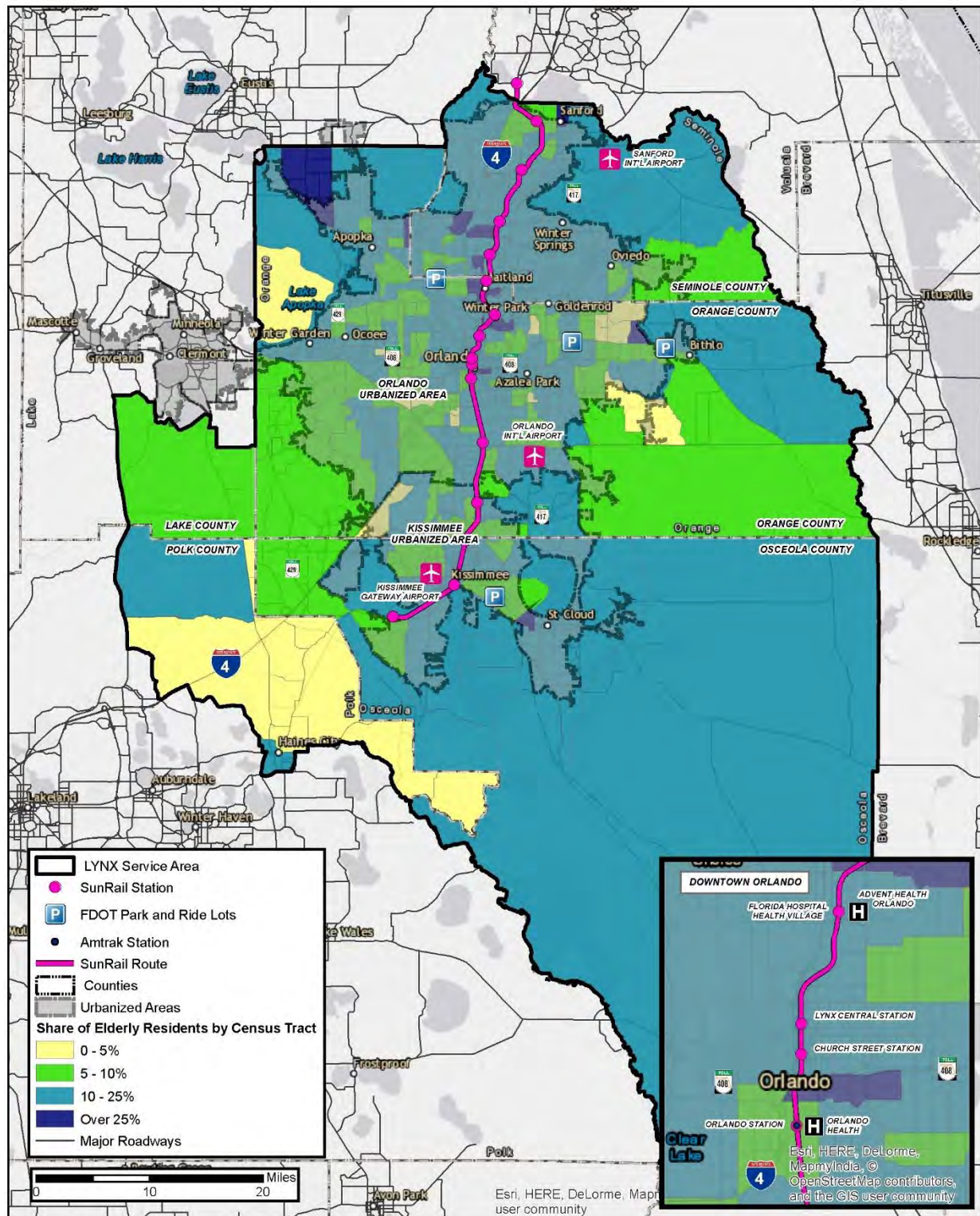




Figure 13: Rural vs. Urban Map – Disabled Population

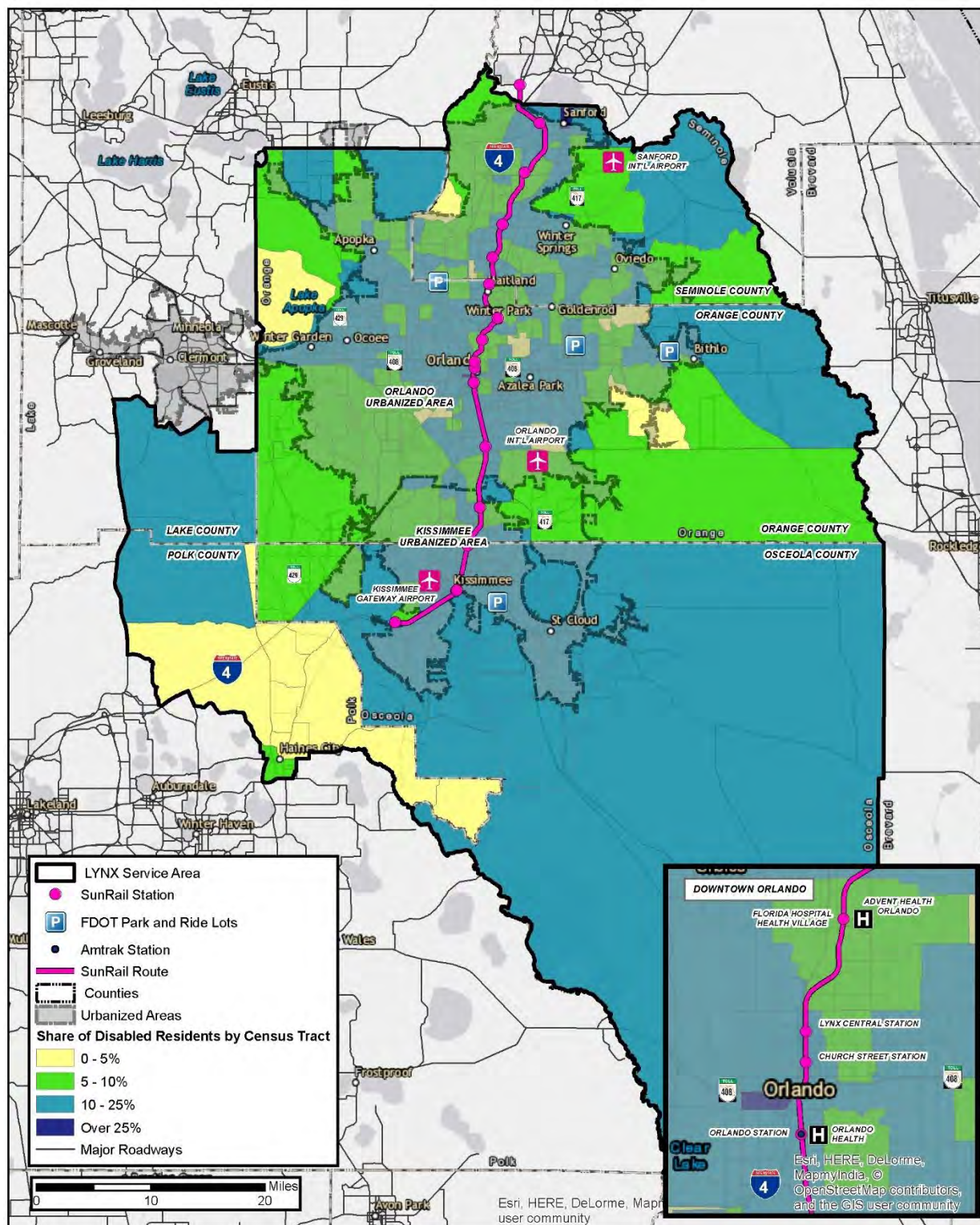




Figure 14: Rural vs. Urban Map – Veteran Population

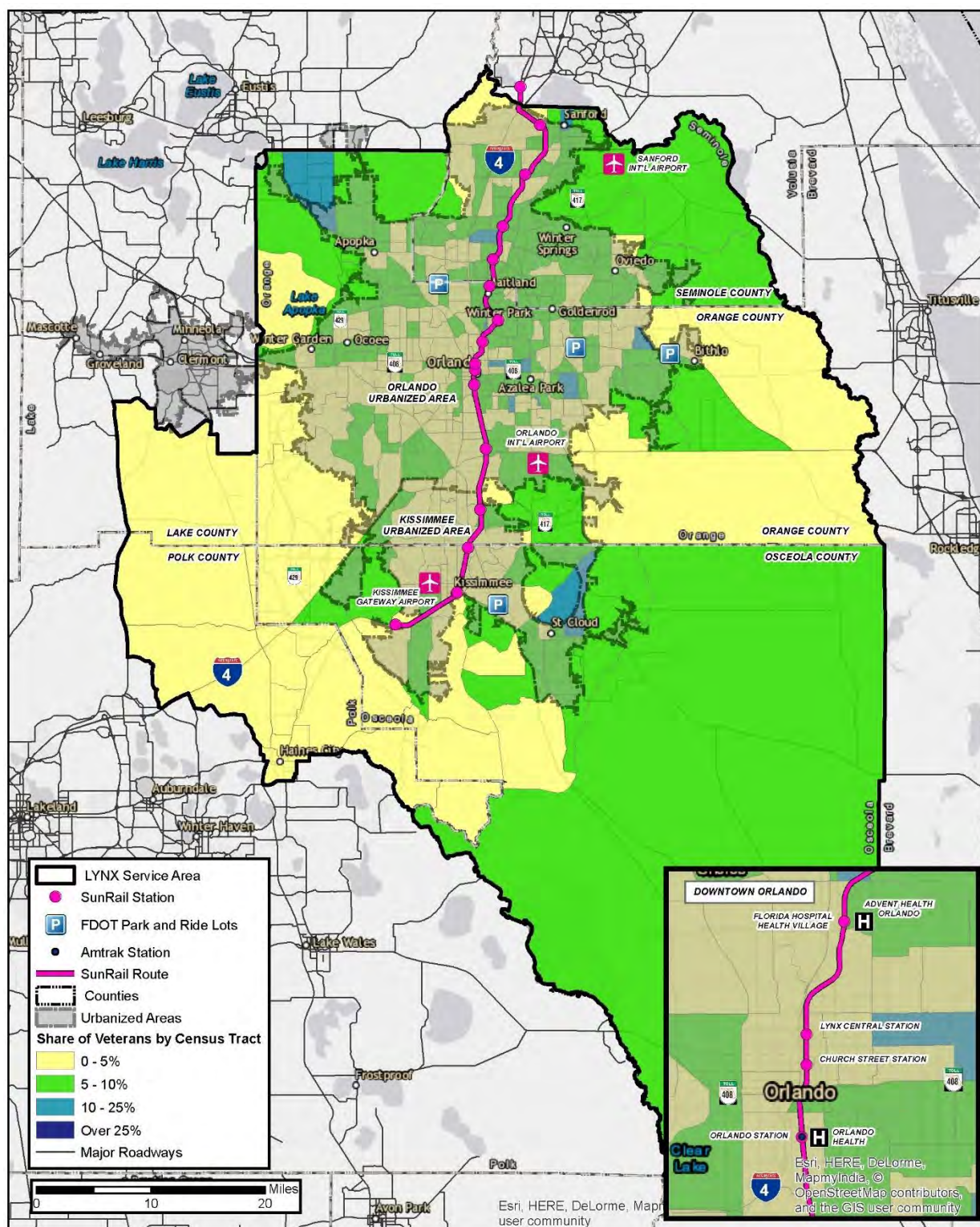




Figure 15: Rural vs. Urban Map – Low-Income Population

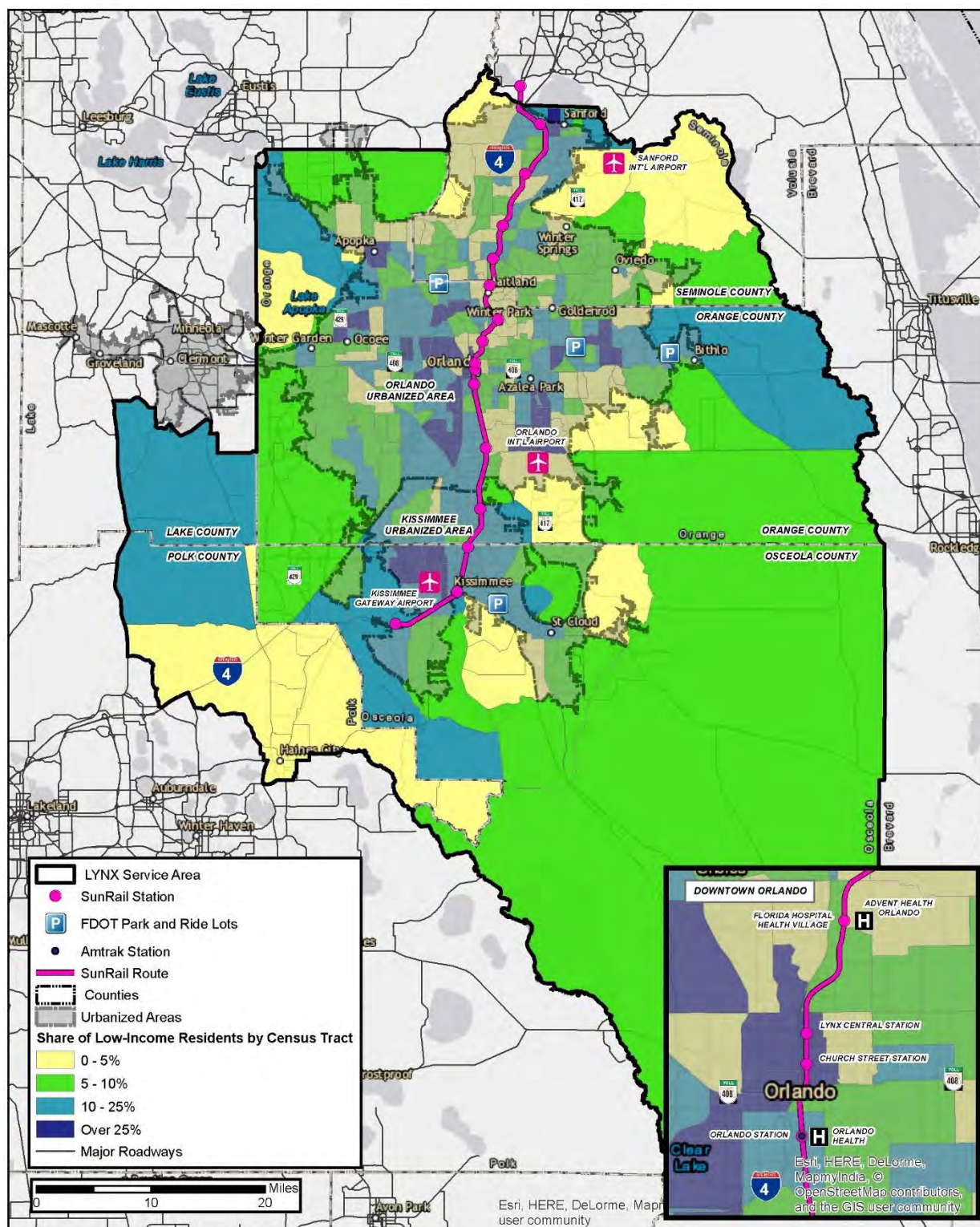
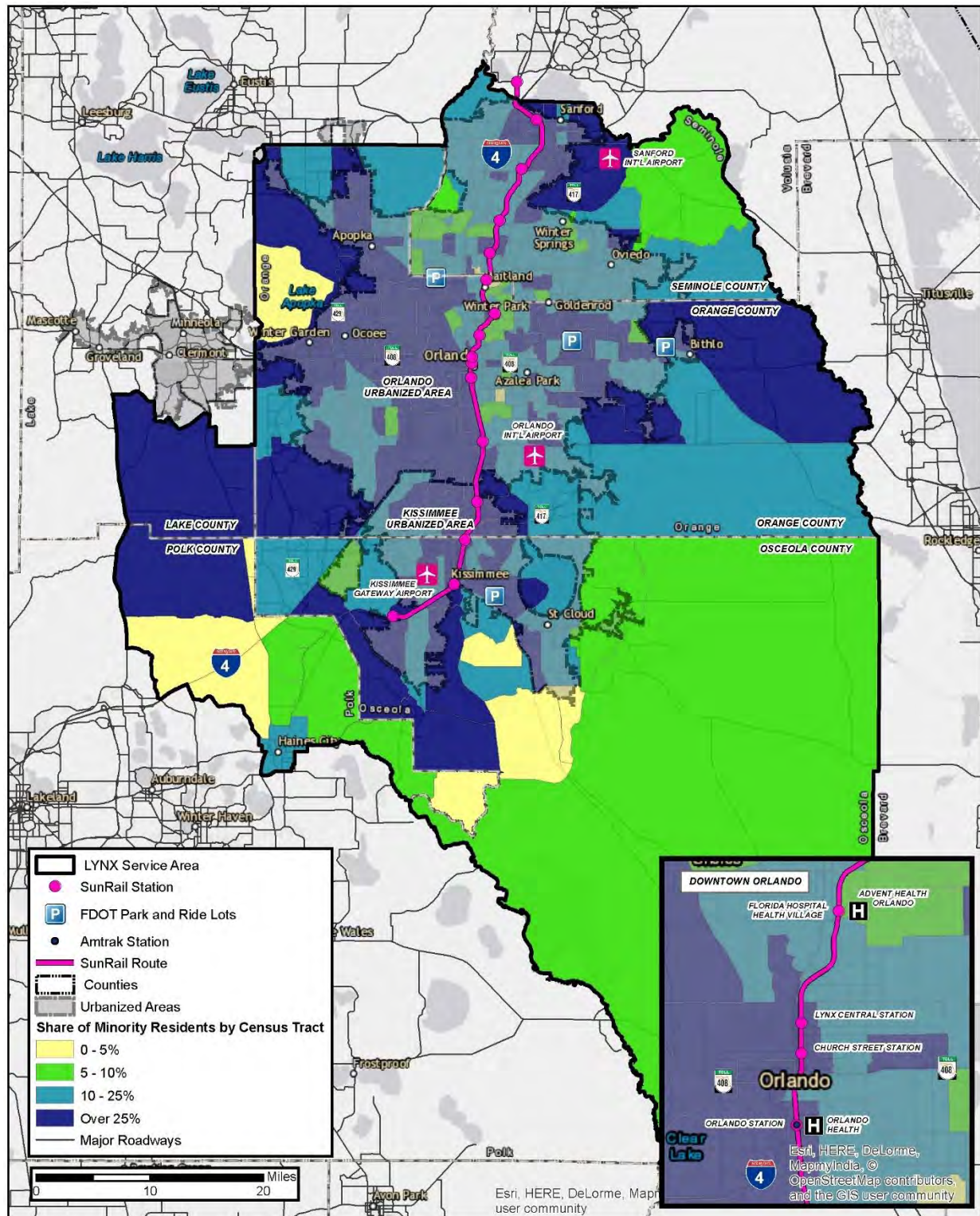




Figure 16: Rural vs. Urban Map – Minority Population





## 6.6 Major Employers

The largest twenty employers in Central Florida, in terms of 2017 employees, are listed in **Table 9** and location is displayed in **Figure 17**. Evaluating where these major employers are located helps evaluate if employees can access their workplace using fixed-route bus routes or other LYNX services. As shown on the map, most major employers are within proximity to some type of LYNX public transportation service, whether they are in an area with greater coverage and frequency or an area with limited access. Employers with limited access to transportation options include Advent Health Hospital in east Orlando (Route 15) and AT&T in Lake Mary (Route 45). Lockheed Martin is in close proximity to the transit services at the Waterford Lakes Town Center; however, there is no direct transit service to the Lockheed Martin offices. Due to security at the Lockheed Martin facility, vanpool and carpool options may provide better access to the facility than a fixed-route service along Lake Underhill Road.

**Table 9: Major Employers**

Company	City	County	Employment
Walt Disney World Resort	Lake Buena Vista	Orange	74,200
Universal Orlando Resort	Orlando	Orange	20,000
Advent Health	Orlando	Orange	19,000
Orlando Health	Orlando	Orange	14,000
Lockheed Martin	Orlando	Orange	7,000
Westgate Resorts	Orlando	Orange	6,500
SeaWorld Parks & Entertainment	Orlando	Orange	6,000
Darden Restaurants	Orlando	Orange	5,200
Siemens	Orlando	Orange	4,500
Rosen Hotels & Resorts	Orlando	Orange	4,300
Wyndham Worldwide	Orlando	Orange	3,500
AT&T	Lake Mary	Seminole	3,000
JP Morgan Chase	Orlando	Orange	3,000
Bright House Networks	Orlando	Orange	3,000
Hospital Corporation of America	Orlando	Orange	2,950
Mears Transportation	Orlando	Orange	2,800
FedEx Corporation	Orlando	Orange	2,800
Loews Hotels	Orlando	Orange	2,750
Central Florida Health Alliance	Orlando	Orange	2,700
SunTrust Bank	Orlando	Orange	2,650

## 6.7 Activity Centers

Within the Central Florida region, there are several activity centers that many individuals with disabilities or the elderly wish to visit using public transportation. These are listed in the next following tables, including colleges/universities in **Table 10**, community centers in **Table 11**, senior centers in **Table 12**, and hospitals in **Table 13**. All of these activity centers are illustrated in **Figure 18**, and evaluating their locations helps evaluate if users of these activity centers are able to access these using fixed-route bus routes or other LYNX services. As shown on the mapping analysis, many of the activity centers are located within the LYNX service area while some may have limited transit coverage. Activity centers with limited or no transit options include:

- St. Cloud Regional Medical Center and the St. Cloud Senior Center (Route 10)
- Osceola County Council on Aging (Route 10 and park and ride access)
- Southport Community Center (Approximately ½ mile proximity to Route 11)



- Renaissance Community Center (Approximately ½ mile proximity to Route 3)
- Casselberry Recreation Center (Approximately 1 mile proximity to Route 103)
- Clarcona Community Center (Approximately ½ mile proximity to NeighborLink 611 north service area)

**Table 10: Colleges/Universities**

College/University	City	County
Barry University – Orlando East Location	Orlando	Orange
Barry University – Orlando South Location	Orlando	Orange
City College	Altamonte Springs	Seminole
DeVry University	Orlando	Orange
Florida Christian College	Kissimmee	Osceola
Florida College of Natural Health	Maitland	Orange
Advent Health College of Health Sciences	Orlando	Orange
Full Sail University	Winter Park	Seminole
Herzing College	Winter Park	Orange
Reformed Theological Seminary	Oviedo	Seminole
Rollins College	Winter Park	Orange
Seminole State College	Sanford	Seminole
University of Central Florida	Orlando	Orange
University of Phoenix	Maitland	Orange
Valencia Community College	Orlando	Orange



Table 11: Community Centers

Community Centers	City	County
Arab American Community Center	Orlando	Orange
Camp David Community Center	Orlando	Orange
Callahan Neighborhood Center	Orlando	Orange
Citrus Square Neighborhood Center	Orlando	Orange
Clarcona Community Center	Orlando	Orange
College Park Neighborhood Center	Orlando	Orange
Colonialtown Neighborhood Center	Orlando	Orange
Denton Johnson Center	Eatonville	Orange
Dover Shores Neighborhood Center	Orlando	Orange
Downtown Recreation Complex	Orlando	Orange
East Orange Community Center	Orlando	Orange
Engelwood Neighborhood Center	Orlando	Orange
Hannibal Community Center	Winter Park	Orange
Hankins Park Neighborhood Center	Orlando	Orange
Hope Community Center	Apopka	Orange
Italian American Community Center	Orlando	Orange
Ivey Lane Neighborhood Center	Orlando	Orange
Jackson Neighborhood Center	Orlando	Orange
Jewish Community Center of Central Florida	Winter Park	Orange
Jewish Community Center South	Orlando	Orange
Langford Park Neighborhood Center	Orlando	Orange
Lesbian, Gay, Bisexual, Transgender Community Center	Orlando	Orange
Northwest Neighborhood Center	Orlando	Orange
Orange County – Barnett Park & Gym	Orlando	Orange
Orange County – West Orange Recreation Center	Orlando	Orange
Reeves Terrace Neighborhood Center	Orlando	Orange
Rock Lake Neighborhood Center	Orlando	Orange
Rosemont Neighborhood Center	Orlando	Orange
Smith Neighborhood Center	Orlando	Orange
Wadeview Neighborhood Center	Orlando	Orange
YMCA of Central Florida (22 locations)	Multiple	Multiple





Table 12: Senior Centers

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

Table 13: Hospitals

Hospital	City	County
Central Florida Regional Hospital	Sanford	Seminole
Doctor Phillips Hospital	Orlando	Orange
Advent Health – Altamonte	Altamonte Springs	Seminole
Advent Health - Apopka	Apopka	Orange
Advent Health – Celebration Health	Celebration	Osceola
Advent Health – East Orlando	Orlando	Orange
Advent Health – Kissimmee	Kissimmee	Osceola
Advent Health – Orlando	Orlando	Orange
Advent Health – Winter Park Memorial Hospital	Winter Park	Orange
Health Central	Ocoee	Orange
Lakeside Alternatives – Central Plaza	Orlando	Orange
Lakeside Alternatives – Princeton Plaza	Orlando	Orange
M.D. Anderson Cancer Center	Orlando	Orange
Orlando Regional – Arnold Palmer Hospital	Orlando	Orange
Orlando Regional – Lucerne Hospital	Orlando	Orange
Orlando Regional – Medical Center	Orlando	Orange
Orlando Regional – South Seminole Hospital	Longwood	Seminole
Osceola Regional Medical Center	Kissimmee	Osceola
St. Cloud Regional Medical Center	St. Cloud	Osceola
University Behavioral Center	Orlando	Orange



Figure 17: Major Employers in Service Area

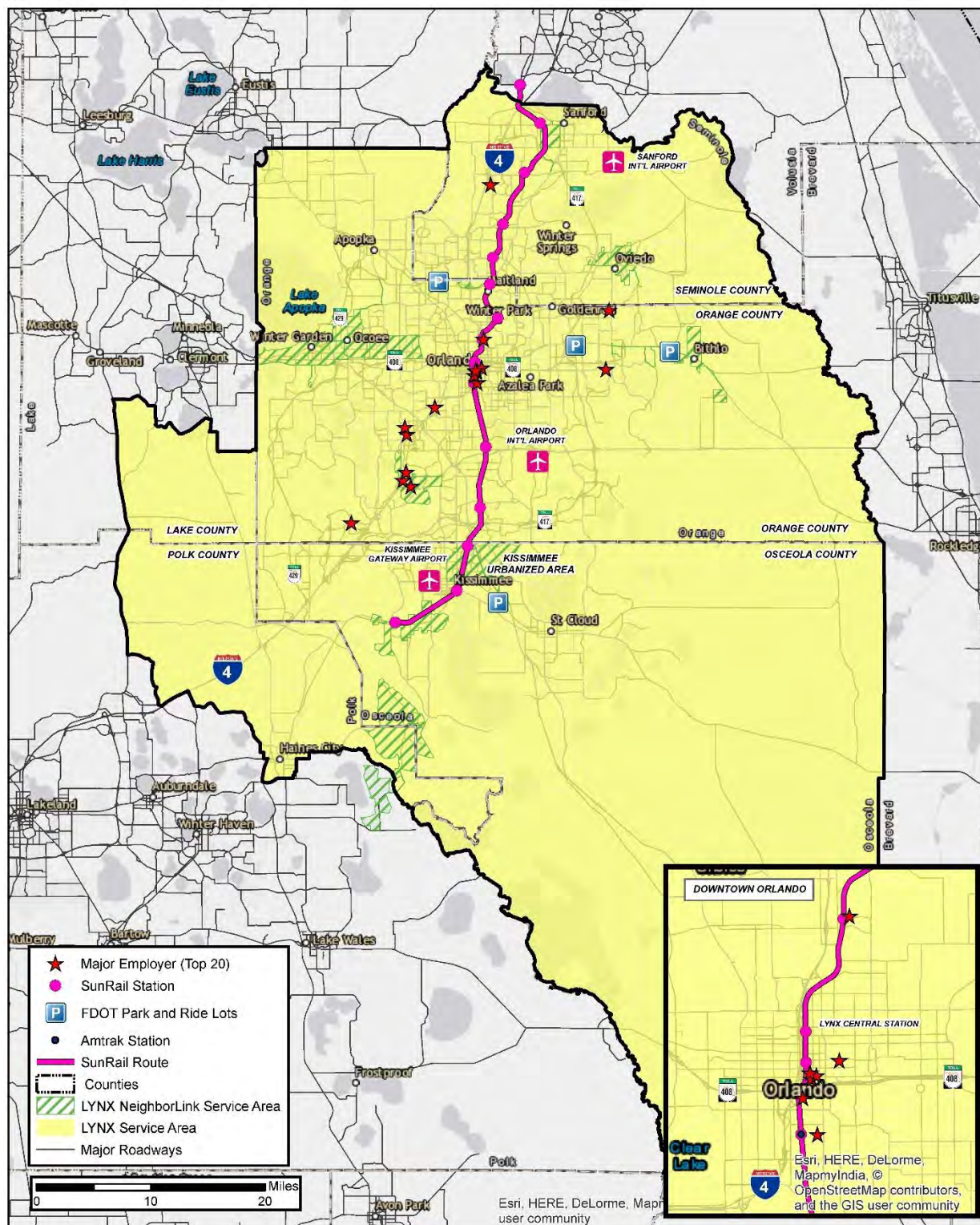
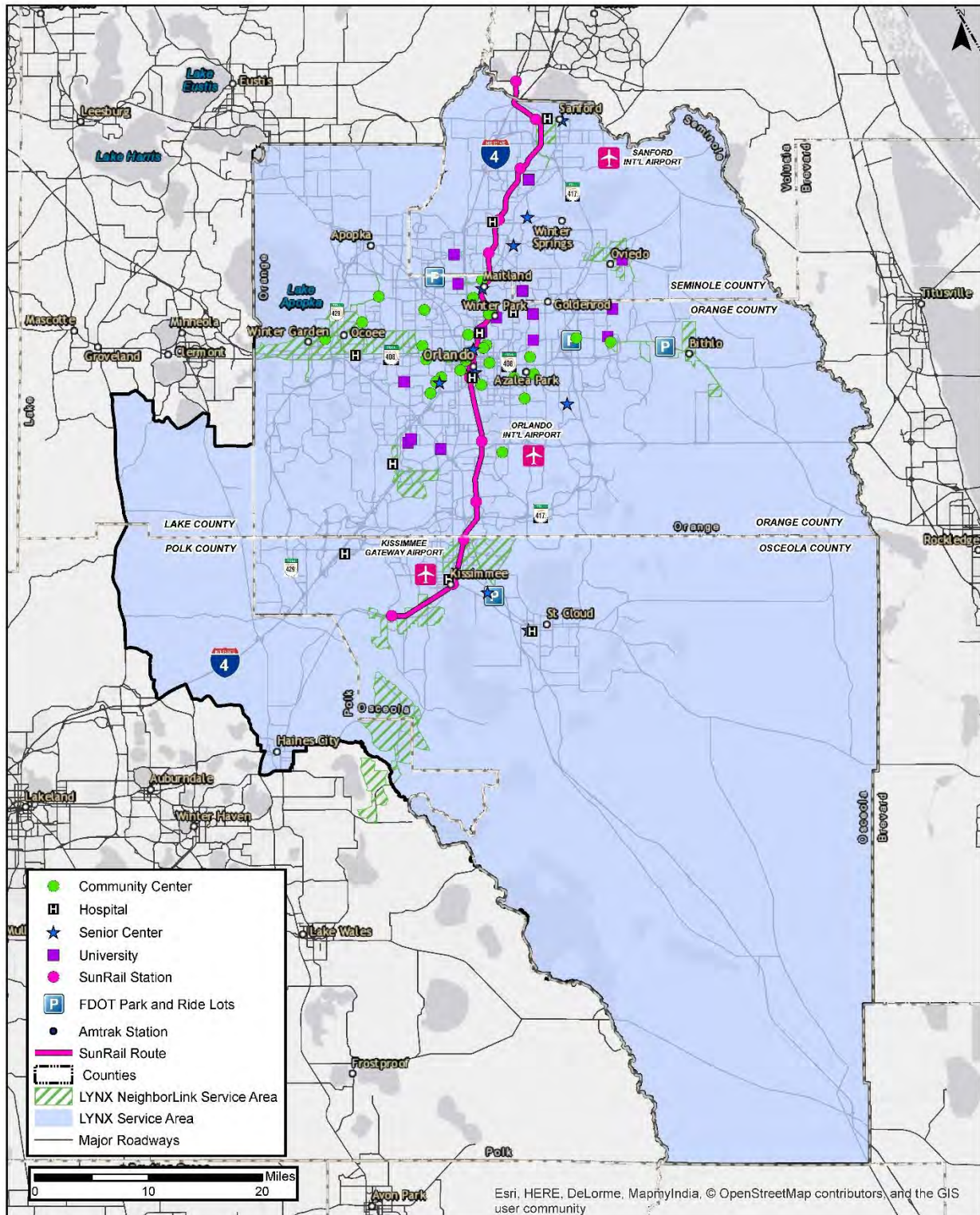




Figure 18: Activity Centers in Service Area





## 7.0 Review of Existing Transportation Services

This section presents a review of existing services offered by LYNX including Fixed Route, ACCESS LYNX, NeighborLink, Vanpool and LYMMO. As a system, LYNX provides more than 83,000 rides each weekday, and served over 26 million passenger trips in Fiscal Year (FY) 2017 (from October 1, 2016 through September 30, 2017). Also, included in this section are other transportation services that may be available through public, private, or non-profit transportation providers.

### 7.1 Fixed-Route Bus

As of 2018, LYNX operates a total of 77 routes (known as “Links”) across the Central Florida region, within Orange County, Osceola County and Seminole County as well as routes in partnership with Polk and Lake counties. The earliest LYNX service begins at 3:50 AM and the last bus leaves the downtown station at 12:15AM. The average bus frequency in the urban area is 30 minutes and frequencies in the outlying areas operate every hour. LYNX fixed-route buses can hold up to two (2) wheelchairs per vehicle. Fare for a LYNX fixed route trip is \$2.00 for one ride, and \$4.50 for an all-day pass. The reduced fare for the fixed route service is \$1.00 for one ride, and \$2.25 for an all-day pass.

### 7.2 Bus Rapid Transit (LYMMO)

LYNX operates LYMMO, a fare-free downtown Orlando bus rapid transit (BRT) service using hybrid-electric buses. LYMMO provides a quick and easy way for downtown residents and commuters to move around downtown on exclusive bus lanes. LYMMO operates on four routes:

- Route 60 – Orange/Downtown Line (2.58 miles)
- Route 61 – Lime Line (1.88 miles)
- Route 62 - Grapefruit Line (3.61 miles)
- Route 63 – Orange/North Quarter Line (1.81 miles)

### 7.3 Express Bus (FastLink)

LYNX operates several FastLink routes, designed to provide a quicker trip for commuters than traditional routes along the same corridors. FastLink routes often overlap with fixed routes, but stop fewer times to provide faster service. The fare for a FastLink trip is \$3.50 for one ride, and \$6.50 for an all-day pass and the discounted fare is \$1.75 for one ride, and \$3.25 for an all-day pass. LYNX offers three (3) FastLink routes:

- Route 407 – Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Meadow Woods/Lake Nona/Florida Mall
- Route 441 – Kissimmee/Orlando

### 7.4 University Service (KnightLYNX)

On and near the University of Central Florida (UCF) campus, LYNX operates KnightLYNX on weekend evenings during the UCF school year. KnightLYNX runs fare-free around the UCF campus, Alafaya Trail, E. Colonial Drive, and to the Waterford Lakes shopping area.

### 7.5 NeighborLink (Flex Service)

LYNX operates thirteen (13) NeighborLink routes, on-demand service for select neighborhood areas connecting to destinations within the neighborhood area or fixed-route bus stops. To use NeighborLink, eligible passengers need to schedule their ride two (2) hours in advance either via phone or the NeighborLink mobile application. NeighborLink vehicles can hold up to 14 passengers and two (2)



wheelchairs per vehicle. Fare for a LYNX NeighborLink trip is \$2.00 for one ride, and \$4.50 for an all-day pass.

- NeighborLink 601 – Poinciana
- NeighborLink 603 – Southwest Poinciana
- NeighborLink 604 – Intercession City
- NeighborLink 611 – Ocoee
- NeighborLink 612 – Winter Garden
- NeighborLink 613 – Pine Hills
- NeighborLink 621 – Bithlo
- NeighborLink 622 – Oviedo
- NeighborLink 631 – Buena Ventura Lakes
- NeighborLink 632 – North Kissimmee
- NeighborLink 641 – Williamsburg
- NeighborLink 651 – Goldsboro
- NeighborLink 652 – Maitland

## 7.6 Paratransit (ACCESS LYNX)

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

To use ACCESS LYNX, eligible passengers must apply through a written application process to participate in the program – determination is based on verification of the application and may also include a functional assessment and is valid for two years. Once approved, ACCESS LYNX users must schedule their ride at least one (1) day in advance. Bus passes for ACCESS LYNX users are available at a discounted rate through the AdvantAGE program. In 2018, the ACCESS LYNX program provided 2,100 scheduled passengers trips each weekday, using a variety of vehicles. ACCESS LYNX vehicles vary in size and accommodations, and the largest vehicles can hold up to 14 passengers and two (2) wheelchairs per vehicle.

## 7.7 Vanpool

LYNX operates three Vanpool programs, including commuter-based, employer-based, or the human services agency program. Through these programs, LYNX provides the vehicle that typically accommodates up to 15 passengers, vehicle maintenance, and insurance for a monthly fee. The Vanpool participant is responsible for the monthly lease fee as well as gas and tolls. The route, schedule, and pick-up/drop-off locations are determined by the driver and the other Vanpool participants.

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

- **Commuter Vanpool** – A LYNX commuter vanpool is a group of people who live and work near one another, have similar work schedules and commute to work at the same time each day using a van provided by LYNX. Typically, one person from the group volunteers as the primary driver and is not hired to operate the vehicle. However, LYNX usually requires that more than one participant become an authorized driver so that several or all the participants may share the driving.
- **Agency Vanpool** – This is a separate, employer-based vanpool service provided by LYNX. The cost is a single monthly rate and is usually subsidized by the company interested in providing this



service to their employees or clients. The pricing for a 10, 12, or 15 passenger van is \$690 per month (\$525 if lessee provides insurance).

- **LYNX Human Services Agency Vanpool** – This program allows human services agencies to apply for funding under the Section 5310 grant program during the application cycle competitive selection process. Agencies that are awarded vans may operate the vehicles for the provision of agency client trips. Vanpools under this program must be operated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options.

Based on the program funds apportionment, vanpools under this program must operate within the Orlando and Kissimmee urbanized area. If the vanpool will operate outside of the urbanized area, the agency is responsible for providing a methodology to account for the trip split outside of the allowed area, with LYNX approval.

The cost of this program is the same as the agency vanpool previously defined; however, under this program, the sub-recipient pays 100 percent of the vanpool lease and bills LYNX for 50 percent reimbursement, if the agency has been awarded funding under the Section 5310 grant selection process.

**Figure 19** presents the Orlando and Kissimmee urbanized area along with the SunRail route and stops and **Figure 20** presents the urbanized area with the existing LYNX fixed-route service and NeighborLink service areas.



Figure 19: LYNX Service Area

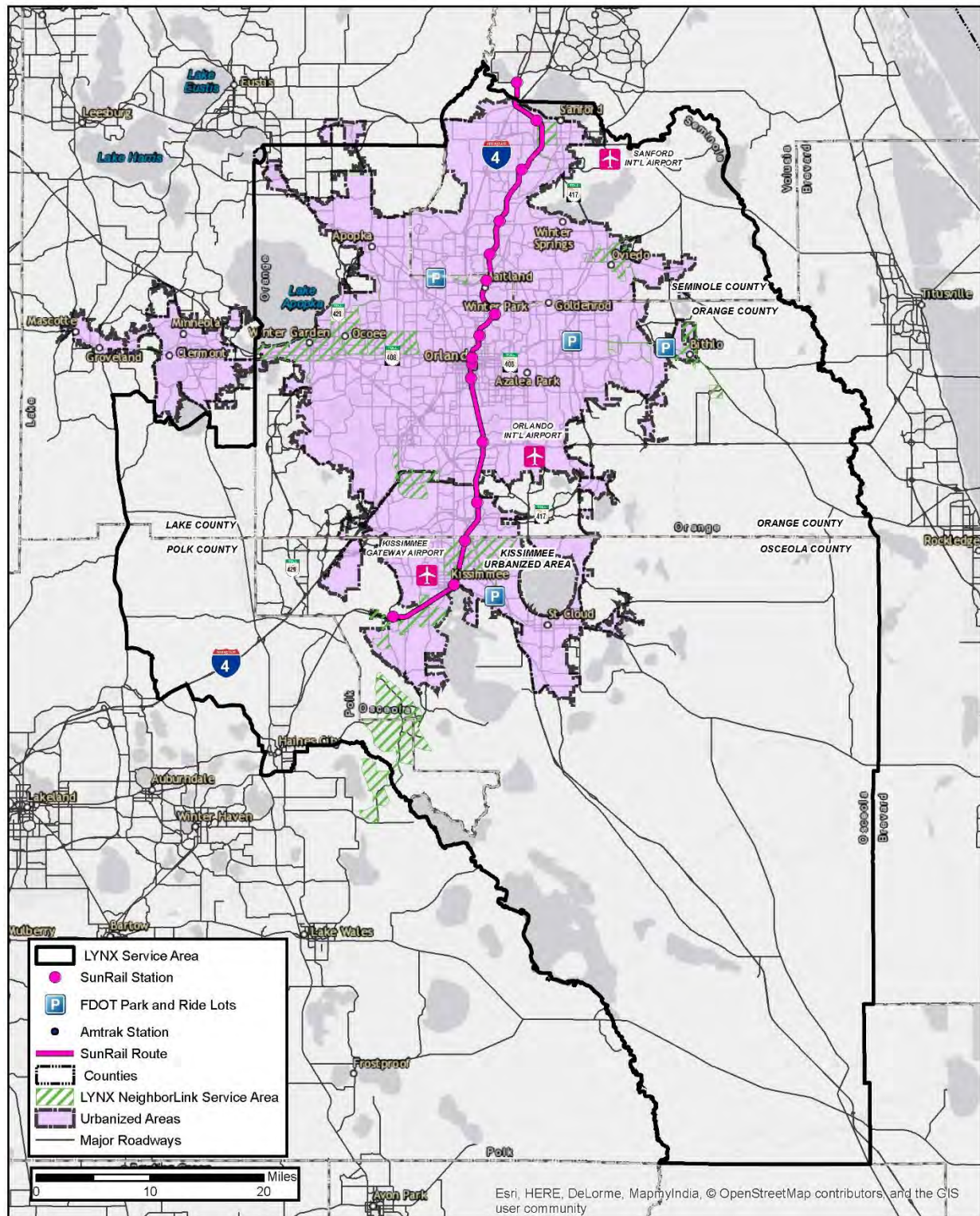
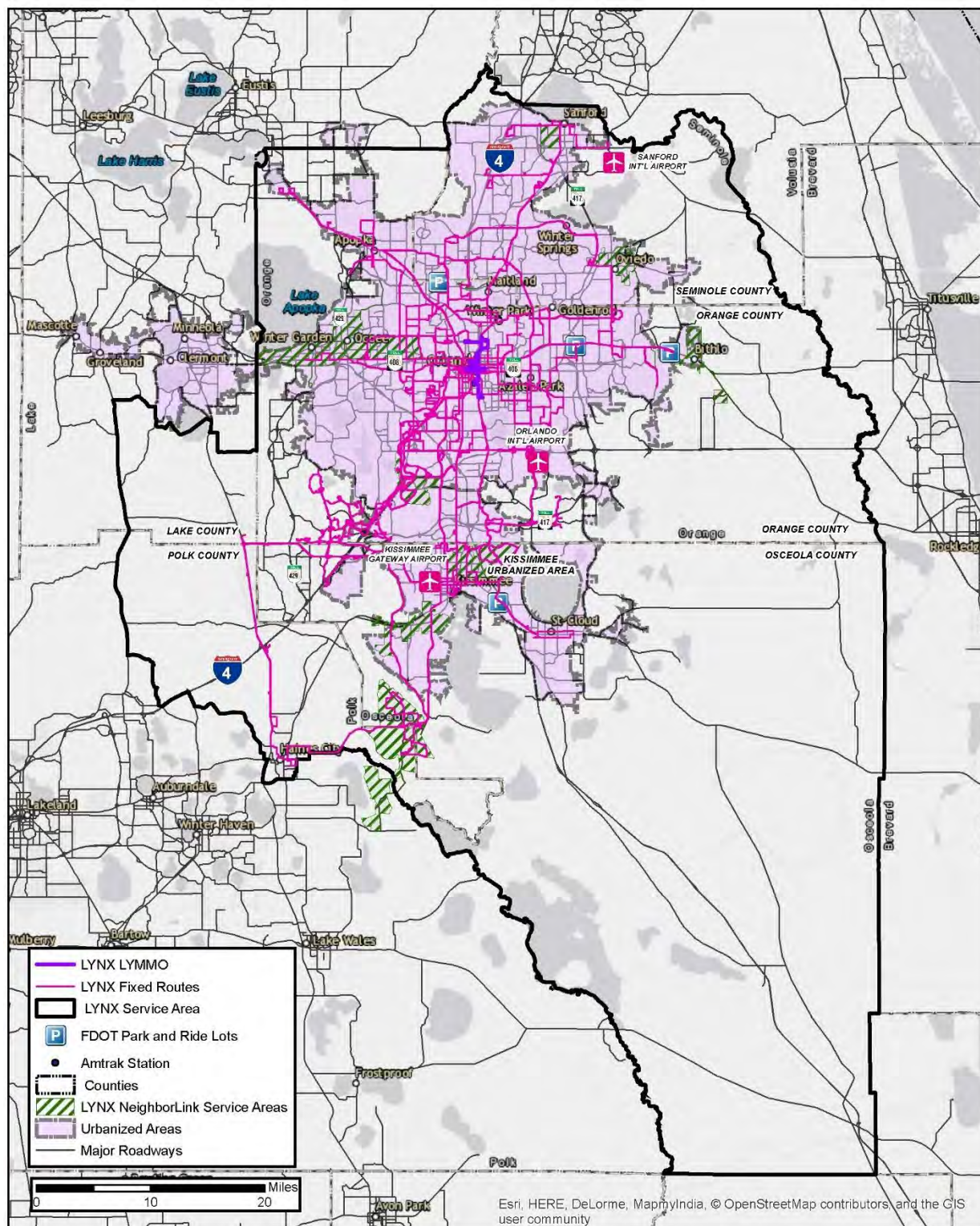




Figure 20: LYNX Existing Service





## 7.8 Review of Existing CTC Providers

This chapter presents an inventory of existing Community Transportation Coordinator (CTC) providers partnered with LYNX. LYNX has approximately 25 CTC providers that transport their own clients but are partnered with LYNX as part of a larger coordinated effort. Approximately six of the transportation providers in **Table 14** are sub-recipients under the Section 5310 program and have either been awarded funding to lease an agency Vanpool from LYNX to provide or expand their capacity to provide transportation services to their clients or have been awarded operating funds that can only be used to support transportation services.


**Table 14: Community Transportation Coordinator Providers**

Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Ambitious Care Services of Florida, LLC	N/A	N/A	N/A	N/A	N/A
Aspire Health Partners, Inc.	Orange, Osceola, Seminole	17	259,487	Medical	Ambulatory Accessible
Attain, Inc.	Orange, Seminole	27	31,497	Education, Training, Daycare	Ambulatory Accessible
Elquanah Group Home, Inc.	Orange	2	33,208	Medical, Education, Training, Daycare, Personal, Business, Other	Wheelchair Accessible
BrightStart Pediatrics	Orange, Osceola, Seminole	9	66,490	Medical	Wheelchair Accessible
Central Florida Group Homes, LLC	Orange, Seminole	13	119,436	Education, Training, Daycare	Ambulatory Accessible
Creative Living Services, LLC	Orange	1	23,216	Education, Training, Daycare	Ambulatory Accessible
Nation Mentor Health Care - Florida Mentor	Orange, Seminole	10	165,049	Education, Training, Daycare	Wheelchair Accessible
Giyo Services, LLC	Not provided	1	4,992	Not provided	No Information provided
Good Samaritan Society - Kissimmee Village	Orange, Osceola	2	183,963	Medical	Wheelchair Accessible
Kinneret Incorporated	Orange, Osceola, Seminole	1	9,153	Nutritional, Personal Business, Other	Wheelchair Accessible
Lil's Non-Emergency Medical Transport, LLC	Not provided	N/A	N/A	N/A	N/A
Meals on Wheels, Etc.	Seminole	10	107,294	Medical, Nutritional, Personal, Other	Ambulatory Accessible
Osceola Council on Aging	Osceola	17	107,517	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Pachot Group Home, Inc.	Orange	1	15,298	Education, Training, Daycare	Ambulatory Accessible
Primrose Center, Inc.	Orange, Seminole	12	77,290	Education, Training, Daycare	Wheelchair Accessible
Quest, Inc.	Orange, Seminole	35	39,590	Medical Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Rainbow Group Inc.	Orange, Seminole	2	12,227	Education, Training, Daycare	Ambulatory Accessible
Renewed Hope Group Home Inc.	Osceola	1	16,950	Education, Training, Daycare	Ambulatory Accessible
Seniors First Inc.	Orange	11	N/A	Nutritional	Wheelchair Accessible
The Opportunity Center, Inc.	Orange, Osceola	13	107,655	Education, Training, Daycare	Wheelchair Accessible
Trinity Home Care Facility, Inc.	Orange, Osceola, Seminole	22	33,362	Education, Training, Daycare	Ambulatory Accessible
Independent Mobility Transport	Not provided	N/A	N/A	N/A	N/A



## 7.9 Sub-Recipient Providers

There are six (6) sub-recipient providers receiving \$260,978 in FTA funds through the Section 5310 program to provide human services transportation services, including the Primrose Center, Seniors First, BrightStart Pediatrics, Osceola ARC, Meals on Wheels, and the Osceola Council on Aging. These six (6) sub-recipients were selected through a competitive process for Fiscal Year (FY) 2017 FTA funds allocated to the Orlando and Kissimmee urbanized area, with projects that began in 2018. Project proposals were evaluated and selected by a multi-agency committee from FDOT, MetroPlan Orlando, and ACCESS LYNX. Descriptions of each of the selected sub-recipient providers for 2017-2018 are provided below.

### *Primrose Center, Inc.*

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

The Primrose Center provides transportation services that would otherwise not be available to seniors and people with disabilities, as most of this population cannot utilize the regular LYNX fixed-route service or ACCESS LYNX due to cognitive, physical and developmental disabilities and challenging behaviors. As a Section 5310 sub-recipient, the organization is better able to enhance the mobility of low-income seniors and individuals with disabilities safely and efficiently. Coordinating with ACCESS LYNX on the agency’s projects and the unmet transportation needs of their clients helps to close existing transportation service gaps in the Orlando and Kissimmee urbanized areas.

Primrose Center currently leases a total of eleven (11) Vanpool vehicles to help provide services to their clients. As a Section 5310 sub-recipient, Primrose can: 1) expand service to its wheelchair-bound clients, 2) increase mobility for seniors and disabled persons living in Primrose Residential Group Homes and the community; 3) provide daily service for its 100+ disabled and senior clients; 4) consolidate and expand its transportation routes to realize efficiencies by reducing travel time, maintenance and overtime costs; and 5) retire costly private vehicle leases.

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

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

### *Seniors First, Inc.*

Seniors First, Inc., a 501(c) (3) nonprofit, governed by a 19 - member Board of Directors. The mission of the agency, is to enhance the quality of life of seniors by maintaining their independence and dignity. Seniors First offers a vital support system to vulnerable, older adults aged 60 years and up and adults of all ages living with disabilities. The agency has a nutrition and transportation program, in addition to providing in-home care, medical equipment, and public guardianship to help individuals age in place.

Seniors First's Transportation Program serves two (2) functions: 1) to transport senior clients to and from our Orange County Neighborhood Lunch Program (NLP) sites, and 2) to transport seniors living in downtown Orlando with the Senior Tran bus service while they run errands and shop for groceries. Transportation is provided at no cost to clients who live on low incomes and who often live with one (1)





or more disabilities, can no longer drive, and lack reliable alternatives (e.g. nearby public transportation, money for taxis, friends or family who can drive them).

Orange County seniors participating in Seniors First's lunch program, which provides hot meals and socialization activities (e.g. exercise, games) at donated sites are provided roundtrip transportation to eight (8) of the 14 NLP sites; the remaining sites are located within senior high-rises that allow clients to simply ride the elevator down to lunch. The Transportation Program also provides grocery-shopping trips once or twice a week, depending on the needs of clients at each site. Additional transportation is provided for socialization events such as: picnics, special events, and trips to shopping centers and restaurants.

The Senior Transportation Service - Senior Tran - addresses the transportation needs of Downtown Orlando elderly residents. The City of Orlando Community Redevelopment Agency contracts with Seniors First to provide this service, four (4) roundtrips on each service day. Bus service is available to residents of 11 downtown residential buildings, traveling on a fixed route that includes grocery stores, shopping centers, pharmacies, quick service restaurants, and the public library.

**Service Area:** Seniors First, Inc. serves the population in the urbanized area of Orange County - providing transportation within the guidelines required by this funding source.

**Operating Hours/Days:** The agency will provide services to clients under the Neighborhood Lunch Program Monday through Friday 7 AM to 3 PM, and under the Senior Trans, Monday, Wednesday, and Friday from 10 AM to 2 PM.

### **BrightStart Pediatrics, LLC**

BrightStart Pediatrics is organized as an LLC and operates Prescribed Pediatric Extended Care (PPEC) Centers in the Central Florida area. A PPEC is licensed as a skilled nursing service under the Long-Term Care Unit of AHCA. The organization provides nursing care and therapy services for infants and children in a dynamic day treatment environment. The children are brought to the center each morning to receive the care prescribed by their doctors and return home each evening to their families. BrightStart cares for newborns up to 18 years of age, though most of the children are age 5 and under.

BrightStart Pediatrics provides transportation services for medically fragile children to three (3) licensed PPEC centers in the Central Florida area to provide nursing and therapy services. The children require unique and specialized services to be transported safely to and from the center, as well as to and from community engagement activities. Reliable, flexible, specialized transportation with the supervision of a Medical Escort is one of the keys to achieving the goals for the children. The medically fragile children served by BrightStart Pediatrics experience many barriers to transportation. Children require supervision in transit, yet parents cannot bring other children along if they do not have an appointment. Supervision for clients must be qualified to manage their medical needs in the event a complication arises, making it difficult for parents to find a suitable person to assume this responsibility for them. Providing transportation to and from the three (3) PPEC's is a safer and more efficient way to remove transportation barriers and improve access to needed care.

**Service Area:** BrightStart Pediatrics, LLC has three (3) centers serving the medically fragile children in the urbanized areas of Orlando and Kissimmee, providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** The agency provides transportation Monday through Friday between the hours of 7:00am and 7:00pm.



### *Osceola ARC d.b.a. The Opportunity Center*

The Opportunity Center, a 501 (c) (3), non-profit, private charitable organization, is a year-round day program for adults with developmental disabilities. The program currently serves approximately 25 clients who represent a broad range of mental and physical disabilities including autism, Down Syndrome and Cerebral Palsy.

The Opportunity Center provides transportation to adults with developmental disabilities, most of whom are unable to ride public transportation due to lack of ability or unavailable public transportation service in their area. The agency was previously awarded a Section 5310 grant to provide two Vanpool vehicles to the urbanized area of Kissimmee and Saint Cloud, FL. These vehicles allowed the organization to increase their ridership from eleven (11) passengers per vehicle to fourteen (14) per vehicle. For the 2017 grant award, operating assistance is provided to support transportation services to adults with special needs in urbanized Osceola and Orange counties. The operating funds are used to support driver's wages, fuel, administrative costs, insurance and the maintenance of the vehicles. The agency currently operates ten (10) routes Monday through Friday serving 100 individuals with disabilities. Of the ten (10) routes currently in operation, seven (7) serve urbanized Osceola and Orange counties.

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

**Operating Hours/Days:** The agency will provide door to door transportation on fixed route Monday through Friday 6:30am to 4:30pm.

### *Meals on Wheels, Etc.*

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

Meals on Wheels, Etc., Inc. provides trips to disadvantaged seniors and disabled adults who are low income and cannot access traditional transportation. The transportation service is door-to-door for ambulatory and wheelchair residents. Section 5310 funds are used to support the organization's transportation operations. Door-to-Door trips are provided to medical appointments (including dialysis), Seminole Work Opportunity Program, pharmacies, congregate dining sites, grocery stores, and other essential errands. Meals on Wheels clients cannot afford private fare and are not physically able to use a fixed-route bus. The operating funds allow the organization to provide additional trips within the current operating hours. An additional part-time driver was hired in 2018 using the funds and the OPS system will be utilized for efficient routing as well as grouping clients together to the greatest extent possible.

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

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

### *Osceola Council on Aging*

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





The Osceola County Council on Aging supports disabled and elderly individuals with transportation service that allows them to meet their basic needs, to be self-sufficient and live independently. All the residents utilize the Council's Transportation Service Department to some extent, with many who are exclusively dependent on the service. In addition to the Council's housing clients, the Transportation Program serves clients that attend five different congregate dining sites casually known as the Dining Clubs located in Kissimmee, St. Cloud and the community of Buena Ventura Lakes.

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

**Operating Hours/Days:** The agency provides services to clients Monday through Friday between the hours of 7:00am and 5:00pm.

### 7.10 Other Transportation Providers

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

Additional private transportation providers are included in **Table 15**. The providers shown in the table were found through internet research and the list is not exhaustive of all transportation services that might be available in the Central Florida area; however, not being able to locate information on any additional transportation options is a barrier to using the services. While the private transportation providers may be available to provide additional transportation options both inside and outside of the urbanized areas, research has indicated that the cost varies and is typically based on a metered rate. The cost of these service per one-way trip may create a barrier for lower income individuals in need of transportation services. Key findings from the review of transportation providers are listed below.

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


**Table 15: Private Transportation Providers**

Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
Comfort Ride Transportation	Wheelchair transportation service within Orlando, Sanford, Winter Park, Lake Mary, Longwood, Maitland, Apopka, Casselberry, Goldenrod, Altamonte Springs, Sanford, DeLand, Debary, Orange City, Leesburg, Mt. Dora, Eustis, Daytona Beach, New Smyrna Beach and Titusville	Taxi or Shuttle, Operates 24/7, Metered Rates	321.804.5233
Mears Shuttle Van Service	Central Florida Taxi, Airport Shuttle, Luxury Transportation, Car Services & Bus Transportation. To and from Orlando International Airport and hotels, Mears offers shuttle vans seat up to 11 people and are wheelchair-accessible to accommodate passengers with special needs	Taxi, Shuttle, or Van, Operates 24/7, Metered Rates	407.423.5566 <a href="mailto:esales@mearstransportation.com">esales@mearstransportation.com</a>
MCO Luxury Transportation	Orlando, Osceola County, Airport, and Port Canaveral	Luxury Cars, SUV, Vans, or Buses, 24/7, Varies	561.777.5107 <a href="mailto:mcoluxury@gmail.com">mcoluxury@gmail.com</a>
Maya's Carpool	Greater Orlando, school bus service, door-to-door daily transportation and school trips	Bus, Varies	407.485.0473 <a href="mailto:maya@mayascarpool.com">maya@mayascarpool.com</a>
Mystic School Bus	South Orlando and parts of Kissimmee, door-to-door student transportation	Bus, Varies	407.888.0013 <a href="mailto:mysticbus@yahoo.com">mysticbus@yahoo.com</a>
Kiddie Kab Child Transportation	Central Florida	6 AM -5 PM Monday - Friday, Varies from \$7 per one way trip	407.490.3413 <a href="mailto:kiddiekab12@gmail.com">kiddiekab12@gmail.com</a>
Silver Star Transportation	Unavailable	Unavailable	407.308.7005
E&J Medical Transportation Services	Ambulatory (Car) Services – Wheelchair, Medi-chair, Stretcher, Automated Defibrillator, Basic Life Support Ambulance	Unavailable	407.223.8829
Turbo Transport Services, LLC	Non-emergency transportation using their privately owned/leased vehicle	Unavailable	772.332.0293 <a href="mailto:info@nonemer.com">info@nonemer.com</a>
Uber	Available throughout the three-county service area, private vehicle service. Individuals with folding wheelchairs may use any vehicle; however, those with wheelchairs that do not fold may not be able to use the Uber vehicle. Uber has launched UberWAV in several cities outside of Florida. The UberWAV program has wheelchair accessible vehicles.	24/7, Fare varies and requires computer or smart phone application for cashless payment	<a href="https://www.uber.com/">https://www.uber.com/</a>
LYFT	Available throughout the three-county service area, private vehicle service. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair.	24/7, Fare varies and requires computer or smart phone application for cashless payment	<a href="https://www.lyft.com/">https://www.lyft.com/</a>
Eustis Taxi	Lake County to the resorts, theme parks, beaches and Orlando International Airport and City of Orlando to any destination in the State of Florida. Specializing in catering to the needs of seniors, children who may be travelling alone and who need ground transportation assistance.	24/7, \$3.00 pickup, \$1.50 per mile, \$6.00 minimum, Delivery \$8.00 + cost of item., Special rates also available when your complete itinerary is known in advance	352.357.3671 <a href="http://www.eustistaxi.com">http://www.eustistaxi.com</a>
Taxi Orlando	Sedans, SUVs, and vans; Flat rate fees to and from the Orlando International Airport and attractions and hourly charter service available.	24/7 dispatch, Hourly charter starting at \$55 per hour, depending on vehicle, Flat rates starting at \$39	407.860.7564 <a href="https://www.taxiorlandoservice.com/contact-us">https://www.taxiorlandoservice.com/contact-us</a>
Yellow Car Orlando at Atlas Transportation	Serving greater Central Florida area, South Florida, and Orlando International Airport. Sedans, buses, shuttles, and vans are available.	24/7, Fixed rate airport service and daily rates, Metered rates vary	407.900.5207 <a href="http://www.atlascitycab.com/services.html">http://www.atlascitycab.com/services.html</a>
Ace Metro Cab	Sedan and van service originating at the Orlando International Airport as well as the Orlando Metro Area.	24/7, Varies	Phone: 407.855.1111 <a href="mailto:info@AceMetroCab.com">info@AceMetroCab.com</a>



## 8.0 Public Outreach

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

Three (3) public meetings were held, one in each of the LYNX service counties to obtain input from users of the system regarding existing service gaps and needs and mobility service improvements. Individual one-on-one stakeholder interviews were also conducted as part of the public involvement process to obtain specific comments from human service agencies regarding their specific needs. Lastly, an online and paper survey instrument was developed and distributed to collect detailed information on existing system users and input on existing gaps and recommended priorities. The input received through the public involvement process are summarized in the following sections.

### 8.1 Stakeholder Outreach and Coordination

A stakeholder database was created at the initiation of the HSTP update process that included representatives and advocates for older adults and individuals with disabilities. This list was developed in coordination with LYNX and consists of stakeholders from outreach efforts as well as a broad range of human services agencies that serve the affected populations, and representatives of public, private, and nonprofit transportation service providers. A list of the project stakeholders is included in ***Technical Memorandum #2 – Public Involvement***.

The preliminary stakeholder list presented in the Public Involvement Plan (PIP) was expanded to include additional stakeholders that were identified after the PIP was developed. Two (2) stakeholder meetings and three (3) one-on-one stakeholder interviews were conducted as part of the study.

#### **Stakeholder Meeting 1**

The first stakeholder meeting was held on March 8, 2019 at the LYNX Administrative Offices at Central Station from 10 a.m. to 12 p.m. and served as the project initiation meeting to introduce the plan update process and gather stakeholder input. A total of 19 people attended the first stakeholder meeting, including the project team. After the introduction and a brief presentation by the project team, the attendees were divided into two groups. The stakeholders in each group participated in an interactive activity facilitated by a moderator. They were asked to identify issues and gaps in the existing system as well as propose potential solutions to address those gaps. At the end of the interactive activity, each stakeholder was given two (2) green dots and asked to assign priorities to the needs and preliminary solutions identified in their group. The needs identified by the first stakeholder group and the priority votes are summarized in **Table 16**. All needs identified throughout the outreach process were grouped into one of the five categories listed below.

- Category 1: Service Coverage
- Category 2: Infrastructure
- Category 3: Technology
- Category 4: Mobility Management/Regional Coordination
- Category 5: Service Quality/Operations

**Table 16: Group 1 Needs and Priorities – Stakeholder Meeting #1**

Need	Category	Priority Vote
Replacement Vehicles	Service Coverage	4
Technology (App) Development to Identify Number of Wheelchairs/Buses on Next Bus Arriving	Technology	1
Bus Stop Accessibility for Wheelchairs	Infrastructure	1
Develop ACCESS LYNX Vehicle Arrival Application	Technology	1
Additional Training on Trip Reservation/Cancellations	Service Quality / Operations	1
Braille Signage at Bus Stops	Infrastructure	0
Improvements to ACCESS LYNX Call Hold Times	Service Quality / Operations	0

Stakeholder Group 1 included representatives from human services agencies including: Attain, Inc.; AMAC; Seniors First, Inc.; Quest, Inc.; and Orange County government. Based on the discussions that occurred, this group ranked the purchase or replacement of wheelchair accessible vehicles to transport their individual clients as the highest priority. Discussion occurred on the existing agency Vanpool program and the differences between transporting clients through the Vanpool lease and vehicle versus the process of applying for an agency vehicle. Some of the concerns identified were the size of the Vanpool vehicle and duplication in the oversight processes conducted by Enterprise, the Vanpool administrator.

In addition to the needs identification, the following additional strategies were proposed by Stakeholder Group 1:

- Coordinate FDOT (FDOT)/LYNX/Community Transportation Coordinator (CTC) reviews, requirements, and oversight process
- Prioritize optimization on highest ridership routes and areas
- Evaluate future transportation needs based on changing technology and telecommuting
- Review number of wheelchair boardings by stop for accessibility improvements prioritization

Stakeholder Group 2 included transportation provider representatives from: Mears; Lil's Non-Emergency Medical Transport, LLC.; Orange County Veterans Services; Devereux; Lighthouse Central Florida; and Career Source Central Florida. Based on the composition of the groups, the needs discussed varied by the stakeholder group and the agencies being represented. The needs identified by the second stakeholder group and the priority votes are summarized in **Table 17**.

**Table 17: Group 2 Needs and Priorities – Stakeholder Meeting #1**

Need	Category	Priority Vote
More information and training on transportation services available other than fixed-route	Service Quality / Operations	5
Education on transportation services at major transit generators, including the Veterans Administration	Service Quality / Operations	2
Extended service hours for access to tourism related jobs in Osceola County	Service Coverage	2
Allow extra person to accompany ACCESS LYNX riders	Service Quality / Operations	2
More accessible recertification process to accommodate the needs of the visually impaired	Service Quality / Operations	1
Improved access to Veterans Administration facilities in Baldwin Park and Lake Nona	Service Coverage	0



Need	Category	Priority Vote
Improved on-time performance for ACCESS LYNX and fixed-route	Service Quality / Operations	0
Additional sensitivity training for drivers on providing customer service for visually impaired persons	Service Quality / Operations	0
Improve security, safety and accessibility at bus stops, cross walks and sidewalks	Infrastructure	0
Voucher program for access to healthcare and jobs	Mobility Management/ Regional Coordination	0
Increase taxi coverage in outlying areas	Service Coverage	0
Better accommodation by ACCESS LYNX system on delays caused for pick up times that are outside the control of the rider (e.g.: medical appointments)	Service Quality / Operations	0

During the interactive activity, stakeholders were asked to share input from their agency's perspective to help the project team gauge the current conditions and needs. The highest priority from Stakeholder Group 2 focused on the need for more training, education, and information on the transportation services that are available and how to use those services. This group's focus was how to educate their clients and obtain access to additional transportation options. Extended service and hours to provide access to tourism related employment also received votes. It was also noted that there are fewer private taxi options available in the outlying areas where transit service is limited.

Comment cards were made available for those who preferred to provide written comments. Stakeholders were also encouraged to take comment cards and paper surveys back with them for distribution to their constituents. Comments were collected throughout the plan update process and summarized within the plan update. The information collected during the first stakeholder meeting was coupled with technical analysis of the updated demographics in the urbanized areas to create baseline conditions. A detailed summary of the meeting discussions by group is included in **Technical Memorandum #2 – Public Involvement**.



### Stakeholder Meeting 2

The second stakeholder meeting was held on March 25, 2019 at the LYNX Administrative Offices at Central Station from 10 a.m. to 12 p.m. and served as the forum to convey the results from the first stakeholder meetings, share input from the three public meetings and comments, provide a summary of the technical analysis, and ask for input on the development of priorities and recommendations for inclusion in the plan. The second meeting provided stakeholders an opportunity to review the preliminary findings and provide additional input on strategies for implementation as well as input on the

project prioritization process. A total of nine (9) stakeholders were present at the second meeting, including the project team.

The project team presented the summary of the demographic analysis and the data needs identified from the public meetings and through the outreach process. This information was overlaid on the existing transit services to develop gaps and overlaps that need to be addressed. The mapping analysis included



hotspot locations of people with disabilities, older adults, veterans, lower income populations and minority populations.

Using input from the first stakeholder meeting and the comments that had been received during the round of public meetings that were held across the three-county region, a preliminary list of potential projects was developed for the stakeholders to comment on and prioritize. The stakeholders were given the initial list of recommendations grouped by category and asked to add any additional projects and/or strategies that thought should be included in the prioritization activity and then asked to rank their top five priorities, with 1 being the highest and 5 being the lowest. A total of three (3) stakeholder participants completed the priority ranking exercise. The preliminary list and results of the activity are presented in **Table 18**.

**Table 18: Stakeholder Meeting #2 Priorities**

Potential HSTP Projects/Strategies	Highest (3 pts)	Medium (2 pts)	Lowest (1 pts)	Total
Voucher Programs for Human Services Agencies		6		12
Mobility Management for the coordination of Transportation Services among Non-Profits, Police, Fire Department, LYNX, Mears, Uber and Lyft		5		10
Develop Smart Phone Application for ACCESS LYNX Vehicle Arrival Notifications	1	4	1	10
Expanded Service Hours on the Fixed-Route System	2	2		10
Automatic Phone Call for ACCESS LYNX Vehicle Arrival Notification		4	1	9
New Vehicles (without stairs) on the NeighborLink Service	3			9
Vehicle Acquisition for expansion or replacement	2			6
New and Expanded NeighborLink Service	2			6
Operating Assistance to Support Non-Profit Transportation Providers	2			6
Increased Frequency on the Fixed Route System	1	1		5
Continue the Vanpool Program	1			3
Installation of Additional Bus Shelters and Benches	1			3
Bus Stop Accessibility Improvements to Sidewalks, Curb cuts, Signals, etc.	1			3
Develop and Provide Easy-to-Read Schedules/Travel Tips at Major Fixed-Route Stops			2	2
Accessible Features for ACCESS LYNX recertification process			1	1
Infrastructure				0
Service Coverage				0
Technology				0
Develop Public Service Announcements on Transportation Options for Seniors and Individuals with Disabilities				0
Mobility Management/Regional Coordination				0
Service Quality/Operations				0
Sensitivity Training for Operators				0

Based on the ranking, the projects that received priority rankings were expanded service hours, increased frequency, developing Smart Phone Application for ACCESS LYNX vehicle arrival and automatic phone call





notifications for ACCESS LYNX arrivals. Some additional solutions that were suggested by stakeholders in addition to the ones listed in **Table 16** included:

- Provide reliable LYNX/SunRail connections
- Increase safety at the Rosemont SuperStop
- Provide better education and maintain better communications with clients
- Email paratransit ridership or specific rider groups to improve communications such as disseminating information and obtain input
- Hire independent quality control riders to improve transparency and trust
- While issuing Request for Proposals to hire providers, include “Pay for Performance” conditions to encourage use of technology for routing, scheduling and real-time changes versus paying for service hours and miles
- Maintain records on mobility needs for paratransit riders and use technology to determine the best vehicle to deploy to the users.
- Customize rider Smart Applications to show vehicle locations and arrival time and include ability of rider to inform LYNX, if the rider is delayed at medical appointments.

A detailed summary of Stakeholder Meeting 2 is included in ***Technical Memorandum #2 – Public Involvement***.

### ***Stakeholder Interviews***

To gain additional perspective from a wide range of participants that are familiar with the transportation options that are available as well as the coordinated planning process, three (3) stakeholder interviews were scheduled with participants representing different groups. Stakeholder interview representatives included the executive director of an agency that provides training services to individuals with disabilities and operates transportation services for their clients, a citizen advocate and user of the paratransit system who is also a member of the TDLCB for the Orange, Osceola, and Seminole County area, and a representative for persons with disabilities who is also a member of the TDLCB.

The selected stakeholder representatives were asked to provide input on mobility needs, gaps and overlaps in existing transportation services and to identify any potential ideas for improvements or solutions to address the mobility needs that they discussed. A summary of the discussions that occurred with the stakeholders during the interview process is included in the remainder of this section.

#### ***Transit User Representative - Mobility Needs***

From the perspective of the transit user stakeholder, the biggest mobility needs facing older adults and individuals with disabilities relate to accessing bus stops and crossing intersections. The transit user stakeholder commented that often the crosswalk buttons are not functional or have been placed at a level that is not reachable by someone using a wheelchair. Also, the curb cuts and angles along the sidewalks make it difficult to maneuver in a wheelchair.

In addition, there is a new pedestrian crossing signal and button at Orange Avenue and Lucerne Terrace associated with a new parking garage being constructed; however, drivers are not paying attention to the crossing signal and this has become a more dangerous place to cross the street. Orlando Health employees have been logging incidents at the crosswalk.

Also noted was that the ACCESS LYNX application process takes between two to three weeks from completing the application to being able to access the transportation service. This stakeholder thinks there should be a way to “green light” the process for some of the riders, specifically those with more severe diagnosis.



When using the NeighborLink service, the design of the vehicles is difficult for individuals using a wheelchair to go up and down the ramp due to the steepness of the ramp. The taxi and Owl transportation services have been helpful in providing additional options, but people who need the service are not able to use the Lyft vehicles.

The scheduling and dispatch process should be updated for efficiency and better scheduling to avoid passengers having to stay on the vehicle for extended travel times. As part of this process, the reservation process should also be updated to avoid asking individuals if they are still using wheelchairs during each trip reservation.

**Potential Solution** - Potential solutions mentioned during the interview with the transit user stakeholder are listed below.

- A large push to correct all of the crosswalk buttons and make the button heights accessible.
- Law enforcement should monitor the crosswalk and write tickets until vehicles recognize and comply with the new pedestrian crossing signal.
- Accessibility in all areas should be considered not just around higher use commercial areas. If a bus stop near apartments where potential transit users live is not accessible, then those persons will not be able to use the system.
- Reword how questions are asked during the reservation process for sensitivity purposes.
- Better frequency and extended operating hours on the fixed-route system could help to improve overall mobility.
- LYMMO service expansion to beyond SR 50 would provide more mobility options to the areas building up on the other side of SR 50 from downtown.

#### *Agency Transportation Provider – Mobility Needs*

Discussion with the agency representative that provides transportation services under the existing LYNX Section 5310 Vanpool program revealed a different perspective on mobility needs in comparison to the transit user perspective. For the agency, the biggest mobility need is sufficient access to vehicles to transport clients to and from agency training. At the current time, the agency needs additional Vanpools or vehicles to provide transportation services to the existing clients and the growing number of requests from the rural portion of Osceola County.

Having the vehicles and drivers necessary to provide transportation service to Poinciana is an issue for this agency. The agency is currently operating two routes to Poinciana and they are completely full. There are people waiting to access the transportation service.

In addition to needing more vehicles to provide service, there is also a need for additional Vanpool vehicles that could be provided as backups when the agency Vanpool goes in for service or has mechanical issues. Currently, there are no Vanpool backups available; therefore, when the vehicle is out of service, the agency is unable to provide trips or must use an older reserve vehicle owned by the agency. There is also a need for spare Vanpool vehicles when the wheelchair lifts malfunction on the vehicles and the vehicle must be taken to the Orlando area for service. The trip typically takes all day and results in the vehicle and driver being unavailable.

When asked about the Vanpool oversight process, this stakeholder thinks the Enterprise process has some duplication with the other oversight processes that are conducted by FDOT and the CTC, particularly with drug testing, but overall the monitoring is not terrible.

Discussion also occurred on the potential to share vehicles to leverage resources under the Section 5310 grant funds and improve coordination. The agency representative mentioned that these types of



discussions have occurred in the past and she is not opposed to the sharing of vehicles; however, the processes for coordinating vehicles among agencies is complicated. The drivers are not available to go with the vehicle based on their other duties at the facility when the vehicle is not in use. Therefore, for agencies to share vehicles, each agency would need its own drivers and coordinate hours of operation. This process will require detailed scheduling, coordination, and oversight.

**Potential Solution** - Potential solutions mentioned during the interview with the agency transportation provider stakeholder are listed below.

- Purchase additional Vanpool vehicles or other vehicles for the agency to apply for to provide transportation service to the existing clients and clients that are waiting for expanded service.
- Purchase additional Vanpool vehicles for Enterprise to assign to agencies for use when vehicles are being serviced or repaired.
- Enterprise should locate and certify wheelchair lift mechanics in the Osceola County area to reduce trip travel time for repairs.

#### *Individuals with Disabilities Representative – Mobility Needs*

The discussion with the stakeholder representing individuals with disabilities focused on improving the customer experience while using transportation services, including better scheduling and coordination and improved frequency and on-time performance. This stakeholder mentioned that she is appreciative of the paratransit service extending beyond the required  $\frac{3}{4}$ -mile boundary but recognizes that riders using the service beyond  $\frac{3}{4}$ -mile pay \$7.00 each way and the cost could be a burden to lower income persons. She also recognizes that they are traveling greater distances that cost LYNX additional money to operate.

This stakeholder commented that PawPass<sup>3</sup> fare payment application is a great tool, but not helpful to those who do not use smartphones or computers. She also thinks that before paratransit mobile applications are released it would be good to establish a working group of individuals with disabilities and older adults to test the technology and receive training on how to use the application. This stakeholder commented that there will be trust issues with the technology.

Discussion also related to the infrequency of the bus and she commented that those who are able to use fixed-route service may not because it is not timely. Transit users also need to know if the vehicle is running late for employment purposes and so that they have time to make other arrangements. This stakeholder commented that Lyft seemed to be helping with improving vehicle on-time performance.

This stakeholder also mentioned the following needs:

- There is also a need for more transportation service in rural Orange and Osceola counties.
- Scheduling needs improvement. There are sometimes three vehicles going to the same place.
- Better coordination between healthcare providers and transportation providers is needed. Riders unknowingly get put into will call when the doctor's office is running late.

Call hold times have been improved but could still be decreased and there needs to be an effort to do a better job of informing riders of changes. Better community outreach and listening to the needs of the riders can help improve the customer experience. By involving the riders in the decision process, they will compromise if it will make the overall system better.

**Potential Solution** - Potential solutions mentioned during the interview with the individual with disabilities stakeholder are listed below.

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<sup>3</sup> PawPass is the official LYNX mobile ticketing app. Passengers may purchase and use tickets instantly from their smartphones using the LYNX PawPass after downloading the free app and registering their debit/credit card.



- Reloadable smart card option for fare payment for riders who do not use smartphone technology.
- Implement texts with the vehicle arrival time or notification of delays would be helpful and improve the overall experience.
- More transportation services in rural Orange and Osceola counties.
- Provide better scheduling to reduce the trip travel times, particularly for cancer and dialysis patients.
- More cameras are needed on the vehicles to run continuously for the protection of riders and operators.
- To improve the accessibility of the recertification process, provide online recertification for those who are permanently disabled.
- Review the best practices of scheduling and communication in other areas.

A summary of comments was also received from representatives at Lighthouse Central Florida, including staff members and clients. Below is a summary of the needs:

- **Scheduling of Routes – both planning and coordination**
  - In Osceola County, clients get picked up 4 to 5 hours before their appointments and get dropped off very late causing inconvenience of being seated long hours on the bus. This issue was mentioned by five individuals.
  - Buses go from Osceola County to Seminole County without dropping people off at Orange County until everyone gets picked up.
  - Scheduling and time on the bus has been improved when using the Mears service, but still continues to be an issue.
  - Challenges with the trip reservation process, include checking and/or canceling rides, hold times, difficulty getting through, and challenges reaching a Spanish-speaking agent.
- **Service Quality/Operations**
  - Drivers need sensitivity and sighted guide training. This issue was mentioned by three individuals.
  - Drivers arrive earlier than the scheduled time and leave clients behind if they are not ready.
  - Drivers sometimes demand the co-pay from the rider although they are authorized for co-pay from Lighthouse Central Florida.

For Lighthouse of Central Florida, the biggest mobility need that was mentioned several times is the length of time passengers are on the vehicle and the need to reduce trip travel times as well as the need for driver sensitivity training.

## 8.2 Public Workshops

Three (3) public workshops were held at locations throughout the LYNX service area, with a focus on the Orlando and Kissimmee urbanized areas. Each of the workshops focused on gathering input from the public and transit users on the existing mobility needs, gaps and/or overlaps in service, and potential short- and long-term strategies to meet mobility needs. The meeting notices were advertised in both English and Spanish on the LYNX website and in the *Orlando Sentinel* newspaper. In addition, notification of the workshops was disseminated to the stakeholder groups and agencies that represent the target populations. To gather the greatest input at the workshops, they were held in coordination with other outreach efforts to attract interested members of the public.

The following public workshops were scheduled:



Monday, March 11, 2019  
3:30 p.m. - 6 p.m.  
Kissimmee Intermodal Station  
401 Pleasant Street  
Kissimmee, FL 34741

Tuesday, March 12, 2019  
3:30 p.m. - 6 p.m.  
LYNX Central Station  
Main Terminal  
455 North Garland Ave.  
Orlando, FL 32801

Wednesday, March 13, 2019  
3:30 p.m. - 6 p.m.  
LYNX Sanford Seminole Centre  
SuperStop  
3717 S Orlando Drive  
Sanford, FL 32773

The meetings were conducted in an open-house style format with thematic materials including service maps, project factsheet, handouts, comment forms and surveys. The project team members talked to attendees and patrons one-on-one and obtained their input and comments. Survey and comment forms were also distributed to attendees that felt more comfortable submitting written comments at their convenience.

The meeting attendees were asked to share their input regarding transportation needs and their thoughts on how to best address the needs of older adults and people with disabilities through the implementation of potential projects and strategies. Comments were received and evaluated throughout the course of the plan update process. The detailed comments from each of the three public meeting locations are included in **Technical Memorandum #2 - Public Involvement**.



### Public Meeting Comments

**Table 17** provides a summary of comments from each of the three locations grouped into the following categories:

- Category 1: Service Coverage
- Category 2: Infrastructure
- Category 3: Technology
- Category 4: Mobility Management/Regional Coordination
- Category 5: Service Quality/Operations

#### *Kissimmee Intermodal Center – Osceola County*

The comments received at the Kissimmee Intermodal Center are categorized below and, if the comment was mentioned more than once, the number comments received is shown in parenthesis. The most commonly mentioned needs at the Kissimmee Intermodal Center were the need for a bathroom and improved headways/frequencies on the routes.

##### Category 1: Service Coverage

- Shorter headways of 30 minutes or less on Link 18 (3)
- Need direct route from Florida Mall to Disney via Osceola Parkway or increase buses (2)
- Routes are too long and need to be further split - Link 18 (2) and Link 441
- Extend service hours on Links 26 and 57 to accommodate late shifts
- More door to door service is required to accommodate needs

##### Category 2: Infrastructure

- Need restrooms for drivers and passengers at the Kissimmee Intermodal Center (4)





- Kissimmee Connector bus has very high steps and is inaccessible for older adults and disabled (2)
- Buses cramped with more than two wheelchairs and no standing space
- Provide double decker buses to accommodate excess capacity

#### Category 3: Technology

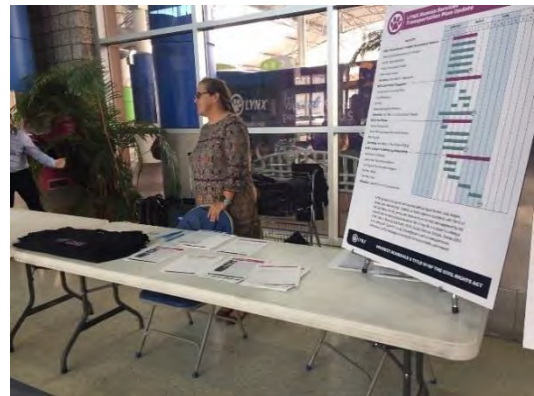
- Ability to purchase weekly or monthly passes on the bus (2)
- Improve information provided in the App to consider all possible routes to complete the trip

#### Category 4: Mobility Management/Regional Coordination

- Provide better route connections for the visually impaired

#### Category 5: Service Quality/Operations

- Reasonable service and happy with drivers (5)
- Buses are late (3) – Links 10 and 55
- Bus stops need shelter, trash cans and lights
- Make route books available to passengers
- Make ADA announcements early to allow enough time for visually impaired passengers
- Children sleeping in strollers should be allowed to remain



#### *LYNX Central Station – Orange County*

The comments received at LYNX Central Station are categorized below and, if the comment was mentioned more than once, the number comments received is shown in parenthesis. The most commonly mentioned need at the LYNX Central Station workshop was the need for more seating on the buses for the elderly.

#### Category 1: Service Coverage

- Extend service hours on I-Drive till 4 a.m. to accommodate later shifts
- Extend service hours on weekend
- Need service on Pine Hill Road to Old Winter Garden Road to Good Homes Road, back to West Oaks

#### Category 2: Infrastructure

- Provide more stops on Gore Street.

#### Category 3: Technology

- None

#### Category 4: Mobility Management/Regional Coordination

- None

#### Category 5: Service Quality/Operations

- More accommodations for elderly – don't pull out before they sit down, front row seats (3)
- Happy with service and drivers (2)
- Transfers should work for any bus (2)





- Provide change back to rider
- Bus stops need benches
- Buses need to wait for incoming buses to enable transfer. In Winter Park Village, routes 1, 9 and 443 need to wait when they see 102 arriving at bus stop.

In addition to the comment forms, a short three-question survey was also distributed to interested participants at LYNX Central Station. The survey included the following three questions:

- Q1. Do you have any transportation needs that are not currently being met by LYNX services?
- Q2. What do you think are the biggest transportation needs of seniors and individuals with disabilities in Orange, Osceola and Seminole Counties?
- Q3. Please list any specific improvements/projects that would improve your mobility (projects may focus on technology, service area coverage, service efficiency, etc.)

These three questions are part of the longer survey that is summarized in the next section. At the public meeting held at LYNX Central Station, a total of 19 short form surveys were filled out. The survey results were evaluated and included in the next section.

#### *Sanford Seminole Center SuperStop – Seminole County*

The comments received at the Sanford Seminole Center SuperStop are categorized below and, if the comment was mentioned more than once, the number comments received is shown in parenthesis. The most commonly mentioned need at the Sanford meeting was improvements to on-time performance, shorter headways, and extended service hours.

##### Category 1: Service Coverage

- Shorter headways on Link 45 (5)
- Extend service hours on Links 34, 45 and NeighborLink 103 to accommodate late shifts (5)
- Oviedo via 436 or UCF – provide stops on HE Thomas Blvd.

##### Category 2: Infrastructure

- Need restrooms for drivers and passengers
- Need service along Rinehart Road, Lake Mary to Premier Road, and Sanford Airport
- Need more bus stops in Greenwood

##### Category 3: Technology

- Real-time information is awesome compared to other system
- Improve ACCESS LYNX reservation process
- Improve fare collection technology using best practices

##### Category 4: Mobility Management/Regional Coordination

- None

##### Category 5: Service Quality/Operations

- Happy with service and drivers (5)
- Buses are either too early or late – Links 34 (5), 102 (1), 103 (1)
- Bus stops need information on schedules and routes
- Drivers don't stop at all stops and sometimes unaware of stop locations (2)
- Drivers are not courteous (2) – NeighborLink 651 does not stop at Health Department
- Drivers need training on transfers and how they work



Table 19: Summary of Public Meeting Comments

Public Meeting Location	Category 1: Service Coverage	Category 2: Infrastructure	Category 3: Technology	Category 4: Mobility Management/Regional Coordination	Category 5: Service Quality/Operations
<b>Kissimmee Intermodal Center</b>	Shorter headways of 30 minutes or less on Route 18 (3) Need direct route from Florida Mall to Disney via Osceola Parkway or increase buses (2) Routes are too long and need to be further split - Route 18 (2) and Route 441 Extend service hours on Routes 26 and 57 to accommodate late shifts More door to door service is required to accommodate needs	Need restrooms for drivers and passengers at the Kissimmee Intermodal Center (4) Kissimmee Connector bus has very high steps and inaccessible for older adults and disabled (2) Buses cramped with more than two wheelchairs and no standing space Provide double decker buses to accommodate excess capacity	Ability to purchase weekly or monthly passes on the bus (2) Improve information provided in the App to consider all possible routes to complete the trip.	Provide better route connections for the visually impaired	Reasonable service and happy with drivers (5) Buses are late (3) – Routes 10 and 55 Bus stops need shelter, trash cans and lights Make route books available to passengers Make ADA announcements early to allow enough time for visually impaired passengers Children sleeping in strollers should be allowed to remain
<b>LYNX Central Station</b>	Extend service hours on I-Drive till 4 a.m. to accommodate later shifts Extend service hours on weekend Need service on Pine Hill Rd. to Old Winter Garden Rd. to Good Homes Rd., back to West Oaks.	Provide more stops on Gore Street.	None	None	More accommodations for elderly – don't pull out before they sit down, front row seats (3) Happy with service and drivers (2) Transfers should work for any bus (2) Provide change back to rider. Bus stops need benches. Buses need to wait for incoming buses to enable transfer. In Winter Park Village, Links 1, 9 and 443 need to wait when they see Link 102 arriving at bus stop
<b>Sanford Seminole Center Superstop</b>	Shorter headways on route 45 (5) Extend service hours on Routes 34, 45 and 103 to accommodate late shifts (5) Oviedo via 436 or UCF – provide stops on HE Thomas Blvd	Need restrooms for drivers and passengers Need service along Rinehart Road, Lake Mary to Premier Road, and Sanford Airport Need more bus stops in Greenwood	Real-time information is awesome compared to other system Improve ACCESS LYNX reservation process Improve fare collection technology using best practices	None	Happy with service and drivers (5) Buses are either too early or late – Links 34 (5), 102 (1), 103 (1) Bus stops need information on schedules and routes Drivers don't stop at all stops and sometimes unaware of stop locations (2) Drivers are not courteous (2) NeighborLink 651 does not stop at Health Department Drivers need training on transfers and how they work



### 8.3 Public Outreach Survey

As part of the needs assessment, an online and paper survey instrument was developed for use by transit users and human services agency clients. Representatives of human services agencies were provided with the link to the survey where staff members and clients may take the survey online or in printed format. Agency staff members were asked to provide assistance for any person wanting to participate in this effort and in need of assistance to provide input. The survey was also disseminated by the Orange County's Commission on Aging during an older adult event at the Pine Hills Community Center and an LIFE Information Elder Seminar at the Downtown Orlando library.

Based on the combined survey responses, the highest priorities resulting from the survey responses, include increasing fixed-route bus frequency (with specific routes noted), followed by the need to improve accommodations in buses for individuals with disabilities, and increase and extend transportation coverage in Lake Mary and to the Sanford Airport. The results of the survey are presented in **Appendix A: Public Outreach Survey**.

#### Summary

The public involvement activities associated with the HSTP Plan Update included perspectives from the target audience of seniors and individuals with disabilities, general public, human services agency providers, transportation providers, and advocacy groups. The many outreach activities that were conducted are combined in this section to identify common themes and areas that are considered a higher priority through the public outreach process. These needs will be compared to the needs resulting from the gap analysis to develop the overall needs assessment. The comprehensive needs assessment along with a set of priorities and strategies to address those needs will be included in the draft plan.

**Table 20** presents these needs, then identifies a classification category to help focus implementation. As shown in this table, the needs varied among the different public outreach groups and activities. The common needs that emerged when compiling all of the results, include:

- Expanded service hours on the fixed-route service are needed
- Increased frequency on the fixed-route is needed
- Improved customer service in the ACCESS LYNX reservation process, including sensitivity and call hold times
- Better route planning / scheduling for ACCESS LYNX trips to reduce wait times and amount of travel time

The majority of survey respondents were not LYNX users; therefore, the needs were also reviewed to identify common themes among the agency representatives, transportation providers, and transit users. When reviewing the data from only the stakeholder meetings, stakeholder interviews, and public meetings, several common themes were identified that relate to the ease of using the transportation system.

- New vehicles on the NeighborLink service with lower stairs and different ramps
- Reliability and on-time performance of service on fixed route and ACCESS LYNX
- Installation of additional bus shelters and benches
- Bus stop accessibility improvements to sidewalks, curb cuts, signals, etc.

Many respondents also indicated that they are overall happy with the LYNX service and glad to have the buses available.



Table 20: Summary of Needs

Category	Service Needs	Stakeholder Meetings	Stakeholder Interviews	Public Meetings	Comments/ Surveys	Total Score
Service Coverage	Expanded Service Hours on the Fixed-Route System	•	•	•	•	4
	Increased Frequency on the Fixed-Route System	•	•	•	•	4
	New Vehicles (without stairs and less steep ramps) on the NeighborLink Service	•	•	•		3
	Vehicle Acquisition for expansion or replacement	•	•			2
	Continue Vanpool Program	•	•			2
	New and expanded service to Rural Osceola County	•	•			2
	New and Expanded Neighbor Link Service	•		•		2
	Need larger vehicles with more wheelchair space			•	•	2
	Operating Assistance to Support Non-Profit Transportation Providers	•				1
	New and expanded service to rural Orange County		•			1
	New and expanded service to VA facilities in Baldwin Park and Lake Nona	•				1
	New and expanded service along Pine Hills Rd, Old Winter Garden Rd, Good Homes Rd, and back to West Oaks			•		1
	New and expanded service to Oviedo, with stops along HE Thomas Blvd			•		1
	New and expanded service along Rinehart Rd, Lake Mary, Sanford Airport				•	1
	Expanded taxi service in outlying areas	•				1
Infrastructure	Installation of Additional Bus Shelters and Benches	•	•	•		3
	Bus Stop Accessibility Improvements to Sidewalks, Curb cuts, Signals, etc.	•	•	•		3
	Add more bus stops closer together (Gore Street, Greenwood, and more general areas)			•	•	2
	Repair and make accessible crosswalk buttons at intersections		•			1
	Restrooms for drivers and passengers at transfer stations			•		1
Technology	Develop Smart Phone Application for ACCESS LYNX Vehicle Arrival Notifications	•	•			2
	Improve the fixed-route app to show all available route options			•	•	2
	Automatic Phone Call for ACCESS LYNX Vehicle Arrival Notification	•	•			2
	Improve the fare collection technology			•		1
	Accessible Features for ACCESS LYNX recertification process	•				1
	Need a reloadable fare payment smart card for those who do not use smartphones or computers		•			1
	More cameras are needed on the buses		•			1
	Need to be able to purchase monthly and weekly passes on the bus			•		1
	Develop Public Service Announcements on Transportation Options for Seniors and Individuals with Disabilities					0
Mobility Management	Mobility Management for the coordination of Services among Non-Profits, Police, Fire Department, LYNX, Mears, Uber and Lyft	•				1
	Voucher Programs for Human Services Agencies	•				1
	Coordination between healthcare and transportation providers to avoid long wait times and will call status for patients		•			1
Service Quality/Operations	Better route planning / scheduling for ACCESS LYNX trips to reduce wait times and amount of travel time	•	•	•	•	4
	Improved customer service in the ACCESS LYNX reservation process, including sensitivity and call hold times	•	•	•	•	4
	More accessible recertification process, specifically for the visually impaired and for those with permanent disabilities	•	•		•	3
	Develop and provide easy-to-read schedules / travel tips at major fixed-route stops / signage on buses	•		•	•	3
	Reliability and on-time performance of service on fixed route and ACCESS LYNX	•	•	•		3
	Sensitivity training for operators	•		•	•	3
	Improved safety and security at bus stops	•			•	2
	Companion should ride free with paying ACCESS LYNX customer	•			•	2
	More information and training on transportation services available other than fixed-route	•				1
	ADA announcements should be made earlier to allow enough time			•		1



## 9.0 Gap Analysis

This section provides a summary of the gap analysis that was developed through an assessment of existing services and local demographics combined with the comments and input provided by stakeholders and the public. Through technical analysis and input, the process led to the identification of a combined listing of gaps in transportation service as well as a listing of overall service needs for the target populations. Potential strategies to address these needs are also identified and prioritized for implementation, as funding is available and viable projects are submitted for consideration. This plan update and process has been completed to determine the best use of the Section 5310 funds to meet the needs of older adults and individuals with disabilities in the Orlando and Kissimmee urbanized area.

### 9.1 Assessment of Transportation Gaps and Needs

This section highlights the potential geographic gaps and needs that derived from the mapping analysis. These areas may have public transportation that is insufficient, unavailable, or inappropriate or only have access to the LYNX TD services available in the rural area. The rural area is shown as a need resulting from the analysis; however, the funding for these areas is not administered by LYNX and will go through the process completed by FDOT. No duplications in service were identified outside of comments during the public outreach process that better scheduling is needed on the ACCESS LYNX system to reduce duplication in vehicles arriving to the same location or passengers having to travel longer distances than needed based on the operator manifest.

The geographic areas shown in **Table 21** were identified as needs through the technical mapping analysis of the target populations, major employers, and activity centers. The areas identified in the table have limited transportation service available or other options that may create barriers for older adults, individuals with disabilities, or lower income individuals to access those services due to mobility or cost. Other areas where there were higher percentages of target populations and multiple transportation options were not included in this table but are discussed in the previous demographics section. However, those areas previously noted as having hot spots of target populations could benefit from any increases in transportation coverage, frequency, or service hours. The geographic areas are identified as having gaps or barriers to accessing transportation services and considered the highest geographic needs in this plan update.

In addition to the areas identified in **Table 21**, other geographic areas include:

- **Orange County - Renaissance Community Center** in East Orlando is operated by Orange County Parks and Recreation and facilitates activities for seniors. This location is located approximately ½-mile to the nearest fixed-route transit service. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, this area may benefit from additional transit options or realigning the nearby transit service. Being within close proximity to Advent Health East Orlando and an area with higher percentages of lower income and minority residents, may also increase the need for additional transit options.
- **Seminole County** has many senior centers, including Sanford, Casselberry, Winter Springs, Lake Mary, Longwood, and others. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.
- **Osceola County – Aging Senior Center** is located off of U.S. 192, and is more than 1 mile to the nearest fixed-route transit service (LYNX Route 10). While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.



Table 21: Geographic Assessment

Geographic Area	High Propensity of Target Populations	Major Destinations with Limited Transportation Service	Transportation Service Available	Need
St. Cloud	Older adults/individuals with disabilities/veterans	St. Cloud Regional Medical Center/ St. Cloud Senior Center	Route 10, private transportation providers, and ACCESS LYNX paratransit and TD services	Limited transportation options are available/ more transportation options may be needed south of 17 <sup>th</sup> Street
Longwood Area	Older adults/individuals with disabilities/veterans/lower income		Routes 434 and 103, private transportation providers, ACCESS LYNX and TD services, SunRail service	The area near I-4 may benefit from additional transportation options
Forest City	Lower income		Route 23, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service
Clarcona	Lower income	Clarcona Community Center	NeighborLink 611, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service
Ocoee/Winter Garden/Oakland	Older adults/minority/lower income		Oakland and Winter Garden have access to the NeighborLink 612 and Route 105 that connects to the West Oaks Mall SuperStop and with LakeXpress Route 50 to Lake County. The City of Ocoee has access to multiple routes (125, 105, 54) and NeighborLink 611.	The Winter Garden and Oakland areas have NeighborLink circulator service and limited fixed-route service.
North Apopka/Wekiva Springs	Older adults/minority		Multiple routes in the City of Apopka (Routes 436N, 106, 44, and 405) connecting at the Apopka SuperStop and to Zellwood connecting with LakeXpress Route 4.	The area north of Apopka, including Wekiva Springs may be in need of additional transportation options.
Kissimmee	Individuals with disabilities/lower income/minority	Kissimmee Gateway Airport/ Osceola Council on Aging (Route 10)	NeighborLink 631 and 632, Routes 155, 18, 407, 10, 108, 441, 55, 709, 26, 57, 56, private transportation providers, ACCESS LYNX paratransit, and TD service, SunRail service	There are multiple transit routes in the Kissimmee area; the airport and surrounding area may benefit from additional transportation options.
Winter Springs	Older adults/individuals with disabilities		Route 434, private transportation providers, ACCESS LYNX paratransit, and TD service.	Higher proportions of both target populations are shown in this area with limited fixed route transit service. Fixed-route or other transportation options may be needed.
Oviedo	Older adults/veterans/minority		NeighborLink 622 and Route 434. Route 434 connects at the UCF SuperStop providing additional access to other transit routes and areas.	Based on the target population hot spots identified in this area, there may be a need for additional transportation options.
Rural Seminole County (including airport)	Older adults/veterans/minority		LYNX provides some NeighborLink fixed route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
Rural Osceola County	Older adults/individuals with disabilities/veterans/minority		LYNX provides some NeighborLink fixed route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
Rural East Orange County	Older adults/individuals with disabilities/veterans/minority		LYNX provides some NeighborLink fixed route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.





## 9.2 Prioritization of Service Needs

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

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

Service needs grouped by category (service coverage, infrastructure, technology, mobility management/ regional coordination, and service quality operations) are presented in **Table 22**, and further prioritized to determine how best to leverage the resources that are available within the parameters of the program. The top needs that resulted from the prioritization process are identified and may be given higher priority during the project ranking process. Other projects that meet the needs identified in this plan will still be considered but at a lower priority.



Table 22: Service Needs Prioritization

Potential Project/ Strategy	Maximizes transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee area	Increases mobility options for older adults and individuals with disabilities	Continues to provide for the special needs of older adults and individuals with disabilities for whom transportation services are unavailable	Public transportation project exceeds the requirements of the ADA	Public transportation project improves access to fixed-route service and decreases reliance by individuals on the ADA paratransit	Alternatives to public transportation that assist older adults and individuals with disabilities with transportation	Need mentioned during two or more public outreach activities	Area resulted as a need from the geographic mapping analysis	Meets program requirements and goals of the Section 5310 program	Total
Service Coverage										
Continue agency vanpool program (lease program and vehicle purchases for use in program and spares)	•	•	•			•	•		•	6
New and expanded NeighborLink service areas	•	•		•	•		•		•	6
Vehicle acquisition for expansion or replacement (transit agency or human services agencies)		•	•			•	•		•	5
Operating assistance to support non-profit transportation providers	•	•	•			•			•	5
New and more accessible vehicle model for NeighborLink		•			•		•		•	4
Larger vehicles with more wheelchair seating		•			•		•		•	4
More wheelchair accessible taxis in outlying areas		•				•			•	3
New and expanded transportation options along Pine Hills Road, Old Winter Garden Road, Good Homes Road, and West Oaks		•				Depends on type of service proposed		•	•	3
New and expanded transportation options to Oviedo, with stops along HE Thomas Boulevard		•						•	•	3
New and expanded transportation options along Rinehart Road, Lake Mary, and Sanford Airport		•						•	Partial Rural	3
Expanded service hours on the fixed-route system		•					•			2
Increased frequency on the fixed-route system		•					•			2
New and expanded transportation services to the VA facilities in Baldwin Park and Lake Nona		•				Depends on type of service proposed			•	2
New and expanded transportation options to rural Osceola County		•		•			•	•	Rural	Rural
New and expanded transportation options to rural Orange County (east and north)		•		•				•		
Infrastructure										
Installation of bus shelters and benches		•			•		•		•	4
Bus stop accessibility improvements to sidewalks and curb cuts, signals, etc.		•			•		•		•	4
Repair and make accessible crosswalk buttons at intersections		•			•				At Station Locations	3
Add additional bus stops along routes		•			•		•			3
Restrooms for operators and passengers at transfer stations										0
Technology										
Smart phone application for ACCESS LYNX vehicle arrival notifications							•		•	2
Automatic phone call technology for ACCESS LYNX vehicle arrival notifications							•		•	2
Service Coverage										
Develop public service announcements with transportation options for older adults and individuals with disabilities									•	1
Develop an accessible format ACCESS LYNX recertification process and application									•	1
Develop reloadable fare payment card									•	1
Cameras on buses (Section 5310 vehicles)									•	1
Upgrades to fixed route app to show all available route options							•			1
Upgrade fare payment system to purchase weekly and monthly passes on the bus										0
Mobility Management/Regional Coordination										
Mobility management software/ staff to coordinate transportation among all providers, including healthcare	•	•	•			•			•	5
Taxi vouchers for human services agencies	•	•	•			•			•	5
Service Quality / Operations										
Develop easy to read schedules, travel tips, and signage		•					•		•	3
ACCESS LYNX policy changes (i.e., announcements and companion free fare)				•			•		•	3
Update scheduling software and process for ACCESS LYNX to reduce travel and wait times	•						•		•	3
Sensitivity and customer service training for ACCESS LYNX employees							•		•	2
Increase security at bus stops							•			1



The highest-ranking needs from the technical prioritization process met at least five of the prioritization criteria and are all eligible projects under the Section 5310 program. Increased frequencies on the fixed route service, improved on time performance, and earlier or later service hours were all mentioned frequently at public outreach activities. These projects are not viable under the Section 5310 program because they are not specific to the improving transportation for older adults and individuals with disabilities. However, while not viable for funding under the Section 5310 program, these improvements would also benefit the target populations and may make the fixed-route service a more practical option for older adults and individuals with disabilities by reducing the amount of wait time. Greater frequencies would provide more vehicle availability when wheelchair securement devices on the buses are at capacity and shorter wait times for individuals with impairments that preclude their ability to wait for extended periods. The top needs are listed below. Needs 1 and 2 both scored six points, while needs 3 through 6 each scored a total of five points. The listing below is not in ordinal ranking order. Potential strategies to improve coordination and assist with potential implementation are presented in the next section and listed by category.

- **Need #1** - Continue Vanpool program (lease program and vehicle purchase for use in the program and to acquire spares)
- **Need #2** - New and expanded NeighborLink service areas
- **Need #3** - Vehicle acquisition for expansion or replacement (transit agency or human services agencies)
- **Need #4** - Taxi vouchers for Human Services Agencies
- **Need #5** - Operating assistance to support non-profit transportation providers
- **Need #6** - Mobility management software/ staff to coordinate transportation among all providers, including healthcare providers

While an application may be submitted for a top priority project, the proposed strategies and projects must meet the program and sub-recipient requirements and demonstrate how the project can be financially sustained and avoid duplication or fragmentation of transportation services. Sub-recipients that apply for funds to implement a priority project must participate in the planning process and support the coordination strategies within this plan update. Other needs identified in this plan will also be considered for funding at a lower priority.

### 9.3 Strategies for Addressing Service and Coverage Gaps

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

#### Near-Term Strategies (1-3 Years):

- Planning
  - Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses.
  - Form a stakeholder group that meets regularly to provide input and recommendations as they relate to better overall coordination of the system and how projects can maximize resources available.



- Mobility Services
  - Provide travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
  - Increase coordination and communication between transportation and social service providers, through public forums.
  - Review vehicle type and size by route with wheelchair boarding data to determine opportunities for larger vehicles with additional wheelchair securement and other vehicle options on NeighborLink routes for passengers that require wheelchair lifts lower stairs.
- Operations
  - Review the capabilities of the ACCESS LYNX telephone system and how the existing system could be upgraded to provide robocalls with service update and policy change information, automatic vehicle arrival notification phone calls, and the capability for customers to leave trip cancellation messages.
  - Form a working group and provide travel training during the development of the ACCESS LYNX mobile application to receive comments and make revisions as necessary from the system users before the official release.
- Customer Service
  - Request updated email addresses from ACCESS LYNX clients to improve the availability of mobility device data and another way to deliver information updates.
  - Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
  - Schedule a sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding the bus.

#### **Intermediate-Term Strategies (4-6 Years):**

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



individuals with permanent disability. Review the process for more accessibility for the visually impaired.

#### Long Term Strategies (Over 7 Years):

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

### 9.4 Project Progress Measures

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

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

### 9.5 Project Selection Process

The project selection process and sample FY 2019 application are included as **Appendix B: FY 2019 Application Manual** for reference. The following general scoring criteria are used to evaluate applications that are submitted. Applications that address the top priority needs and strategies will be scored higher than proposed projects of a lower priority. It is recommended that the project scoring criteria add the additional two criteria listed in bold below to give additional points to projects that demonstrate a new or innovative idea and demonstrate coordination among various entities.

#### Scoring Criteria

- Demonstrates a new idea or innovation
- Coordination with other entities, including the private sector and/or other sub-recipients
- Service efficiency and effectiveness
- Extent to which the community at large is served
- Extent to which eligible recipients are served
- Fiscal and managerial capability
- Prior performance



## 10.0 Summary

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

As federal and state regulations are updated and in coordination with the local metropolitan planning process, this plan will be updated to reflect those changes and assess the needs of the most current local conditions and technologies that are available. All priorities considered for Section 5310 funding must meet one of the needs identified through this plan update process.





## Appendix A: Public Outreach Survey

As part of the needs assessment, an online and paper survey instrument was developed for use by transit users and human services agency clients. Representatives of human services agencies were provided with the link to the survey where staff members and clients may take the survey online or in printed format. Agency staff members were asked to provide assistance for any person wanting to participate in this effort and in need of assistance to provide input.

The survey was also disseminated by the Orange County's Commission on Aging during an older adult event at the Pine Hills Community Center and an LIFE Information Elder Seminar at the Downtown Orlando library.

### Survey Questions

The public outreach survey included 24 questions designed to identify origins and destinations for trips, frequency and time of day for trips, human services benefits received for transportation, specific travel modes and services used daily, the use of any mobility devices, demographic data, input on any existing transportation needs, as well as desired improvements to the transportation system and/or ideas for new proposed solutions. No personal information which could identify the respondent was collected.

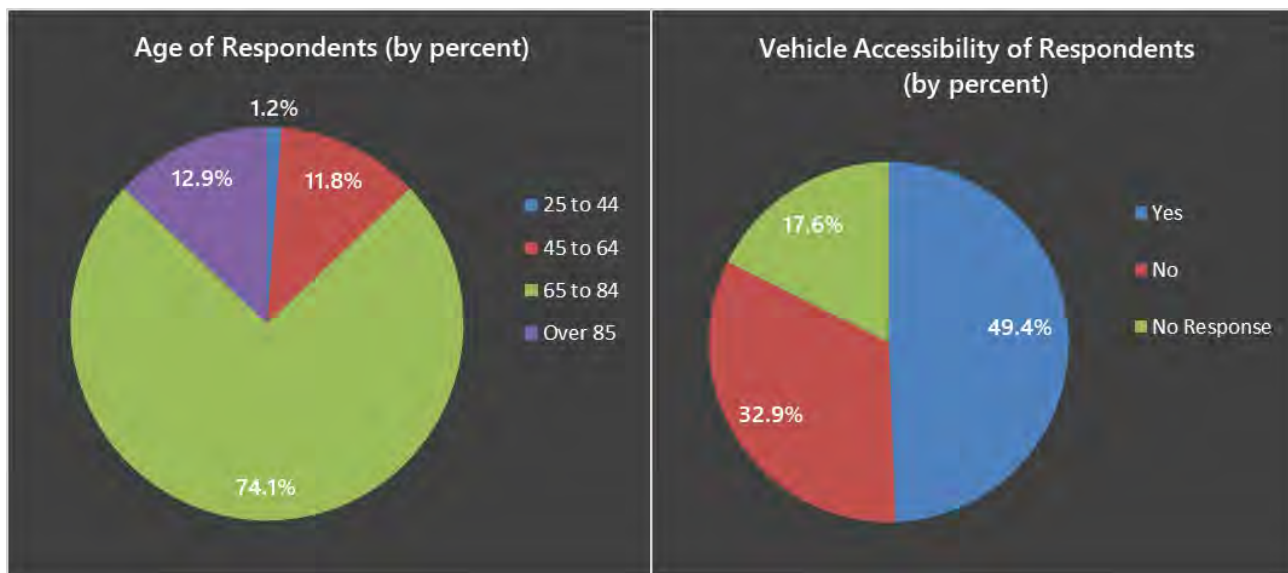
Two online survey responses and 83 paper surveys were collected as part of the project. The 19 responses received from the short 3-question survey discussed in the previous section were also included as part of the survey analysis. The short survey included Questions #19, 22 and 23 of the longer surveys. The completed surveys collected are included in ***Technical Memorandum #2 – Public Involvement***.

### Summary of Responses

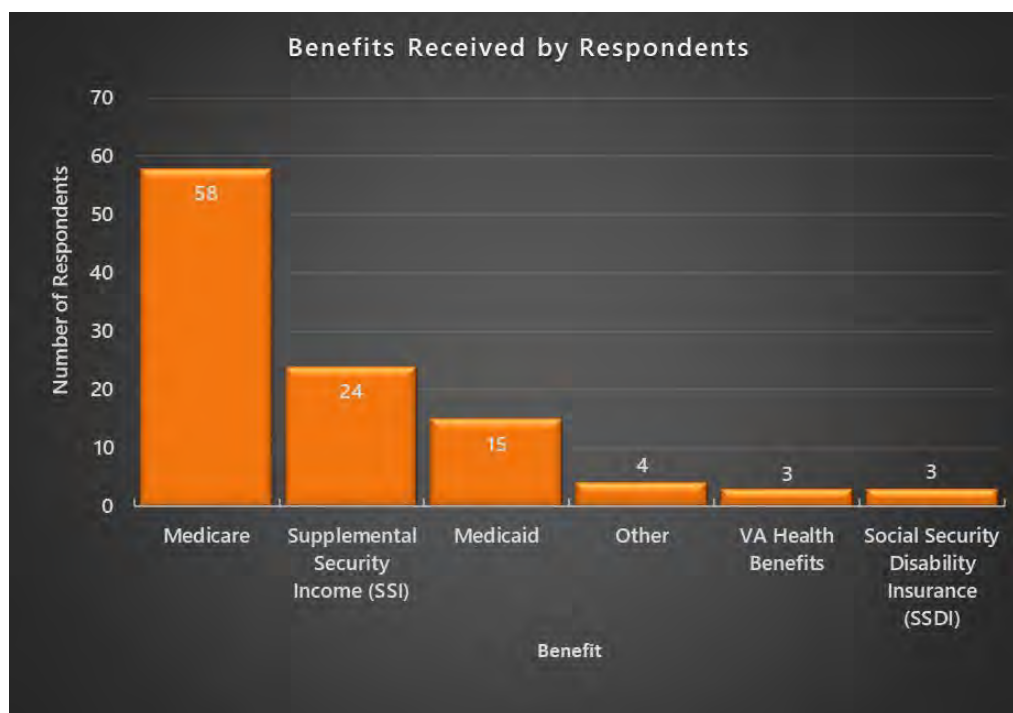
The results of the public outreach surveys provide insight into the demographics and the use of transit services among the target audience. Survey tabulations and summaries have been prepared for many of the questions that provide categorization of answers. Other questions which are open-ended questions (allowing free responses) are summarized to identify common themes. It should be noted that several survey questions allowed more than one answer (i.e. benefits received) and thus the percentage reporting statistics do not add up to 100 percent. For instance, a respondent may be receiving both Medicare and Social Security Disability Insurance benefits.



Almost three quarters of the survey respondents were between the ages of 65 and 84 (Q #2). More than a third of the respondents did not have access to a vehicle (Q #4).



A total of 31 out of the 86 respondents (36 percent) use a mobility device such as a cane, walker, wheelchair or a personal attendant (Q #5). The percentage of survey respondents that receive some health care benefit is significant, with 67 percent receiving Medicare, 28 percent receiving Social Security Income and 17 percent receiving Medicaid assistance (Q #6).

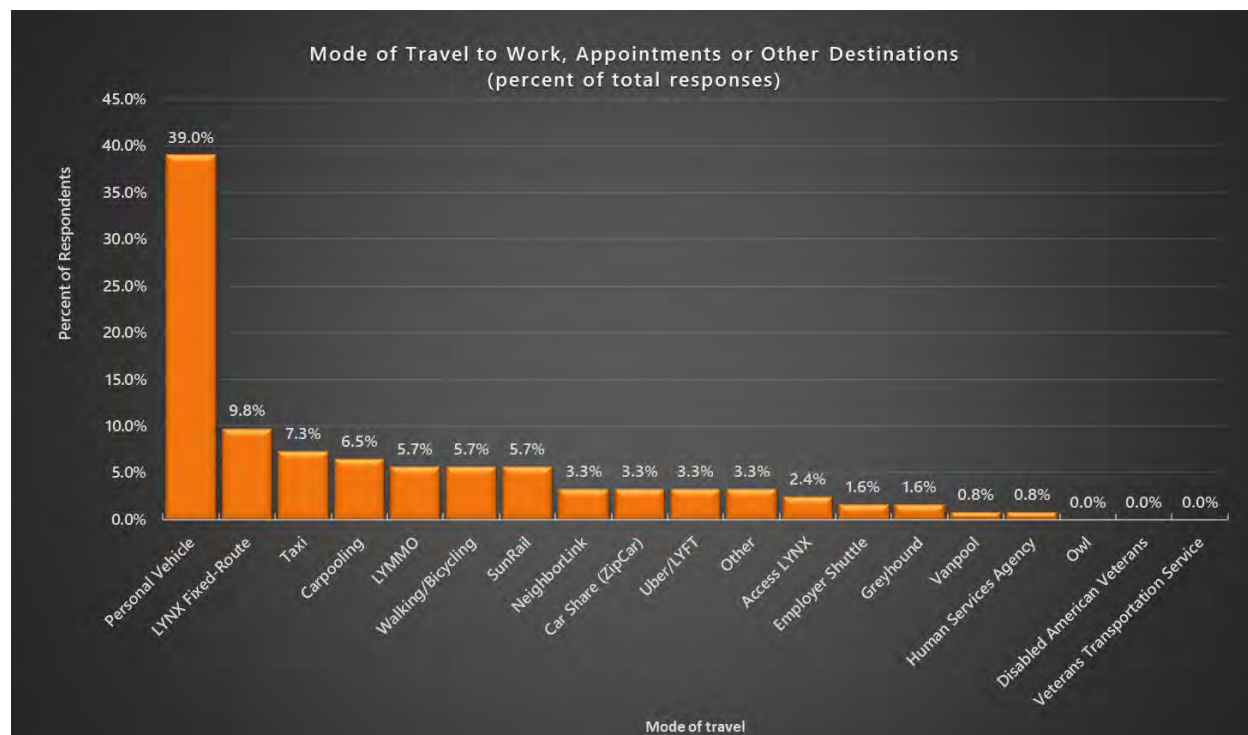
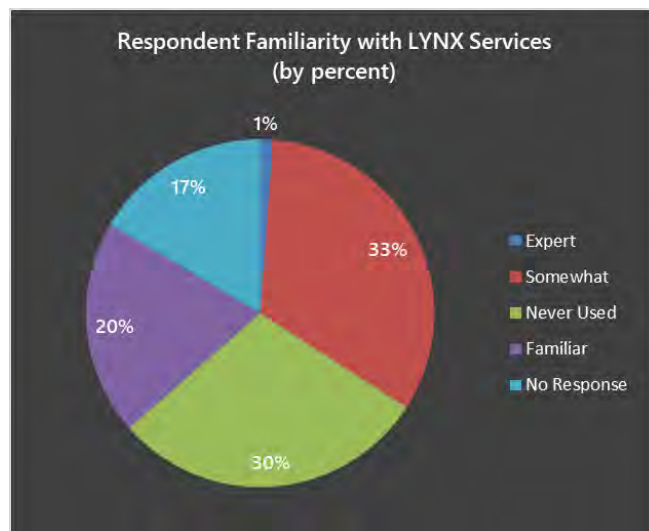




With regard to receipt of transportation funding assistance from employers (Q #7), a majority of the respondents received no funding assistance. Of the 20 recorded responses, the respondents received bus passes, taxi vouchers, reimbursement, or a stipend.

A total of 20 percent of respondents were familiar with the LYNX services and another 33 percent were somewhat familiar (Q #8). Nearly a third of the respondents have never used LYNX services. This may be because a significant portion of the survey respondents were not LYNX users and were completed by older adults at local events. It appears that many of the respondents primarily rely on their personal vehicle for mobility.

For the mode of travel to destinations (Q#9), 39 percent of the respondents use their personal vehicles as their primary mode of travel with another 19 percent that use the LYNX, LYMMO and NeighborLink services. Only 2.4 percent of the respondents indicated that they use ACCESS LYNX services.





With regard to frequency of usage of LYNX services (Q #10), almost 47 percent have never used LYNX services. Of the 33 percent that use LYNX services, the split is even between daily (8%), weekly (8%), monthly (8%) and annually (8%). Only 40 percent of the survey respondents chose a response for the mode used most frequently (Q#11). Of those who responded, 22 percent use fixed route services and there were four percent of respondents for each of the following categories: ACCESS LYNX, NeighborLink and Uber/Lyft.

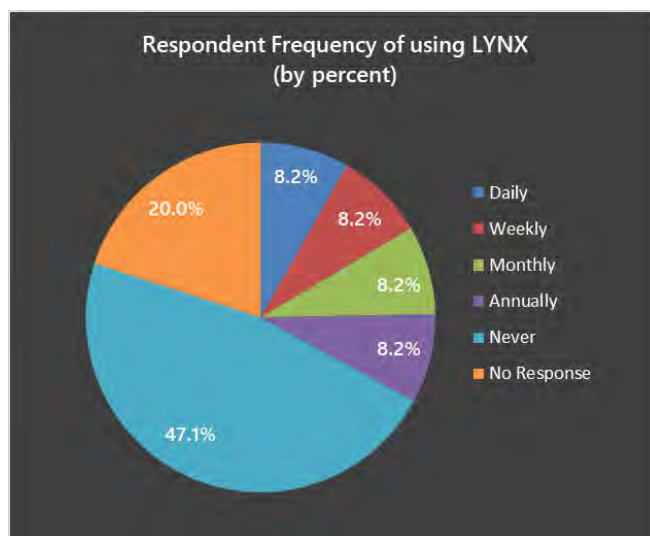
A total of 62 out of the 85 survey respondents answered the question regarding their most frequent origins and destinations (Q #12). Of those that responded, 32 percent chose medical appointments, 12 percent chose multiple stops, 6 percent chose work, and 4 percent each for services and events.

The following two questions were not evaluated due to the limited number of responses and for the inability to make statistically reasonable conclusions:

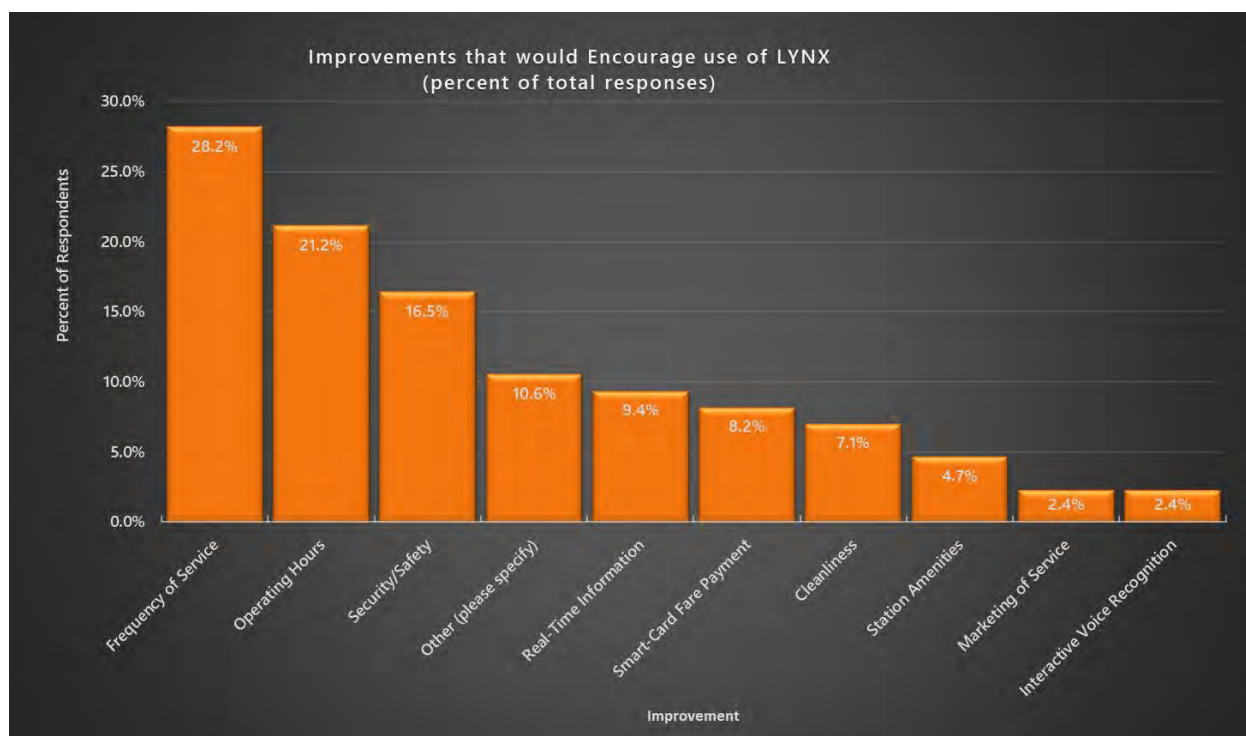
- Q #13 – What is the most frequent destination you typically travel to using each of the following transportation services? If you do not use a mode/service, please leave the comment field blank.
- Q #14 – If you use any of the following transportation services, please indicate what days of the week and hours of the day that you typically travel to and from your destinations. If you do not use a mode/service, please leave the comment field blank.

With regard to satisfaction with LYNX services, 9 percent are very satisfied, 15 percent are somewhat satisfied, and 13 percent are not satisfied (Q #15). The large number of non-responses are attributed to the number of survey respondents that do not use LYNX service on a regular basis.

The top three recommendations (Q #16) for improvement of services included frequency of service (28%), operating hours (21%) and safety and security (17%). The responses are illustrated in the chart below.



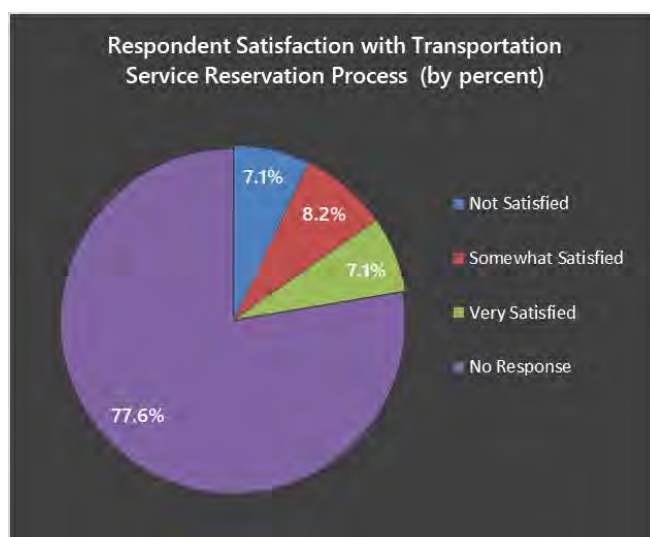




With regard to satisfaction with the current reservation process, 7 percent are very satisfied, 8 percent are somewhat satisfied, and 7 percent are not satisfied (Q #17). The large number of non-responses are attributed to the number of survey respondents that do not use LYNX service on a regular basis.

The following issues were identified for lack of satisfaction in the reservation process (Q #18). The number of times each issue was noted on a survey is indicated in parenthesis.

- Service not being on time (5)
- Long wait times between pick up and drop offs (3)
- Difficulty with the reservation process – customer service (2)



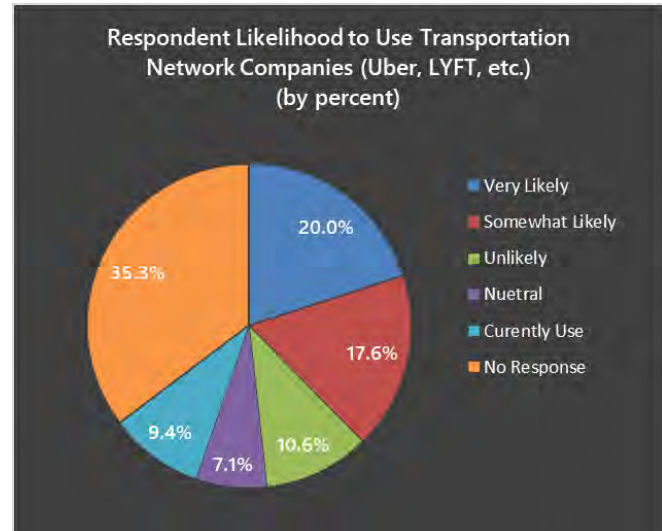
With regard to transportation needs that are not currently being met by existing LYNX services, the following responses were recorded (Q #19):

- Limited service hours on the evenings and weekends (3)
- Limited frequency of service and longer wait times (3)
- Limited coverage area or longer distance from stops (3)
- Reliability of service – being late (3)
- Lack of operator sensitivity (2)



When asked how likely they are to use Transportation Network Companies (TNC) like Uber and Lyft, approximately 9 percent currently use TNC services. Another 20 percent indicated that they are very likely to use TNCs and 18 percent were somewhat likely to use TNCs. A total of 11 percent of the respondents indicated that they are unlikely to use these services.

Of the respondents that provided an answer regarding having adequate access to healthcare services (Q #21) using existing transportation options, 70 percent answered that they had access to healthcare services while 30 percent did not have adequate access.



The responses to questions 22 and 23 were combined given the small number of respondents and the similarity in the nature of questions. The following comments were provided regarding improvements in the service that will improve overall mobility and assist older adults and people with disabilities. The number of times each response was noted is shown in parenthesis.

- Increased frequency of service – Routes 9, 40, 106, 443 (16)
- Improved accommodations in buses for special needs (7)
- Increase service coverage - Lake Mary and extend service to Sanford Airport (7)
- On time Reliability and coordination of routes (5)
- Extended service till midnight on weekdays and later hours on weekends – for fixed route and Access LYNX (5)
- Better customer services and availability of information (6)
- Modernize technology services for routing and app (3)
- Improved security at stops, including safety of roadway crossing (3)
- Larger buses to accommodate wheelchairs (2)
- More signage and space in the buses for them (2)
- Not charging family members accompanying ACCESS LYNX riders (2)
- Accessible (to visually impaired) way to renew or re-apply for ACCESS LYNX (1)
- Bus stops are placed too far apart (2)

**Based on the combined survey responses, the highest priorities resulting from the survey responses, include increasing fixed-route bus frequency (with specific routes noted), followed by the need to improve accommodations in buses for individuals with disabilities, and increase and extend transportation coverage in Lake Mary and to the Sanford Airport.** Regarding communication preferences, the top three included postal mail (37), telephone (21), and e-mail (18).





## Appendix B: FY 2019 Application Manual

**Fiscal Year 2019**

# **5310 GRANT APPLICATION**

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

Central Florida Regional Transportation Authority



# Checklist for Application Assistance

Name of Applicant: \_\_\_\_\_

The following documents must be included in section 5310 Operating Assistance Applications in the order listed:

- \_\_\_\_\_ This Checklist
- \_\_\_\_\_ Applicant's Cover Letter (use LYNX cover letter, see Appendix A)
- \_\_\_\_\_ Applicant History
- \_\_\_\_\_ Application for Federal Assistance (Standard Form 424 – See Appendix F for sample)
- \_\_\_\_\_ Annual Operating Data (Excel Worksheet)
- \_\_\_\_\_ Budget (Excel Worksheet)
- \_\_\_\_\_ Local Match (Excel Worksheet)
- \_\_\_\_\_ Fact Sheet (Excel Worksheet)
- \_\_\_\_\_ Vehicle Inventory (Excel Worksheet)
- \_\_\_\_\_ Current System Description
- \_\_\_\_\_ Proposed Project Description
- \_\_\_\_\_ Service Area Maps (LYNX provided maps)
- \_\_\_\_\_ Federal Certifications and Assurances
- \_\_\_\_\_ Exhibit A: CTC Coordination Contract
- \_\_\_\_\_ Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act, if applicable (See Appendix B for sample)
- \_\_\_\_\_ Exhibit C: Coordinated Public Transit – Human Services Transportation Plan (See Appendix C for sample)
- \_\_\_\_\_ Exhibit D: Copy of the Governing Board's Resolution (See Appendix D for sample)
- \_\_\_\_\_ Exhibit E: Certification of Equivalent Service (See Appendix E for sample)

## Applicant History

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

☐

New

☐

Existing

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

☐

Yes

☐

No

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

## **Cover Letter**

Please complete the template form included in the Appendix. When application is submitted, please print and attach a copy of the completed form.

## **Standard Form 424**

Please complete Standard Form 424 as part of application. An editable pdf can be found at:

[Standard Form 424](#)

[Standard Form 424 Instructions](#)

Please see Example Standard Form 424 in **Appendix F**.

## **Required Excel Documents**

### **Annual Operating Data**

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

### **5310 Budget**

Please complete the 5310 Budget in the Excel Workbook provided on the thumb drive. When application is submitted, please print and attach a copy of the completed “Budget” worksheet.

### **Local Match**

Please complete the Local Match form in the Excel Workbook provided on the thumb drive.

Identify the specific sources of funds (public and private) to be used as local contribution.

Applicants may provide local match from other federal programs that are eligible to be expended for transportation, with the exception of USDOT/FTA programs. In addition, state the dollar amount associated with each local match funding source.

### **Fact Sheet**

Please complete the Fact Sheet in the Excel Workbook provided on the thumb drive. When application is submitted, please print and attach a copy of the completed “Fact Sheet” worksheet.

### **Vehicle Inventory**

Please complete the Vehicle Inventory in the Excel Workbook provided on the thumb drive.

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

## Current System Description

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

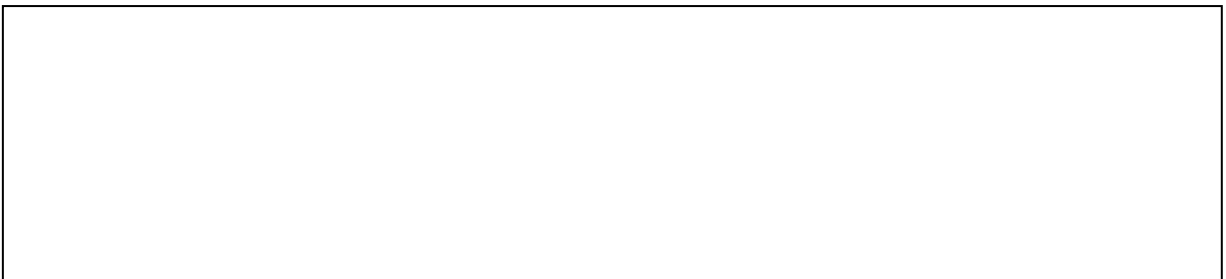
1. An overview of the organization including its mission, program goals, and how transportation fits into the overall organization mission



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



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



4. Who provides maintenance of the vehicles



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

--

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

--

7. A detailed description of service routes/areas and ridership number

--

## Proposed Project Description

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

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

2. How will the project address the priorities for the Urbanized Orlando and Kissimmee areas, as outlined in the “2019 Program Goals and Priorities” section of the Application Manual?

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

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

5. Please explain the geographic location of your proposed service area. Will the service operate entirely within the urbanized areas of Orlando and/or Kissimmee, or will some of the services span both urban and non-urbanized areas?
- If services span both urban and non-urbanized areas, please explain the methodology used to determine this project will predominately serve the urbanized areas.
  - The maps provided by LYNX must be marked up clearly (in color please) to show the proposed service areas and included in the grant application.



6. What priorities does the project address in the LYNX TDSP?

a. Are unmet needs or gaps (time-based or geographic) addressed by this project?

Which? Please cite the pages and specific references from the TDSP for support.

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

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

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

10. Will the project be sustainable after initial award, or is it only feasible to provide the service(s) with the support of these funds?

a. If applicable, how will the project become sustainable?

## Single Audit Act, or Certification of Exemption from Single Audit Act

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

Please complete the template form included in **Appendix B**. When application is submitted, please print and attach a copy of the completed form.

## CTC Coordination Contract

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

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

## Coordinated Public Transit – Human Services Transportation Plan

Please complete the template form included in the **Appendix C**. When application is submitted, please print and attach a copy of the completed form.

## Governing Board's Resolution

Please complete the template form included in the **Appendix D**. When application is submitted, please print and attach a copy of the completed form.

## Certifications and Assurances

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

<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/funding/grants/grantee-resources/114591/2018-certifications-and-assurances.pdf>

## Certificate of Equivalent Service

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

# APPENDIX

Appendix A: Cover Letter Template

Appendix B: Certification of Exemption from Single Audit Act

Appendix C: Coordinated Public Transit-Human Services Transportation Plan

Appendix D: Governing Board's Resolution

Appendix E: Certification of Equivalent Service

Appendix F: Example Standard Form 424

Appendix G: Glossary



## Appendix A: Cover Letter Template

### CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GRANT APPLICATION

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

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

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

This Application is submitted on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ with two (2) original resolutions or certified copies of the original resolution authorizing \_\_\_\_\_ (Name & Title) to sign this Application.

Agency Name

By \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_

## Appendix B: Certification of Exemption from Single Audit Act

IT IS HEREBY CERTIFIED THAT the Applicant:

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

\_\_\_\_\_  
(Typed name and title of authorized individual)

\_\_\_\_\_  
(Signature of authorized individual)

\_\_\_\_\_  
(Date)

## Appendix C: Coordinated Public Transit-Human Services Transportation Plan

**To be completed and signed by an individual authorized by the governing board of the applicant agency and submitted with the grant application.**

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

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

1. The name of this coordinated plan is:

\_\_\_\_\_

2. The agency that adopted this coordinated plan was:

Central Florida Regional Transportation Authority dba LYNX

3. The date the coordinated plan was adopted was:

\_\_\_\_\_

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

\_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

\_\_\_\_\_  
Name and Title

## Appendix D: Governing Board's Resolution

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

WHEREAS, \_\_\_\_\_ (Applicant) \_\_\_\_\_ has the authority to apply for and accept grant awards made by LYNX as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended; NOW, THEREFORE, BE IT RESOLVED BY THE \_\_\_\_\_ (Governing Body) \_\_\_\_\_

\_\_\_\_\_, FLORIDA:

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

DULY PASSED AND ADOPTED THIS \_\_\_\_\_, 20\_\_\_\_

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Typed name & title)

ATTEST:

\_\_\_\_\_ (seal)

## Appendix E: Certification of Equivalent Service

### CERTIFICATION OF EQUIVALENT SERVICE

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

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

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

Executed this Date day of Month, Year

---

(Name and title of authorized representative)

---

(Signature of authorized representative)

## Appendix F: Example Standard Form 424

<a href="#">View Burden Statement</a>		OMB Number: 4040-0004 Expiration Date: 10/31/2019	
<b>Application for Federal Assistance SF-424</b>			
<b>* 1. Type of Submission:</b> <input type="radio"/> Preapplication <input type="radio"/> Application <input type="radio"/> Changed/Corrected Application		<b>* 2. Type of Application:</b> <input type="radio"/> New <input type="radio"/> Continuation <input type="radio"/> Revision	
		* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>	
<b>* 3. Date Received:</b> <input type="text"/>		<b>4. Applicant Identifier:</b> <input type="text"/>	
<b>5a. Federal Entity Identifier:</b> <input type="text"/>		<b>5b. Federal Award Identifier:</b> <input type="text"/>	
<b>State Use Only:</b>			
<b>6. Date Received by State:</b> <input type="text"/>		<b>7. State Application Identifier:</b> <input type="text"/>	
<b>8. APPLICANT INFORMATION:</b>			
<b>* a. Legal Name:</b> <input type="text"/>			
<b>* b. Employer/Taxpayer Identification Number (EIN/TIN):</b> <input type="text"/>		<b>* c. Organizational DUNS:</b> <input type="text"/>	
<b>d. Address:</b>			
<b>* Street1:</b> <input type="text"/>		<b>* Street2:</b> <input type="text"/>	
<b>* City:</b> <input type="text"/>		<b>* State:</b> <input type="text"/>	
<b>County/Parish:</b> <input type="text"/>		<b>Province:</b> <input type="text"/>	
<b>* Country:</b> <input type="text"/>		<b>* Zip / Postal Code:</b> <input type="text"/>	
<b>e. Organizational Unit:</b>			
<b>Department Name:</b> <input type="text"/>		<b>Division Name:</b> <input type="text"/>	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>			
<b>Prefix:</b> <input type="text"/>		<b>* First Name:</b> <input type="text"/>	
<b>Middle Name:</b> <input type="text"/>		<b>* Last Name:</b> <input type="text"/>	
<b>Suffix:</b> <input type="text"/>		<b>Title:</b> <input type="text"/>	
<b>Organizational Affiliation:</b> <input type="text"/>			
<b>* Telephone Number:</b> <input type="text"/>		<b>Fax Number:</b> <input type="text"/>	
<b>* Email:</b> <input type="text"/>			



Application for Federal Assistance SF-424	
<p>* 9. Type of Applicant 1: Select Applicant Type:</p> <div></div> <p>Type of Applicant 2: Select Applicant Type:</p> <div></div> <p>Type of Applicant 3: Select Applicant Type:</p> <div></div> <p>* Other (specify):</p> <div></div>	
<p>* 10. Name of Federal Agency:</p> <div></div>	
<p>11. Catalog of Federal Domestic Assistance Number:</p> <div></div> <p>CFDA Title:</p> <div></div>	
<p>* 12. Funding Opportunity Number:</p> <div></div> <p>* Title:</p> <div></div>	
<p>13. Competition Identification Number:</p> <div></div> <p>Title:</p> <div></div>	
<p>14. Areas Affected by Project (Cities, Counties, States, etc.):</p> <div></div> <div>Add Attachment</div> <div>Download Document</div> <div>View Attachment</div>	
<p>* 15. Descriptive Title of Applicant's Project:</p> <div></div>	
<p>Attach supporting documents as specified in agency instructions.</p> <div>Add Attachments</div> <div>Delete Attachments</div> <div>View Attachments</div>	

Application for Federal Assistance SF-424															
<b>16. Congressional Districts Of:</b> <div style="display: flex; justify-content: space-between;"> <span>* a. Applicant: <input style="width: 150px;" type="text"/></span> <span>* b. Program/Project: <input style="width: 150px;" type="text"/></span> </div>															
Attach an additional list of Program/Project Congressional Districts if needed. <div style="display: flex; align-items: center;"> <input style="width: 200px;" type="text"/> <div style="margin-left: 10px;"> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/> </div> </div>															
<b>17. Proposed Project:</b> <div style="display: flex; justify-content: space-between;"> <span>* a. Start Date: <input style="width: 100px;" type="text"/></span> <span>* b. End Date: <input style="width: 100px;" type="text"/></span> </div>															
<b>18. Estimated Funding (\$):</b> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">* a. Federal</td> <td><input style="width: 150px;" type="text"/></td> </tr> <tr> <td>* b. Applicant</td> <td><input style="width: 150px;" type="text"/></td> </tr> <tr> <td>* c. State</td> <td><input style="width: 150px;" type="text"/></td> </tr> <tr> <td>* d. Local</td> <td><input style="width: 150px;" type="text"/></td> </tr> <tr> <td>* e. Other</td> <td><input style="width: 150px;" type="text"/></td> </tr> <tr> <td>* f. Program Income</td> <td><input style="width: 150px;" type="text"/></td> </tr> <tr> <td>* g. TOTAL</td> <td><input style="width: 150px; background-color: yellow;" type="text"/></td> </tr> </table>		* a. Federal	<input style="width: 150px;" type="text"/>	* b. Applicant	<input style="width: 150px;" type="text"/>	* c. State	<input style="width: 150px;" type="text"/>	* d. Local	<input style="width: 150px;" type="text"/>	* e. Other	<input style="width: 150px;" type="text"/>	* f. Program Income	<input style="width: 150px;" type="text"/>	* g. TOTAL	<input style="width: 150px; background-color: yellow;" type="text"/>
* a. Federal	<input style="width: 150px;" type="text"/>														
* b. Applicant	<input style="width: 150px;" type="text"/>														
* c. State	<input style="width: 150px;" type="text"/>														
* d. Local	<input style="width: 150px;" type="text"/>														
* e. Other	<input style="width: 150px;" type="text"/>														
* f. Program Income	<input style="width: 150px;" type="text"/>														
* g. TOTAL	<input style="width: 150px; background-color: yellow;" type="text"/>														
<div style="background-color: yellow; border: 1px solid red; padding: 2px;"> <b>* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?</b> </div> <div style="margin-top: 5px;"> <input type="radio"/> a. This application was made available to the State under the Executive Order 12372 Process for review on <input style="width: 80px;" type="text"/> </div> <div style="margin-top: 5px;"> <input type="radio"/> b. Program is subject to E.O. 12372 but has not been selected by the State for review.         </div> <div style="margin-top: 5px;"> <input type="radio"/> c. Program is not covered by E.O. 12372.         </div>															
<div style="background-color: yellow; border: 1px solid red; padding: 2px;"> <b>* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)</b> </div> <div style="margin-top: 5px;"> <input type="radio"/> Yes    <input type="radio"/> No         </div> <div style="margin-top: 5px;">           If "Yes", provide explanation and attach <input style="width: 200px;" type="text"/> <div style="float: right; margin-top: 5px;"> <input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/> </div> </div>															
<b>21. *By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)</b> <div style="background-color: yellow; border: 1px solid red; padding: 2px; margin-top: 5px;"> <b>** I AGREE</b> </div> <div style="margin-top: 5px; font-size: small;">           ** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.         </div>															
<b>Authorized Representative:</b>															
<div style="display: flex; justify-content: space-between;"> <div>           Prefix: <input style="width: 100px;" type="text"/> </div> <div>           * First Name: <input style="width: 250px;" type="text"/> </div> </div>															
Middle Name: <input style="width: 250px;" type="text"/>															
* Last Name: <input style="width: 300px;" type="text"/>															
Suffix: <input style="width: 100px;" type="text"/>															
* Title: <input style="width: 350px;" type="text"/>															
<div style="display: flex; justify-content: space-between;"> <div>* Telephone Number: <input style="width: 200px;" type="text"/></div> <div>Fax Number: <input style="width: 200px;" type="text"/></div> </div>															
* Email: <input style="width: 550px;" type="text"/>															
<div style="display: flex; justify-content: space-between;"> <div>* Signature of Authorized Representative: <input style="width: 250px; height: 40px;" type="text"/></div> <div>* Date Signed: <input style="width: 80px;" type="text"/></div> </div>															

## Appendix G: Glossary

**Community Transportation Coordinator (CTC)** - A transportation entity recommended by an MPO, or by the appropriate designated official planning agency, as provided for in Sections 427.015(1), Florida Statutes, in an area outside the purview of an MPO, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

**Disabled person** – See elderly individual and individual with disabilities.

**Elderly individual** – includes, at a minimum, all persons 65 years of age or older. Grantees may use a definition that extends eligibility for service to younger (e. g., 62 and older, 60 and over) persons.

**Individual with a disability** – means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning or design, public transportation service or a public transportation facility.

**Locally developed, coordinated public transit-human services transportation plan** – means a plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting those local needs, and prioritizes transportation services for funding and implementation. Projects considered for Section 5310 funding must serve identified needs of the disabled population. A locally developed Transportation Disadvantages Services Plan (TDSP) will qualify in most instances. All stakeholders identified in the circular must be included in the development of the TDSP.

**Non-urbanized area** - The area outside of an urbanized area, as defined by the U.S. Bureau of the Census.

**One-way passenger trips** - A one-way passenger trip is defined as a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle [i.e. If a passenger travels from home to the doctor, then to a store, then home, the total number of one-way passenger trips would be three (3)]. This number should not include personal care attendants or escorts.

**Public transportation** – shared ride surface transportation services.

**Unduplicated passenger headcount** – This is the actual number of individual persons who took a trip during the reporting period, regardless of how many trips the person took.

**Unrestricted Federal funds** – funds received by Section 5310 applicants pursuant to service agreements with state or local social service agencies or private social service organizations, and used to match Section 5310 funds, even though the original source of such funds may have been another Federal program.

**Urbanized area** – means an area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an “urbanized area” by the Secretary of Commerce. Small urbanized areas as used in the context of Federal Transit Administration formula grant programs are urbanized areas with a population of at least 50,000 but less than 200,000.

**Vehicle Hour** – the total time spent operating vehicles; including in between passenger trips, travel to initial pick-up and from final drop-off.

**Vehicle Mile** - the total miles traveled while operating vehicles; including in between passenger trips, travel to initial pick-up and from final drop-off.

**Vehicle Revenue Hour** - the hours that passenger cars travel while in revenue service; revenue service begins when a passengers enters the vehicle and ends when a passenger exits the vehicle.

**Vehicle Revenue Mile** - the miles that passenger cars travel while in revenue service; revenue service begins when a passengers enters the vehicle and ends when a passenger exits the vehicle.

## Attachment 7: Rate Calculation Worksheets

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA/LYNX

**County** (Service Area): Orange, Osceola, and Seminole

**Contact Person:** Norm Hickling

**Phone #** 407-254-6169

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

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

**NETWORK TYPE:**

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

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



# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2018</b> to June 30th of <b>2019</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2019</b> to June 30th of <b>2020</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of ▼ <b>2020</b> to June 30th of <b>2021</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

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

### Local Non-Govt

Farebox	\$ 1,665,706	\$ 1,798,073	\$ 1,708,100	7.9%	-5.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 690,597	\$ 666,300	\$ 792,300	-3.5%	18.9%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services	\$ 12,072,406	\$ 13,829,980	\$ 16,874,713	14.6%	22.0%	
County Cash	\$ 5,821,354	\$ 6,254,963	\$ 7,532,483	7.4%	20.4%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 5,097,556	\$ 5,759,075	\$ 5,069,090	13.0%	-12.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						
49 USC 5310	\$ 173,600	\$ 62,000	\$ 70,000	-64.3%	12.9%	
49 USC 5311 (Operating)	\$ 152,119	\$ 300,000	\$ 300,000	97.2%	0.0%	
49 USC 5311(Capital)	\$ 2,739,352	\$ 3,000,000	\$ 2,500,000	9.5%	-16.7%	
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

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

1	2	3	Current Year's <b>APPROVED</b> Budget, as <b>amended</b>	Upcoming Year's <b>PROPOSED</b> Budget	5	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.
			from	from			
			July 1st of	July 1st of			
			2018	2019			
to	to	July 1st of	2020	% Change from Prior Year to Current Year			
		June 30th of	June 30th of				
2019	2020	2021	2022	2023	2024	2025	2026
1	2	3	4	5	6	7	8

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)					
<b>Operating Expenditures</b>					
Labor	\$ 851,951	\$ 1,012,737	\$ 1,182,009	18.9%	16.7%
Fringe Benefits	\$ 441,190	\$ 647,772	\$ 522,717	46.8%	-19.3%
Services	\$ 638,618	\$ 572,047	\$ 300,000	-10.4%	-47.6%
Materials and Supplies	\$ 1,903,390	\$ 2,466,770	\$ 2,654,370	29.6%	7.6%
Utilities	\$ 34,326	\$ 29,120	\$ 29,120	-15.2%	0.0%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 26,151,966	\$ 28,669,001	\$ 30,105,830	9.6%	5.0%
Other					
Miscellaneous	\$ 3,309	\$ 11,940	\$ 14,640	260.8%	22.6%
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 252,000	\$ 270,900	\$ 288,000	7.5%	6.3%
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					
<b>Capital Expenditures</b>					
Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					
	\$0				
<b>Total Expenditures =</b>	<b>\$30,276,751</b>	<b>\$33,680,287</b>	<b>\$35,096,686</b>	<b>11.2%</b>	<b>4.2%</b>
<b>See NOTES Below.</b>					

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# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA/LYNX

County: Orange, Osceola, and Seminole

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

	Upcoming Year's BUDGETED Revenues
	from
	July 1st of
	2020
	to
	June 30th of
	2021
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$ 1,708,100
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 792,300
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ 16,874,713
County Cash	\$ 7,532,483
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### CTD

Non-Spons. Trip Program	\$ 5,069,090
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ 70,000
49 USC 5311 (Operating)	\$ 300,000
49 USC 5311(Capital)	\$ 2,500,000
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DCF

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

### DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOE (state)

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

### AWI

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

### DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

\$ 734,870	\$ 973,230	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ 792,300	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ 16,874,713	
\$ -	\$ 7,532,483	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 5,069,090	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -

\$ -	\$ -	
\$ -	\$ 70,000	\$ 70,000
\$ -	\$ 300,000	
\$ -	\$ 2,500,000	\$ 2,500,000
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
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\$ -	\$ -	

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

**County:** Orange, Osceola, and Seminole

- Page 5 of 8

## Worksheet for Program-wide Rates

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

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

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

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

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

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

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

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

### PROGRAM-WIDE RATES

Total Projected Passenger Miles = 10,865,616

Rate Per Passenger Mile = \$ 3.23

Total Projected Passenger Trips = 738,650

Rate Per Passenger Trip = \$ 47.51

Fiscal Year

2020 - 2021

Avg. Passenger Trip Length = 14.7 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 5.93

Rate Per Passenger Trip = \$ 87.17

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

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

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

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

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

### SECTION I: Services Provided

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

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

### SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

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

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

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

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

Effective Rate for **Contracted Services:**  
per **Passenger Mile** =  
per **Passenger Trip** =

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

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

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

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

<input type="radio"/> Yes <input checked="" type="radio"/> No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....

<input checked="" type="radio"/> Pass. Trip <input type="radio"/> Pass. Mile	Leave Blank
---	-------------

per passenger mile?.....



## Worksheet for Multiple Service Rates

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

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

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

### SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank).....  **Do NOT  
Complete  
Section IV**  
..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate  
0.00 to 1.00

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

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

		RATES FOR FY: 2020 - 2021				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		10,865,616	7,793,087	3,072,529	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.69	\$4.61	\$0.00	\$0.00	\$0.00
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		738,650	529,778	208,872	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$39.53	\$67.77	\$0.00	\$0.00	\$0.00
					per passenger	per group
2 If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate				
		Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be <u>less</u> than per trip rate above) =		<input type="text"/>	<input type="text"/>	Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =		\$2.69	\$4.61	\$0.00	\$0.00	\$0.00
					per passenger	per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		\$4.93	\$8.45	\$0.00	\$0.00	\$0.00
					per passenger	per group
Rate per Passenger Trip =		\$72.52	\$124.33	\$0.00	\$0.00	\$0.00
					per passenger	per group
		Program These Rates Into Your Medicaid Encounter Data				