

# Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties

2018 to 2023

Central Florida Regional  
Transportation Authority  
dba LYNX



Prepared by:  
Bill Hearndon, Deputy Director of Mobility Services  
Nanette Stephens, Manager of Mobility Services

May 13, 2018

## **INTRODUCTION**

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the transportation disadvantaged and serves as a framework for 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 the elderly, 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 lays out a strategy for meeting the state of Florida requirements through service planning, development and implementation of transportation resources. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB).

TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
MEMBERSHIP ROSTER  
February 2018



metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

**CHAIRMAN:** Honorable Lee Constantine, Seminole County

**VICE CHAIRMAN:** Honorable Jose Alvarez, Osceola County

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Alternate: Cmsr. Jennifer Thompson

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**SEMINOLE COUNTY**

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Chairman

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**CITIZEN ADVOCATE**

Jane Tkach

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**CITIZEN ADVOCATE (SYSTEM USER)**

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Alternate: Shelia Young

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

**Linda Levine-Silverman**

Alternate: Cheryl Stone

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**Bill Hearndon**

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**LYNX – TAC REPRESENTATIVE**

**VACANT**

Non-Voting Member

Alternate:

## **I. Development Plan**

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

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

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

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

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

The Coordinating Council was established within the Florida Department of Transportation (FDOT) to implement the Transportation Disadvantaged Program. The Council was staffed by FDOT personnel and received no direct funding to accomplish their duties. The early days of the program were a period of learning and understanding of transportation-disadvantaged issues, expenditures, and ways to better use

limited resources. In 1984, the first five-year statewide plan for the Transportation Disadvantaged Program provided limited information on population and a profile of local services.

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

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

Additional amendments to Chapter 427 made in the 1990's resulted in increasing the license tag fee to \$1.00 and allowing voluntary contributions to the TDTF. Another provision required increasing membership of the commission to 27 members, including private for-profit transportation operators and business interests.

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

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

The Federal government has long recognized the State of Florida as a leader in coordinating publicly funded transportation services and has undertaken its own efforts to address coordinated transportation issues. These efforts were significantly strengthened by Executive Order (EO) 13330 on the

Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

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

In August 2005, the President signed legislation consistent with this recommendation. This legislation, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally-developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit/human services transportation plan. These programs are the Section 5316 Job Access and Reverse Commute (JARC) Program, the Section 5317 New Freedom Program (NFP), and the Section 5310 Elderly Individuals and Individuals with Disabilities Program. SAFETEA-LU guidance issued by FTA indicates that the plan should be a “unified,

comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, lays out strategies for meeting these needs, and prioritizes services.” The minimum required plan contents include:

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

The requirements as set forth in the FTA guidance are found in Attachment 10 (Community Connector Plan) of this document. 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. MAP-21 continues the provision that projects selected for funding are able to be included in the Locally Developed and Coordinated Human Services Transportation Plan (Community Connector Plan). The JARC program, initiated in 1999, provided funding for projects that assist welfare recipients and eligible low-income individuals in accessing jobs and other employment-related activities, as well as reverse commute projects for transporting individuals of any income level in urban and rural areas to suburban employment opportunities. The New Freedom Program provided funding for new public transportation services and service alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) which assist

individuals with disabilities to and from employment and full participation in community life.

Under MAP-21, LYNX has the opportunity to administer the 5310 program directly or choose to designate FDOT as the administrator of the funds. FTA has designated LYNX as the direct recipient of the 5310 funds. As part of this designation, LYNX has developed a project management plan to properly administer the project. Furthermore, operating assistance became available under the Section 5310 program. Historically, LYNX has used these funds for capital projects.

Fixing America's Surface Transportation Act (FAST-Act), a five-year legislation to improve the Nation's surface transportation infrastructure, including roads, bridges, transit systems, and rail transportation, was signed into law on December 4, 2015. The FAST-Act increased dedicated bus funding by 89% over the life of the bill...

- (Pre-FAST Act) Fiscal Year (FY) 2015: \$10.7 billion
- (Post-FAST Act) FY16: \$11.8 billion
- FY17: \$12 billion
- FY18: \$12.2 billion
- FY19: \$12.4 billion
- FY20: \$12.6 billion

The FAST-Act bill provided a competitive grant program for bus and bus facilities (5339) to address capital investment. The bill reformed public transportation "Buy America" procurement and transit research activities to increase efficiency. It also established a pilot program to expand transit through public-private partnerships and provided flexibility with the State of Good Repair funds. The pilot program for Innovative Coordinated Access & Mobility provided competitive funding for innovative projects that improve the coordination of transportation services with non-emergency medical transportation services. The bill provided for the coordination of

public transportation services for the mobility of seniors and individuals with disabilities, and required FTA to develop a best practice guide for 5310 service providers. It also included a review of minimum safety standards in public transportation.

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

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

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

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

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



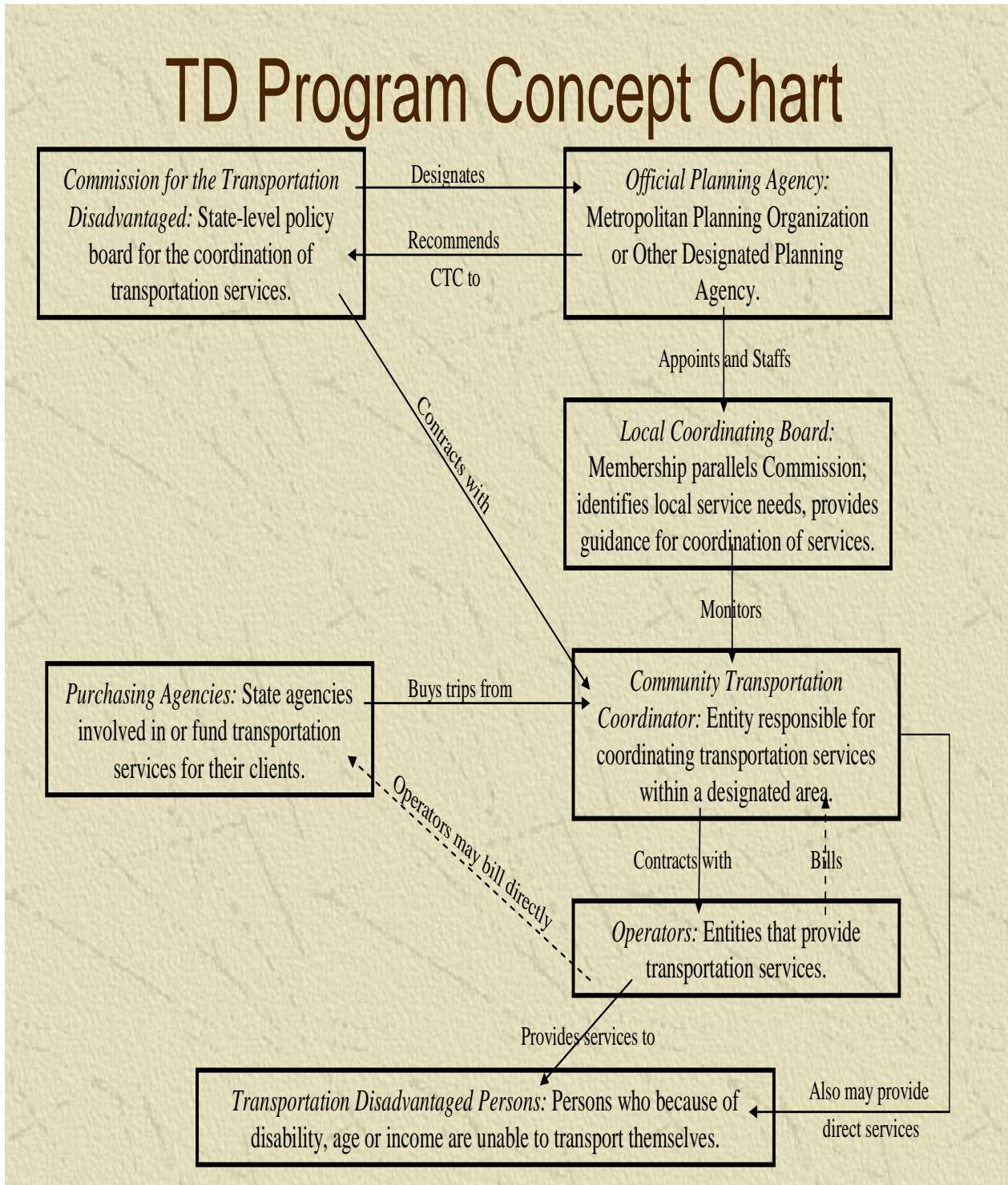
- Department of Transportation
- Department of Children and Families
- Department of Labor and Employment Security
- Department of Elder Affairs
- Agency for Health Care Administration – Medicaid Office
- State Coordinating Council (Early Childhood )
- Private Transportation Industry
- Mass/Public Transit Industry (if applicable)

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

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

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

Figure 1 - TD Program Concept Chart



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

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

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

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

Service began on October 1, 1992, and was provided by Grayline of Orlando, d.b.a. United Transportation. Transportation services were provided for eligible customers of the following programs:

- Medicaid

- Transportation Disadvantaged
- ADA Complementary Paratransit
- Community Coordinated Child Care
- Vocational Rehabilitation
- Division of Blind Services

United Transportation was the sole provider of service to the CTD in the tri-county region until January 19, 1996.

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

In 2001, a comprehensive assessment of the A+Link paratransit program was conducted by Multisystems, a paratransit transportation consulting firm. This assessment revealed issues of concern related to service costs, customer satisfaction, and efficiency. This effort resulted in an entirely new paratransit model being developed by LYNX, in collaboration with the community, our customers, and funding partners. In addition to reservations, customer service, and customer relations functions already provided in-house, LYNX brought the scheduling and dispatch functions in-house; moved from four local service providers to one national service provider; and transitioned the paratransit program name and associated negative stigmas from "A+ Link" to "ACCESS LYNX."

While the program's image and performance improved drastically, it was at a significant financial cost to the agency. In 2004, LYNX outsourced all functions except for eligibility to the service provider, MV Transportation. MV Transportation, in addition to providing direct service, also provided all call center, scheduling, and dispatch functions. LYNX performed oversight and controlled contract compliance, eligibility, data entry,

billing, and customer relations, which included intake of and response to complaints.

In October 2011, Transportation America was selected as the non-core (6:00 P.M. to 4:00 A.M. Monday through Saturday, and all day Sunday) paratransit service provider. MV Transportation continued to serve as the core (4:00 A.M. to 6:00 P.M. Monday through Saturday) provider. The Core/Non-Core model of service provision caused inefficiencies and confusion for customers and in March 2013, Transportation America was released from their contract with LYNX and MV Transportation assumed all service provision responsibilities

Consistent with the national trends with 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.

Like many regional transit providers, LYNX began re-evaluating its delivery of paratransit and TD services in light of the increase of the use of transportation network companies (TNCs) and the increase in the need for last-mile, first-mile connections. The result of this analysis of service delivery resulted in LYNX implementing a new Mobility Service Division to a mobility management service delivery concept.

In December 2017, the traditional ACCESS LYNX call center was converted to a combined paratransit and fixed route customer service call center to support LYNX' role as a mobility manager of transportation options for all clients. While MV Transportation continues to deliver direct service, the Mobility Services call center now provides all customer service functions including reservations, fixed route bus information, customer concern/compliments, and lost & found. Mobility Services has been creating mobility solutions through collaboration with other

transportation providers to include TNCs and taxi providers to deliver the most cost-effective and efficient transportation mode for each customer's needs.

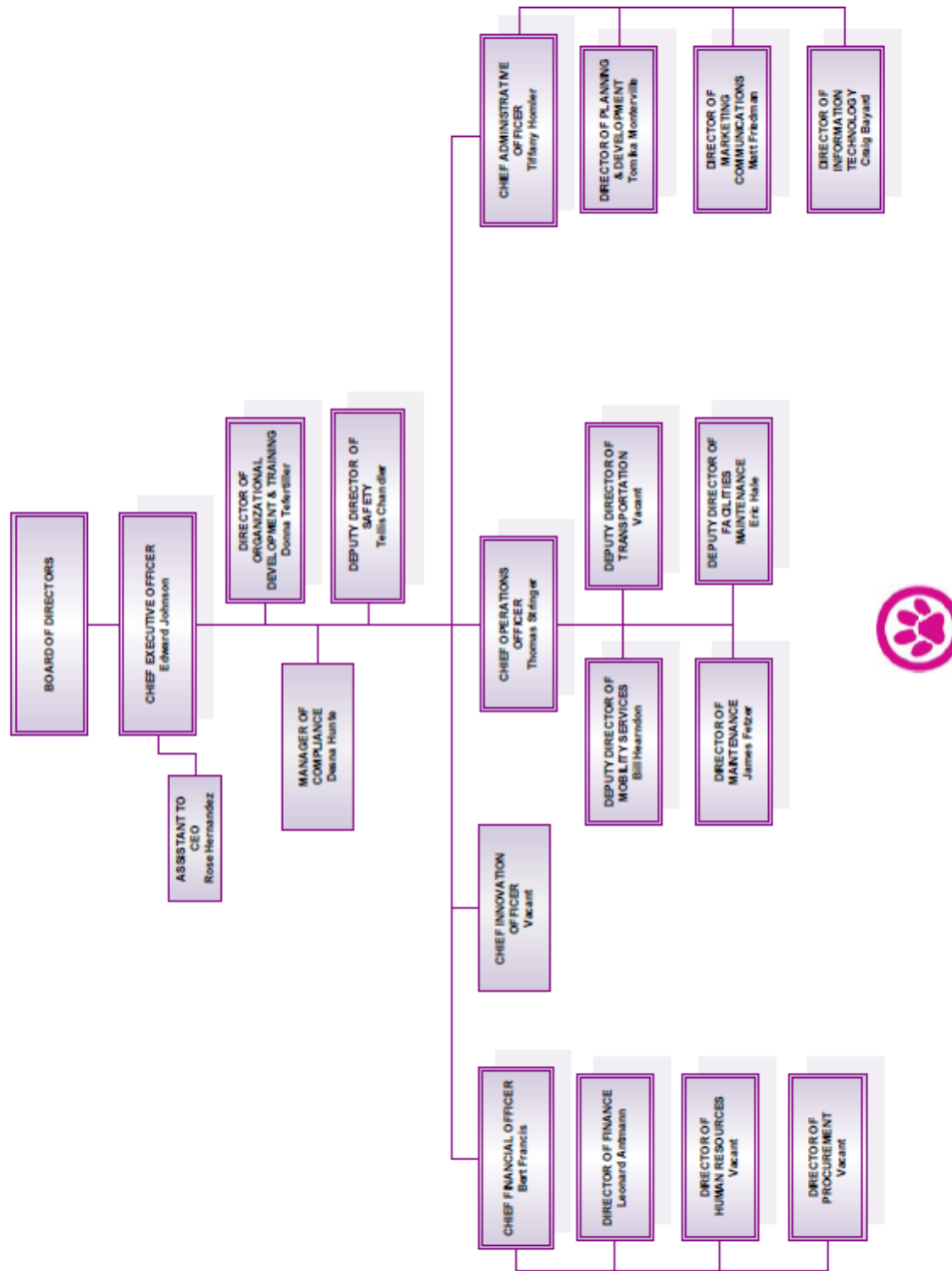
### **3. Organizational Charts**

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 (MV Transportation, Mear's Transportation Group, and Lyft) report to the Deputy Director of Mobility Services.

Figure 2 – LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART  
March 19, 2018



Figure 3 – Mobility Services Organizational Chart

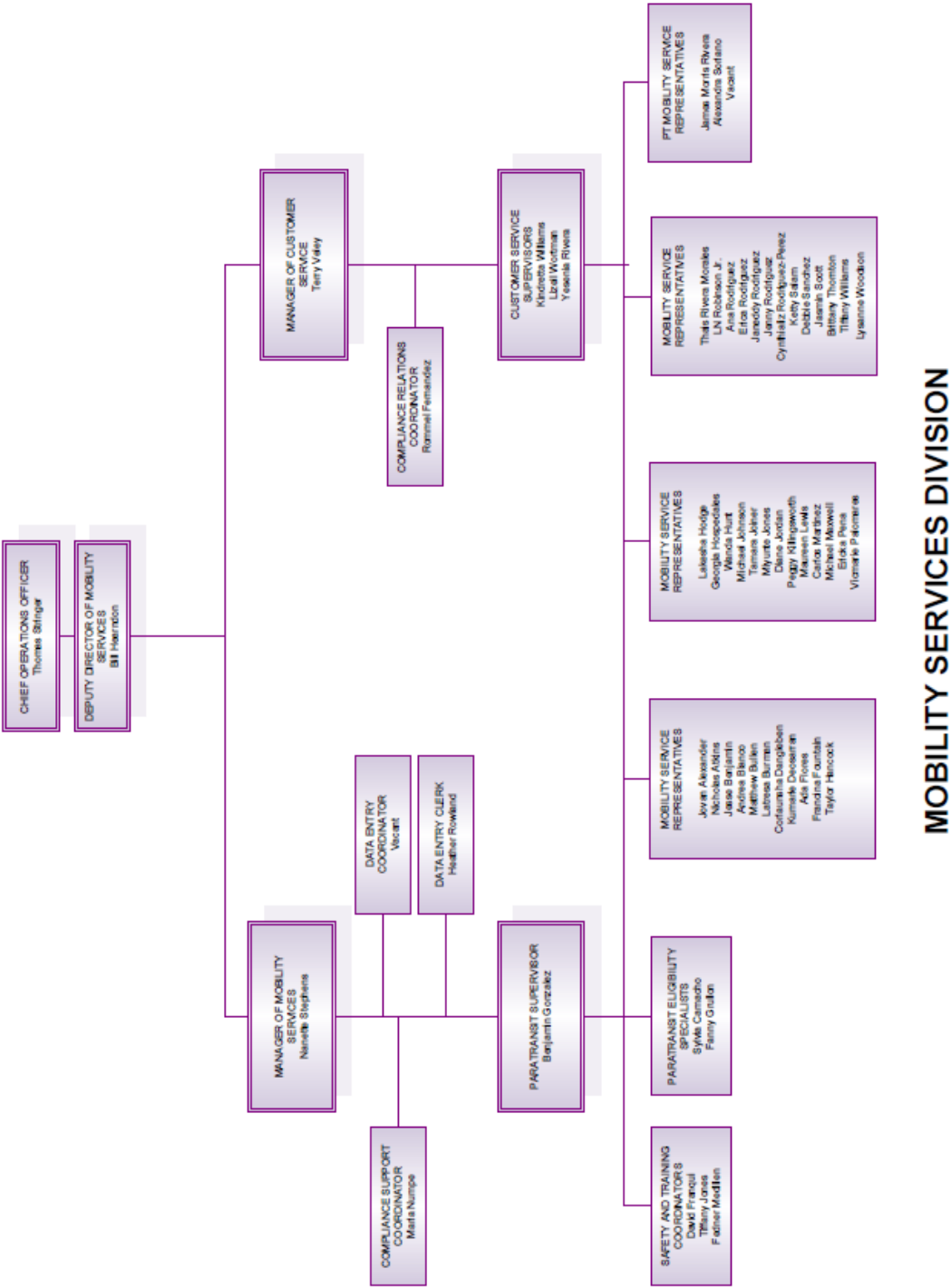
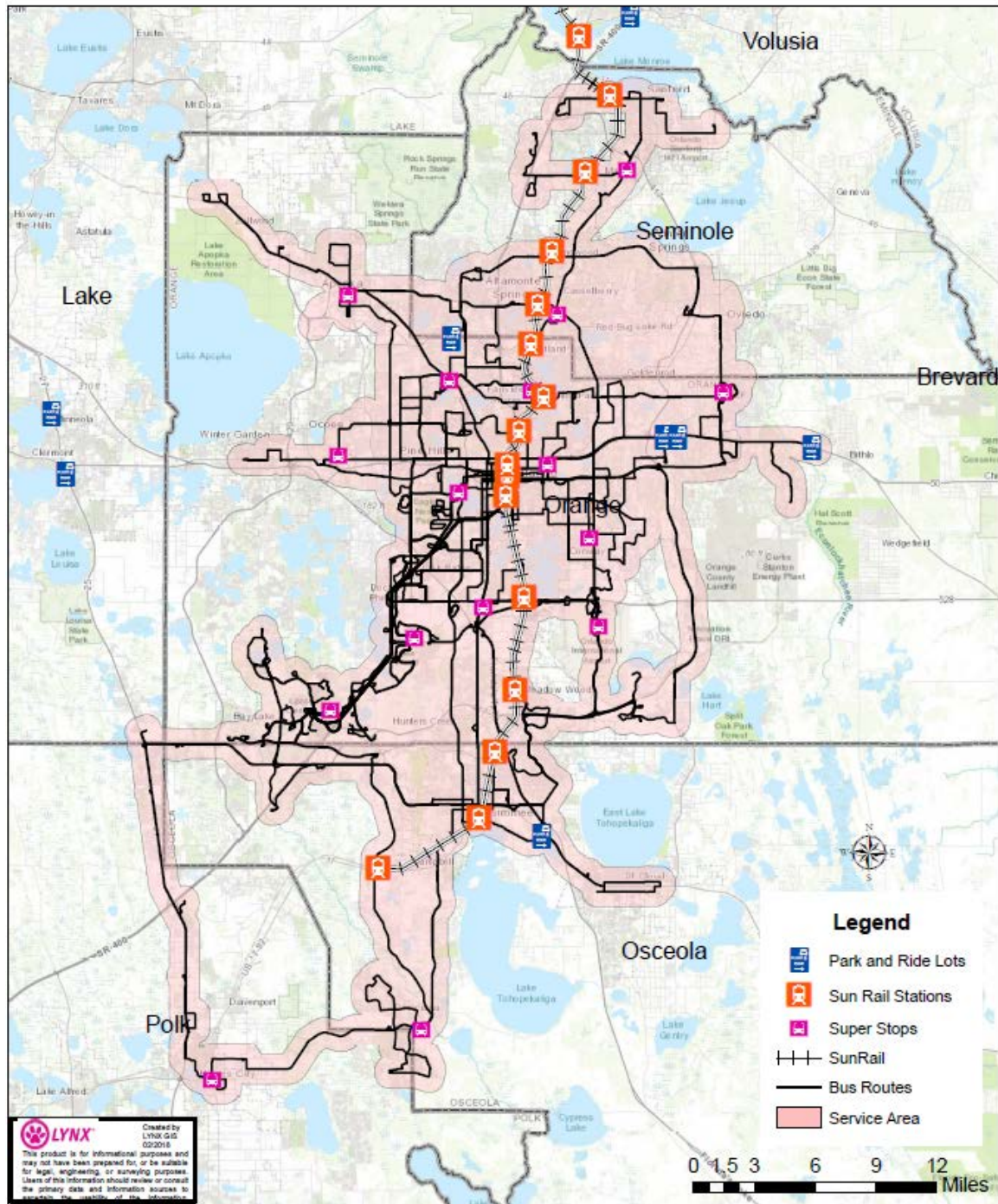


Figure 5  
ACCESS LYNX SERVICE AREA

# Orlando Metro Transit Service



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

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

a. Local government comprehensive plans

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

b. Strategic Regional Policy Plan

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

c. LYNX Transit Development Plan

The Transit Development Plan (TDP) is a ten-year strategic instrument that provides an assessment of where we are, where we are going, and how we propose to get there. It is a needs-based assessment, and is therefore not cost-constrained. The TDP presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP covers fiscal years 2017 through 2026.

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

A key component of the 2018 Transit Development Plan for LYNX is the Route Optimization Study (ROS), which is in its preliminary stages of the recommendations to restructure the LYNX fixed route and NeighborLink services to support the mobility management model. LYNX received authorization to complete the Financing plan for the TDP after the final service recommendations were completed for the ROS. The final ROS recommended system plan will not be completed until the summer of 2018, with plans to implement some of the proposed changes in FY 2019. Some of the preliminary recommendations include an increase in the number of NeighborLink routes to serve areas not requiring high-capacity buses. The ROS also proposes the increase in the use of TNC's to meet some transit trips in the region.

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

The five-year Transportation Disadvantaged Plan sets forth goals, objectives, and a plan of action for the Commission for the Transportation Disadvantaged. The five-year plan presents forecasts of demand for transportation disadvantaged services, the costs of meeting that demand; forecasts of future funding; and approaches to balancing the supply and demand for these services. The twenty-year plan

presents forecasts for Florida's transportation disadvantaged system. Forecasts are provided of the transportation disadvantaged population; demand for trips; the number of trips that will be supplied; the unmet demand for trips; the operating expense of the forecasted trips; and the number and expense of new vehicles that will be required to supply the forecasted trips.

e. MetroPlan Orlando's Long Range Transportation Plan (LRTP)

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

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

f. Transportation Improvement Program

The Transportation Improvement Program (TIP) is the five-year implementation plan for the MPO's the LRTP.

## 5. Local Coordinating Board Certification



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

**Date:** March 14, 2018

**Name (DOPA):** MetroPlan Orlando

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

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

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

**Signature:**   
Honorable Cheryl Grieb

**Title:** Chairwoman 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	Pete Clarke (Orange)	-
	Jose Alvarez (Osceola)	-
	Lee Constantine (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

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

MEDICAL COMMUNITY	Evelyn Diaz	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Tamyika Young	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Linda Levine Silverman	One Year
REPRESENTING THE DISABLED	Marilyn Baldwin	Two Years
CITIZEN ADVOCATE	Jane Tkach	Three Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Two Years
FOR-PROFIT OPERATOR	Chris York	Three Years
NON-VOTING MEMBERS	Bill Hearndon	-
		-

## **B. Service area Profile and Demographics**

### **1. Service Area Description**

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

### **2. Demographics**

#### **a. Land Use**

The Central Florida region has been moving toward a renewed emphasis recently begun to focus on developing mixed-use neighborhoods that are pedestrian-friendly and transit supportive through changes in land use and zoning requirements which reflect attention to connectivity and accessibility. Since the region's participation in the "How Shall We Grow?" process in 2006/2007, there has been a concerted effort to change and improve the way the region develops to support future growth with a focus on centers, corridors, conservation, and countryside. "How Shall We Grow?" was an 18-month campaign to Create a Shared Growth Vision for Central Florida. Four key themes emerged from this campaign demonstrating how the future of Central Florida can be different if future policies and practices



are based on the 4 C's: Conservation, Countryside, Centers and Corridors:

Key development characteristics of these mixed-used, planned unit developments (PUD) include livable neighborhoods with shopping centers and medical facilities within walking distance, or adjacent to multi-family and single family residential areas. Enhancements to the transit experience within these new mixed-used communities include transit shelters, pedestrian-oriented design, and bus pull-off lanes for safe passenger boarding and alighting in addition to the integration of transit facilities within developments. LYNX has developed the Central Florida Mobility Design Manual that guides local planners and developers as they consider improvements to or expansion of the local transportation network of streets, sidewalks, and bicycle paths. LYNX is currently updating the Mobility Design Manual as part of its Bus Stop Improvement Program which will include a Bus Stop Consolidation effort to streamline and support the changing land uses in the LYNX service area.

b. Population and Composition

**Table 1**  
**LYNX Service Area Demographic Summary**

	Orange County		Osceola County		Seminole County		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.
<b>Total Population</b>	1,280,387		322,862		435,200		2,050,000	
<b>Population as a percent of the service area</b>	62%		15%		23%		100%	
<b>Female</b>	635,120	51%	157,705	51%	227,887	52%	<b>936,601</b>	<b>51%</b>
<b>Male</b>	609,342	49%	152,388	49%	212,334	48%	<b>900,759</b>	<b>49%</b>

Hispanic or Latino	352,927	29%	147,382	49%	82,037	19%	582,346	30%
Non-Hispanic or Latino	876,112	71%	153,448	51%	355,309	81%	1,384,869	70%
Under 18 Years Old	318,401	26%	84,603	28%	105,523	24%	508,527	24%
20 - 24	108,508	9%	21,149	7%	31,130	7%	160,787	8%
25 - 34	198,797	16%	41,823	14%	59,919	14%	300,539	15%
35 - 44	173,384	14%	42,790	14%	58,639	13%	274,813	14%
45 - 54	169,807	14%	41,249	14%	66,262	15%	277,318	14%
55-64	131,444	11%	32,435	11%	55,745	13%	219,624	11%
65 and older	128,698	10%	36,821	12%	60,128	14%	255,647	11%
African American	255,754	21%	34,061	11%	50,641	12%	315,717	17%
American Indian & Alaska Native	2,792	<1%	691	<1%	754	<1%	7,370	<1%
Asian	63,813	5%	7,891	3%	18,172	4%	79,679	5%
Native Hawaiian and Pacific Islander	656	<1%	197	<1%	374	<1%	1,818	<1%
White	792,374	64%	227,745	76%	348,169	80%	1,250,100	70%
Other	76,473	6%	19,706	7%	7,421	2%	120,260	5%
Identified by Two or More	37,177	3%	10,579	4%	11,815	3%	62,415	3%
	<b>Housing Units</b>	<b>% of Total Units</b>	<b>Housing Units</b>	<b>% of Total Units</b>	<b>Housing Units</b>	<b>% of Total Units</b>	<b>Housing Units</b>	<b>% of Total Units</b>
Total Units	501,513		132,185		184,374		818,072	
Occupied Units	434,319	87%	92,338	70%	152,260	83%	92,338	83%
Owner-Occupied Units	238,900	48%	56,192	43%	102,912	56%	398,004	49%
Renter-Occupied Units	195,419	39%	36,146	27%	49,348	27%	280,193	34%

Note: 2011-2015 American Community Survey (ACS) 5-year Estimates

## DEMOGRAPHIC PROJECTIONS

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.

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 county projections, BEBR started with county population estimates for 2009 and extrapolated forward to 2010, and then beyond for every five year period between 2010 and 2050 using five different techniques (linear, exponential, share-of-growth, shift-share, and constant population) and three historical base periods. 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 50, Bulletin 177 (April 2017).

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

County	Census		% Change between 2000 and 2010	Projected					% Change between 2010 and 2045
	2000	2010		2016	2020	2025	2035	2045	
Orange	896,344	1,145,456	28%	1,280,387	1,404,500	1,553,800	1,794,300	1,995,100	74%
Osceola	172,493	268,685	56%	322,862	372,800	435,200	537,600	616,300	129%
Seminole	365,199	422,718	16%	449,124	474,700	504,000	550,700	588,000	39%
Total	1,434,036	1,836,859	28%	2,052,373	2,252,000	2,493,000	2,882,600	3,199,400	74%

Source: Projections of Florida Population by County, 2020-2045” by Stefan Rayer and Ying Wang in *Florida Populations Studies*, Volume 50, Bulletin 177 (April 2017).

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.

As a result of Hurricane Maria which hit Puerto Rico in the fall of 2017, according to surveys, it is estimated that up to 14% of Puerto Rico’s 3.4 million residents will move to the US mainland. Of these relocated Puerto Ricans, Central Florida is projected to have up to 200,000 settling in and around Osceola County. With Osceola County slated to see the highest increase in residents in the LYNX service area, the demand for multiple modes of

transportation options is certain to increase during the period covering this TDSP.

Other trends in population growth that are affecting the delivery of paratransit services in Central Florida is the age of new residents relocating to Central Florida from other parts of the country.

## **LABOR FORCE AND EMPLOYMENT**

The Central Florida labor market continues to improve. We no longer see the extreme high rates of unemployment (9.1) from 2014. In 2016, the unemployment rate dropped from 4.3% to 3.6 in 2017. LYNX has experienced an increase in transportation demand and the increase in the number of employed workers in the region.

Although the Central Florida region has a low unemployment rate, one of the factors 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% 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**  
**Civilian Labor Force and Unemployment (April 2017)**

Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,290,326	46,672	3.6%
State of Florida	10,091,311	450,261	4.0%

Source: U.S Census Bureau

c. Major Trip Generators

In the tri-county region, major trip generators are the major tourist attractions, such as Walt Disney World, Sea World, Universal Studios, International Drive, and historic downtown Orlando. Various shopping malls and shopping districts are within the service area, such as 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 33-percent of all trips paratransit 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 in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period.

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

**Trips by Location for Calendar Year 2017**

<b>FACILITY</b>	<b>CY17 TRIPS</b>
QUEST SOUTH	8,311
DIALYSIS DAVITA EAST	8,309
LIGHTHOUSE NEW HAMPSHIRE	8,285
DIALYSIS DSCF CENTRAL ORLANDO	7,585
FL HOSPITAL SOUTH	7,057
DIALYSIS ST CLOUD	6,820
DIALYSIS FLORIDA CENTER	6,606
LIGHTHOUSE KUNZE	6,515
DIALYSIS W COLONIAL	6,446
DIALYSIS DAVITA ORLANDO	6,361
DIALYSIS KISSIMMEE	6,337
DIALYSIS DSCF SANFORD	6,100
DIALYSIS STURTEVANT	5,843
DIALYSIS WEST ORANGE WINTER GARDEN	5,748
DIALYSIS TOWN LOOP	5,706
DIALYSIS OCOEE	5,523
DIALYSIS GOLDENROD	5,384
DIALYSIS POINCIANA	5,294
DIALYSIS CENTRAL FL KIDNEY CHICKASAW	5,273
ROSEN SHINGLE CREEK	5,241
DIALYSIS E COLONIAL	4,719
DIALYSIS DSCF EAST	4,595
DIALYSIS DSCF APOPKA	4,502
DIALYSIS VINELAND	4,104
DIALYSIS SANFORD	4,049
DIALYSIS DSCF CASSELBERRY	3,968
DIALYSIS WEST ORANGE MAITLAND	3,926
DIALYSIS LK ELLENOR	3,850
UNIVERSAL EMPLOYEE PARKING	3,810
FL HOSPITAL NORTH	3,592
DIALYSIS BUENA VENTURA	3,583
EASTER SEALS DAY BREAK	3,215
DIALYSIS CENTRAL FL KIDNEY DT	3,143
VA CLINIC LAKE NONA	3,120
BISHOP GRADY VILLAS	3,105

## C. Service Analysis

### 1. Forecasts of TD Population

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

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

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

In the coming months, LYNX and its partners will be following proposed federal and state legislation which could dramatically increase the work requirements for the Supplemental Nutrition Assistance Program (SNAP) through the Farm Bill scheduled to expire in September, 2018. The current SNAP requires individuals age 18 to 50 to work or participate in a training program in order



to be eligible for the three months of benefits out of every three years.

Changes to SNAP may impact the number of low income clients utilizing ACCESS LYNX and other LYNX transportation services for transportation to vocational training programs and employment.

**Table 5A**  
**Forecast of Potential Transportation Disadvantaged by County**  
**2016 - 2026**

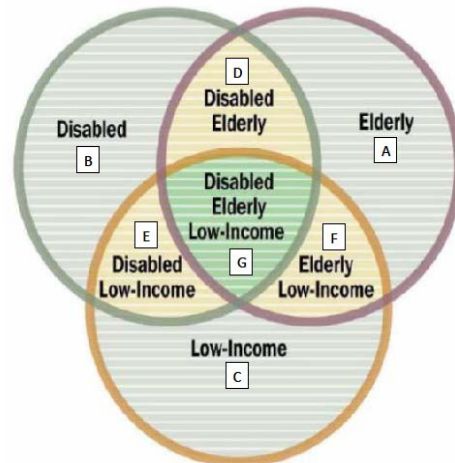
County	Disabled Non-Eld. Low Inc.	Disabled Non-Eld. Non-Low Inc.	Disabled Elderly Low Inc.	Disabled Elderly Non-Low Inc.	Non-Dis. Elderly Low Inc.	Non-Dis. Elderly Non-Low Inc.	Non-Dis. Non-Eld. Low Inc.	Total
<b>2016</b>								
Orange	28,854	65,771	7,084	41,070	1,564	94,431	167,238	406,012
Osceola	6,761	25,527	2,548	11,999	-1,344	29,904	36,341	111,736
Seminole	6,561	21,341	2,584	17,168	226	47,858	40,817	136,555
<b>Total</b>	42,176	112,021	12,216	70,237	446	172,193	234,396	654,303

**Table 5B**  
**Forecast of Transportation Disadvantaged Population by County**  
**2016-2026**

<i>Orange County</i>					Census Data from 2016			
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	82,700	6.4%	19,620	1.5%	812	0.6%	255	0.71%
5-17	212,746	16.3%	46,686	3.6%	15,455	1.2%	6,972	0.54%
18-34	359,472	27.6%	67,682	5.2%	18,711	1.4%	5,482	0.42%
35-64	503,024	38.6%	62,104	4.8%	59,647	4.6%	16,145	1.24%
<b>Total Non Elderly</b>	<b>#####</b>	<b>88.9%</b>	<b>196,092</b>	<b>15.1%</b>	<b>94,625</b>	<b>7.3%</b>	<b>28,854</b>	<b>2.22%</b>
65-74	88,220	6.8%	5,242	0.4%	22,462	1.7%	3,869	0.30%
75+	55,929	4.3%	3,406	0.3%	25,692	2.0%	3,215	0.25%
<b>Total Elderly</b>	<b>144,149</b>	<b>11.1%</b>	<b>8,648</b>	<b>0.7%</b>	<b>48,154</b>	<b>3.7%</b>	<b>7,084</b>	<b>0.54%</b>
<b>Total</b>	<b>#####</b>	<b>100%</b>	<b>204,740</b>	<b>15.7%</b>	<b>142,779</b>	<b>11.0%</b>	<b>35,938</b>	<b>2.76%</b>

<i>Double Counts Calculations</i>		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	28,854
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	65,771
G - Estimate elderly/disabled/low income	From Base Data (I14)	7,084
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	41,070
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	1,564
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	94,431
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	167,238
<b>Total - Non-Duplicated</b>		<b>406,012</b>

<b>General TD Population</b>		<b>% of Total</b>
Non-Duplicated General TD Population Estimate	<b>406,012</b>	<b>31.2%</b>



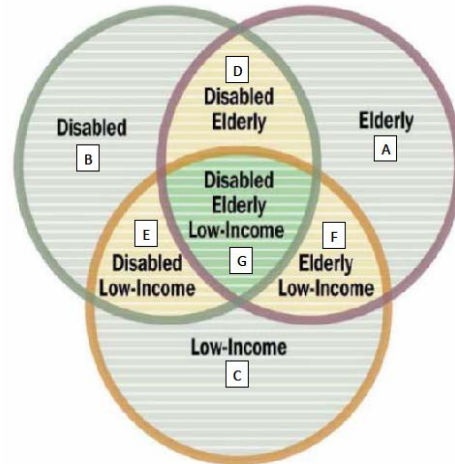
**Osceola County**

Census Data from 2016

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	23,236	6.9%	4,446	1.3%	90	0.2%	0	0.00%
5- 17	59,652	17.8%	14,328	4.3%	4,377	1.3%	401	0.12%
18- 34	82,302	24.6%	10,086	3.0%	10,033	3.0%	1,867	0.56%
35-64	126,224	37.7%	14,242	4.3%	17,788	5.3%	4,493	1.34%
<b>Total Non Elderly</b>	<b>291,414</b>	<b>87.1%</b>	<b>43,102</b>	<b>12.9%</b>	<b>32,288</b>	<b>9.7%</b>	<b>6,761</b>	<b>2.02%</b>
65- 74	26,831	8.0%	888	0.3%	6,053	1.8%	847	0.25%
75+	16,276	4.9%	316	0.1%	8,494	2.5%	1,701	0.51%
<b>Total Elderly</b>	<b>43,107</b>	<b>12.9%</b>	<b>1,204</b>	<b>0.4%</b>	<b>14,547</b>	<b>4.3%</b>	<b>2,548</b>	<b>0.76%</b>
<b>Total</b>	<b>334,521</b>	<b>100%</b>	<b>44,306</b>	<b>13.2%</b>	<b>46,835</b>	<b>14.0%</b>	<b>9,309</b>	<b>2.78%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	6,761
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	25,527
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,548
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	11,999
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(1,344)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	29,904
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	36,341
<b>Total - Non-Duplicated</b>		<b>111,736</b>

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	111,736	33.4%



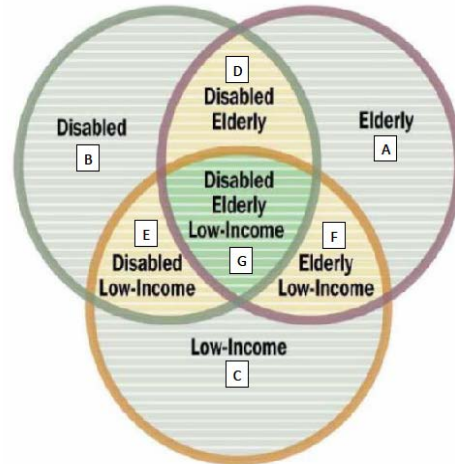
**Seminole County**

Census Data from 2016

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	23,837	5.3%	4,102	0.9%	0	0.0%	0	0.00%
5- 17	72,729	16.1%	8,889	2.0%	3,237	0.7%	1,000	0.22%
18- 34	103,622	22.9%	16,007	3.5%	7,726	1.7%	1,334	0.29%
35- 64	185,050	40.8%	18,380	4.1%	16,939	3.7%	4,227	0.93%
<b>Total Non Elderly</b>	<b>385,238</b>	<b>85.0%</b>	<b>47,378</b>	<b>10.5%</b>	<b>27,902</b>	<b>6.2%</b>	<b>6,561</b>	<b>1.45%</b>
65- 74	40,560	9.0%	1,439	0.3%	6,976	1.5%	939	0.21%
75+	27,276	6.0%	1,371	0.3%	12,776	2.8%	1,645	0.36%
<b>Total Elderly</b>	<b>67,836</b>	<b>15.0%</b>	<b>2,810</b>	<b>0.6%</b>	<b>19,752</b>	<b>4.4%</b>	<b>2,584</b>	<b>0.57%</b>
<b>Total</b>	<b>453,074</b>	<b>100%</b>	<b>50,188</b>	<b>11.1%</b>	<b>47,654</b>	<b>10.5%</b>	<b>9,145</b>	<b>2.02%</b>

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	6,561
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	21,341
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,584
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	17,168
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	226
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	47,858
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	40,817
<b>Total - Non-Duplicated</b>		<b>136,555</b>

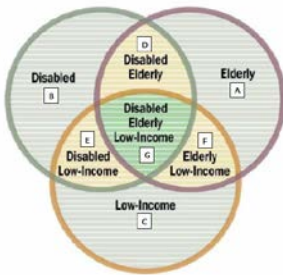
General TD Population		% of Total
Non-Duplicated General TD Population Estimate	136,555	30.1%



**Table 5C**  
**Forecast of General and Critical Need Transportation**  
**Disadvantaged Populations**

*Orange County*

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	28,854	29,460	30,079	30,711	31,356	32,015	32,687	33,374	34,075	34,790	35,521
B - Estimate non-elderly/ disabled/not low income	65,771	67,153	68,563	70,003	71,474	72,975	74,508	76,073	77,671	79,303	80,969
G - Estimate elderly/disabled/low income	7,084	7,233	7,385	7,540	7,698	7,860	8,025	8,194	8,366	8,541	8,721
D - Estimate elderly/ disabled/not low income	41,070	41,933	42,814	43,713	44,631	45,569	46,526	47,503	48,501	49,520	50,560
F - Estimate elderly/non-disabled/low income	1,564	1,597	1,630	1,665	1,700	1,735	1,772	1,809	1,847	1,886	1,925
A - Estimate elderly/non-disabled/not low income	94,431	96,415	98,440	100,508	102,619	104,775	106,975	109,223	111,517	113,859	116,251
C - Estimate low income/not elderly/not disabled	167,238	170,751	174,338	178,000	181,739	185,557	189,454	193,434	197,497	201,646	205,882
<b>TOTAL GENERAL TD POPULATION</b>	<b>406,012</b>	<b>414,541</b>	<b>423,249</b>	<b>432,139</b>	<b>441,217</b>	<b>450,485</b>	<b>459,948</b>	<b>469,609</b>	<b>479,474</b>	<b>489,546</b>	<b>499,829</b>
<b>TOTAL POPULATION</b>	<b>1,302,091</b>	<b>1,329,443</b>	<b>1,357,369</b>	<b>1,385,882</b>	<b>1,414,994</b>	<b>1,444,717</b>	<b>1,475,065</b>	<b>1,506,050</b>	<b>1,537,686</b>	<b>1,569,986</b>	<b>1,602,965</b>



*Orange County*

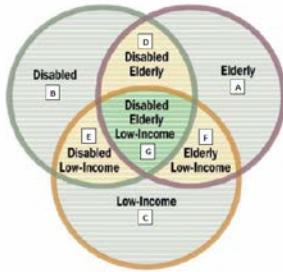
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Total Critical TD Population</b>											
Disabled	28,168	28,760	29,364	29,981	30,611	31,254	31,910	32,581	33,265	33,964	34,677
Low Income Not Disabled No Auto/Transit	10,101	10,313	10,530	10,751	10,977	11,208	11,443	11,683	11,929	12,179	12,435
<b>Total Critical Need TD Population</b>	<b>38,270</b>	<b>39,073</b>	<b>39,894</b>	<b>40,732</b>	<b>41,588</b>	<b>42,461</b>	<b>43,353</b>	<b>44,264</b>	<b>45,194</b>	<b>46,143</b>	<b>47,113</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	1,380	1,409	1,439	1,469	1,500	1,531	1,564	1,596	1,630	1,664	1,699
Low Income - Not Disabled - No Access	19,182	19,585	19,996	20,416	20,845	21,283	21,730	22,187	22,653	23,129	23,614
<b>Total Daily Trips Critical Need TD Population</b>	<b>20,562</b>	<b>20,910</b>	<b>21,263</b>	<b>21,622</b>	<b>21,988</b>	<b>22,377</b>	<b>22,773</b>	<b>23,176</b>	<b>23,586</b>	<b>24,004</b>	<b>24,381</b>
<b>Annual Trips</b>	<b>7,505,227</b>	<b>7,632,066</b>	<b>7,761,047</b>	<b>7,892,209</b>	<b>8,025,587</b>	<b>8,167,640</b>	<b>8,312,208</b>	<b>8,459,334</b>	<b>8,609,064</b>	<b>8,761,444</b>	<b>8,898,999</b>

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 2.10%

Osceola County

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	6,761	6,983	7,211	7,448	7,692	7,944	8,204	8,473	8,750	9,037	9,333
B - Estimate non-elderly/ disabled/not low income	25,527	26,363	27,227	28,119	29,040	29,992	30,974	31,989	33,037	34,120	35,238
G - Estimate elderly/disabled/low income	2,548	2,631	2,718	2,807	2,899	2,994	3,092	3,193	3,298	3,406	3,517
D - Estimate elderly/ disabled/not low income	11,999	12,392	12,798	13,217	13,650	14,098	14,560	15,037	15,529	16,038	16,563
F - Estimate elderly/non-disabled/low income	-1,344	-1,388	-1,434	-1,480	-1,529	-1,579	-1,631	-1,684	-1,739	-1,796	-1,855
A - Estimate elderly/non-disabled/not low income	29,904	30,884	31,896	32,941	34,020	35,134	36,285	37,474	38,702	39,970	41,280
C - Estimate low income/not elderly/not disabled	36,341	37,532	38,761	40,031	41,343	42,697	44,096	45,541	47,033	48,574	50,165
<b>TOTAL GENERAL TD POPULATION</b>	<b>111,736</b>	<b>115,397</b>	<b>119,178</b>	<b>123,082</b>	<b>127,115</b>	<b>131,279</b>	<b>135,580</b>	<b>140,022</b>	<b>144,610</b>	<b>149,348</b>	<b>154,241</b>
<b>TOTAL POPULATION</b>	<b>334,521</b>	<b>345,481</b>	<b>356,800</b>	<b>368,490</b>	<b>380,562</b>	<b>393,031</b>	<b>405,908</b>	<b>419,206</b>	<b>432,941</b>	<b>447,125</b>	<b>461,774</b>



Osceola County

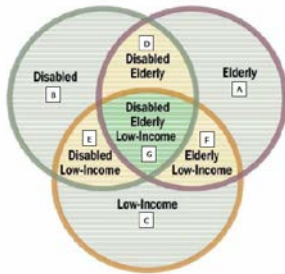
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Total Critical TD Population</b>											
Disabled	8,877	9,168	9,468	9,778	10,099	10,430	10,771	11,124	11,489	11,865	12,254
Low Income Not Disabled No Auto/Transit	2,761	2,851	2,944	3,041	3,141	3,243	3,350	3,459	3,573	3,690	3,811
<b>Total Critical Need TD Population</b>	<b>11,638</b>	<b>12,019</b>	<b>12,413</b>	<b>12,819</b>	<b>13,239</b>	<b>13,673</b>	<b>14,121</b>	<b>14,584</b>	<b>15,062</b>	<b>15,555</b>	<b>16,065</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	435	449	464	479	495	511	528	545	563	581	600
Low Income - Not Disabled - No Access	5,242	5,414	5,591	5,775	5,964	6,159	6,361	6,569	6,785	7,007	7,237
<b>Total Daily Trips Critical Need TD Population</b>	<b>5,677</b>	<b>5,773</b>	<b>5,871</b>	<b>5,970</b>	<b>6,071</b>	<b>6,178</b>	<b>6,288</b>	<b>6,399</b>	<b>6,512</b>	<b>6,628</b>	<b>6,732</b>
<b>Annual Trips</b>	<b>2,072,210</b>	<b>2,107,230</b>	<b>2,142,842</b>	<b>2,179,056</b>	<b>2,215,882</b>	<b>2,255,103</b>	<b>2,295,019</b>	<b>2,335,641</b>	<b>2,376,981</b>	<b>2,419,054</b>	<b>2,457,033</b>

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 3.28%

### Seminole County

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Overlapping Circle Component</b>											
E - Estimate non-elderly/disabled/ low income	6,561	6,638	6,715	6,794	6,873	6,953	7,035	7,117	7,200	7,284	7,369
B - Estimate non-elderly/ disabled/not low income	21,341	21,590	21,843	22,098	22,356	22,617	22,882	23,149	23,420	23,693	23,970
G - Estimate elderly/disabled/low income	2,584	2,614	2,645	2,676	2,707	2,739	2,771	2,803	2,836	2,869	2,902
D - Estimate elderly/ disabled/not low income	17,168	17,369	17,572	17,777	17,985	18,195	18,407	18,623	18,840	19,060	19,283
F - Estimate elderly/non-disabled/low income	226	229	231	234	237	240	242	245	248	251	254
A - Estimate elderly/non-disabled/not low income	47,858	48,417	48,983	49,555	50,135	50,720	51,313	51,913	52,519	53,133	53,754
C - Estimate low income/not elderly/not disabled	40,817	41,294	41,777	42,265	42,759	43,258	43,764	44,275	44,793	45,316	45,846
<b>TOTAL GENERAL TD POPULATION</b>	<b>136,555</b>	<b>138,151</b>	<b>139,765</b>	<b>141,398</b>	<b>143,051</b>	<b>144,722</b>	<b>146,414</b>	<b>148,125</b>	<b>149,856</b>	<b>151,607</b>	<b>153,379</b>
<b>TOTAL POPULATION</b>	<b>453,074</b>	<b>458,369</b>	<b>463,725</b>	<b>469,144</b>	<b>474,626</b>	<b>480,173</b>	<b>485,784</b>	<b>491,461</b>	<b>497,204</b>	<b>503,014</b>	<b>508,892</b>



### Seminole County

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Total Critical TD Population</b>											
Disabled	10,806	10,932	11,060	11,189	11,320	11,452	11,586	11,722	11,859	11,997	12,137
Low Income Not Disabled No Auto/Transit	3,126	3,162	3,199	3,237	3,275	3,313	3,352	3,391	3,430	3,470	3,511
<b>Total Critical Need TD Population</b>	<b>13,932</b>	<b>14,095</b>	<b>14,260</b>	<b>14,426</b>	<b>14,595</b>	<b>14,765</b>	<b>14,938</b>	<b>15,112</b>	<b>15,289</b>	<b>15,468</b>	<b>15,648</b>
<b>Daily Trips - Critical Need TD Population</b>											
Severely Disabled	530	536	542	548	555	561	568	574	581	588	595
Low Income - Not Disabled - No Access	5,936	6,005	6,076	6,147	6,218	6,291	6,365	6,439	6,514	6,590	6,667
<b>Total Daily Trips Critical Need TD Population</b>	<b>6,465</b>	<b>6,575</b>	<b>6,686</b>	<b>6,799</b>	<b>6,914</b>	<b>7,036</b>	<b>7,161</b>	<b>7,287</b>	<b>7,416</b>	<b>7,548</b>	<b>7,666</b>
<b>Annual Trips</b>	<b>2,359,894</b>	<b>2,399,776</b>	<b>2,440,332</b>	<b>2,481,574</b>	<b>2,523,513</b>	<b>2,568,179</b>	<b>2,613,635</b>	<b>2,659,897</b>	<b>2,706,977</b>	<b>2,754,890</b>	<b>2,798,142</b>

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 1.17%

## 2. Needs Assessment

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

As LYNX provides a full array of transportation services, customers can access the mode of transportation best suited for their

needs. LYNX offers fixed-route services and bus pass programs to those TD customers who cannot provide for their own transportation and are not able to access fixed-route service. For those who cannot access fixed-route service, LYNX offers paratransit door-to-door services.

Needs among all segments of the Transportation Disadvantaged population are constantly growing and are anticipated to grow even more for the aforementioned reasons listed in previous sections – and this growth rate is occurring at a much higher rate than the growth of funding for these services. For these reasons, LYNX has established trip priorities for customers under the TD program and has a written eligibility process for screening customers. As needs grow, LYNX will continue efforts to eliminate 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) and Medicaid services with TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit eligibility process to include an assessment of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. 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 or Select Physical Therapy to provide eligibility assessments for clients.

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

In addition to the needs identified above, over the course of 2016 and 2017, LYNX evaluated the needs of low-income individuals seeking transportation to educational opportunities and training, as well as the needs of individuals with disabilities beyond those provided for under the ADA and other programs under which LYNX has already been serving the community. This effort was undertaken to ensure that the most needed services were added to LYNX’ network of services in order to make best use of current funding. The result of the 2016-2017 needs assessment resulted in the development of the Mobility Services Division and resulting mobility management service delivery model.

### **3. 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.

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

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

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

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.

**Goal 1: Transition customers to the most appropriate mode of transportation.**

Objective: Identify eligible paratransit riders for best transportation solution.

Strategy: Analyze quarterly potential candidates for travel training.

Target: Increase Travel Training by 5% annually.

Measure: Number of Travel Training sessions provided.

**Goal 2: Become a mobility management model for other transit agencies.**

Objective: Increase awareness of the mobility management concept for all modal services in the Orlando metropolitan region.

Strategy #1: Present LYNX' mobility management service model at workshops, panel discussions, conferences, and other outreach opportunities.

**Goal 3: Customer outreach and education.**

Strategy#1: Provide educational sessions/webinars and in-person events to show users how to download and use apps.

Strategy #2: Provide representation at local and regional community events and fairs, etc. to educate public on mobility services at LYNX.

Target #1: Participate in at least two community events each quarter to educate region on mobility resources.

Measure #1: Perform survey of participants at community events who learn about mobility management.

Target #2: Develop video on how to download apps within 1-year of TDSP adoption.

Measure #2: Number of viewers of app instruction video annually.

**Goal 4: Improve community perception of public transportation.**

Objective: Reduce the number of customer service concerns for all modes of public transportation.

Strategy #1: Reduce turnaround time for concern resolution.

Target #1: Respond and close out all complaints within 14 days of original concerns.

Measure #1: Number of concerns closed out beyond 14 days.

Strategy #2: Reduce call hold times for LYNX' customers.

Target #2: Reduce call hold times by 20% annually (currently 3 minutes or less).

Measure #2: Length of time customers are on hold.

**Goal #5: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.**

Strategy #1: Document service guidelines, standards, processes and procedures.

**Goal #6 Provide transit services that support regional mobility options and changing travel demands.**

Strategy #1: Ensure that what the Mobility Services Division is receiving requests for services is communicated with Service Planning and considered in service changes.

**Goal #7 Expand partnerships and travel options to other transportation providers in Central Florida.**

Strategy #1: Build an inventory of other transportation service providers and their services, eligibilities, days, and times of service.

Strategy #2: Meet with service providers to express LYNX' Mobility Management service model and get their buy-in.

## E. Implementation Plan

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

LYNX, as the CTC for the tri-county region, uses Trapeze PASS transportation management software application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations. 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.

### 2. Implementation Schedule

**Table 6 – Implementation Schedule**

<b>Goal 1: Transition 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.	January 2018	December 2018	Supervisor of Mobility Services
Analyze data to ensure efficiencies in modal assignment.	January 2018	December 2018	Manager of Mobility Services
Review previous year's service changes for travel time/distance impacts to customers.	January 2019	March 2019	Manager of Mobility Services
<b>Goal 2: Become a mobility management model for other transit agencies.</b>			
Identify target audiences	July 2018	July 2018	Leadership Team
Develop a standardized presentation package	July 2018	August 2018	Mobility Service and Marketing
Schedule presentation opportunities	September 2018	June 2019	Mobility Services Team
<b>Goal 3: Customer outreach and education.</b>			
Identify target audiences (human service agencies, customers, other stakeholders)	July 2018	July 2018	Deputy Director of Mobility Services
Develop a standardized presentation package	July 2018	August 2018	Mobility Service and Marketing
Schedule presentation opportunities	September 2018	June 2019	Mobility Services Team
<b>Goal 4: Improve community perception of public transportation.</b>			
Obtain baseline status of key performance indicators	July 2018	Ongoing	Data Analyst

Review trends of prior year customer concerns based on category volume	January 2019	March 2019	Manager of Mobility Services
Develop a corrective action plan and timeline for implementation	April 2019	June 2019	Deputy Director of Mobility Services
<b>Goal #5: 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 2018	Mobility Services Leadership Team
Document service guidelines, standards, processes and procedures.	August 2018	January 2019	Manager of Mobility Services
Create a Mobility Services Division operating manual	September 2018	February 2019	Manager of Mobility Services
<b>Goal #6: Provide transit services that support regional mobility options and changing travel demands.</b>			
Quarterly meetings with Mobility Services Leadership Team and the Service Planning Division	July 2018	Ongoing	Deputy Director of Mobility Services
<b>Goal #7 Expand partnerships and travel options to other transportation providers in Central Florida.</b>			
Build an inventory of other transportation service providers and their services, eligibilities, days, and times of service.	July 2018	Ongoing	Manager of Mobility Services
Meet with service providers to express LYNX' Mobility Management service model and get their buy-in.	July 2018	Ongoing	Deputy Director of Mobility Services

## **II. SERVICE PLAN**

### **A. Operations**

#### **1. 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 service is 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 access regular fixed-route services;
- Transportation Disadvantaged is a state sponsored program. The TD non-sponsored funds are used to provide trips for people who have no other way of providing for their own transportation needs.

The following agencies have coordination agreements with LYNX to provide services to their own clients: Ambitious Care Services of Florida, LLC, Aspire Health Partners, Inc, Attain, Inc., Bright Star Pediatrics, Central Florida Group Homes, Creative Living Services, Daughters of Zion Women's Alliance, The Devereux Foundation, Elquanah Group Home, Giyo Services, Good Samaritan Society, Kinneret, Kirbicort, Kissimmee Good Samaritan Health Center, Lil's Non-Emergency Medical Transport, Meals on Wheels, Nation Mentor Health Care, Osceola Council on Aging, Pachot Group Home, Primrose Center, Quest,



Rainbow Group Home, Renewed Hope Group Home, Seniors First, The Opportunity Center, Trinity Home Care Facility, and Sweet Serenity Home.

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. On the return trip, the trip window begins at the requested return time for a span of thirty minutes.

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

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

## **2. 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 6:00 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 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. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. TD trips are 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 developed a suspension policy for customers who engage in willful and chronic no-show:

*A customer will be subject to suspension after meeting the following conditions:*

- a. Accumulate ten (10) penalty points in one calendar month*
- b. Have booked at least twenty (20) trips that month*
- c. Have “no-showed” or “late cancelled” at least 50 percent of those trips.*

*A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. LYNX will notify riders by telephone after they have accumulated five (5) penalty points. Note: Trips cancelled with less than three hours’ notice prior to the scheduled pick-up time will be considered a no-show.*

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

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

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

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

**Table 7**  
**Sponsor Operating Policies**

	<b>Transportation Disadvantaged</b>	<b>Americans with Disabilities Act</b>
<b>Maximum Advance Reservation</b>	One (1) day	Seven (7) days
<b>Limit on Subscription Service</b>	Life Sustaining Medical, Other Medical, and Employment Trips Only	None
<b>Same day service allowed</b>	No	No
<b>Out of Service Area</b>	No	No
<b>Fare Structure</b>	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
<b>Attendant</b>	Same fare as primary rider; only one attendant allowed	Yes, one at no charge
<b>Companion</b>	No	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.

## 1. 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 paratransit service will be offered as a feeder service to fixed-route or as direct transport. Applicants who cannot access fixed-route bus system must demonstrate why.
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 paratransit 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 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.

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

LYNX maintains a certification and eligibility process for customers for ADA paratransit eligibility based on the relevant Federal Administrative Code. LYNX determines eligibility by using a service area of  $\frac{3}{4}$  of a mile proximity to fixed-route bus service and categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The 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 paratransit entry. Functional Assessment is used and provides a detailed method to determine whether applicants are more capable of using conventional public transportation.

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

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The assessment is currently provided by ADARide.com, an organization that partners with our community in assisting individuals to become self-sufficient through an existing

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

## **Appeals Process**

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

- Step 1. Customer must contact the Manager of 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 (those visiting the area from another area)**

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

A visitor can become eligible in one of two ways. The 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.

### **C. Trip Prioritization**

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

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

Prioritization of Trust Fund trips (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
3. Employment trips

Demand Response Trips

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

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

Effective December 1, 2017, LYNX is enhancing the way we deliver transportation services to our customers. We are

adopting 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 other modes of transportation.
- Lyft has been added to our transportation service delivery.
- More services 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 your fare on their smart phone.
- LYNX is developing a smart phone app exclusively for ACCESS LYNX customers, to be released in summer 2018.
- 100 new ACCESS LYNX vehicles have been ordered and are began being delivered in March 2018. All vehicles should be delivered before October 2018.

### **3. 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.

MV Transportation, LYNX' current paratransit service provider, operates 185 vehicles to provide daily service within the consolidated system in the tri-county area. The fleet consists of 78% Ford Turtle Top Odyssey buses, 14% Dodge Braun EnterVans, 6% Ford Transit Vans, and 2% Ford Vans.

#### **Driver Training**

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

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

Drivers must be at least 21 years of age and speak, read, and write English.

## **Coordinated Providers**

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

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

## **COORDINATION CONTRACT APPROVAL POLICY**

Rule Chapter 41-2.002 defines a Coordination Contract as “a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient

from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator."

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

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms and coordination contracts. The Manager of 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:

Manager 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 8 contains a list of providers within LYNX' coordinated system.

**Table 8**  
**PROVIDER INFORMATION**

Ambitious Care Services of Florida, LLC  
1023 S Hiawasse Rd., # 4016  
Orlando, FL 32825

The Devereux Foundation, Inc.  
5850 T.G. Lee Blvd., Suite 400  
Orlando, FL 32822

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

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

Attain, Inc.  
2710 Staten Rd.  
Orlando, FL 32804

Giyo Services, LLC  
1784 Big Oak Ln  
Kissimmee, FL 34746

Bright Start Pediatrics  
1133 W. Airport Blvd.  
Sanford, FL 32773

Good Samaritan Society  
Kissimmee Village  
1550 Aldersgate Drive  
Kissimmee, FL 34746

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

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

Creative Living Services, LLC  
6239 Edgewater Dr., #V1-S-7  
Orlando, FL 32810

Kirbicort  
2901 Yule Court  
Christmas, FL 32709

Daughters of Zion Women's Alliance  
2215 Curry Ford Road  
Orlando, FL 32806

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

Lil's Non-Emergency Medical Transport,  
LLC  
199 Kassik Circle  
Orlando, FL 32824

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

Nation Mentor Health Care - Florida  
Mentor  
5035 Edgewater Dr.  
Orlando, FL 32810

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

Pachot Group Home  
3905 Timber Trail  
Orlando, FL 32808

Primrose Center  
2733 S. Ferncreek Avenue  
Orlando, FL 32806

Quest  
500 E. Colonial Dr.  
Orlando, FL 32803

Rainbow Group Home  
P.O. Box 580609  
Orlando, FL 32858

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

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

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

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

Sweet Serenity Home  
7914 Country Run Pkwy  
Orlando, FL 32818

#### **4. 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.

#### **5. 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.

## 6. Vehicle Inventory

Table 9 –Vehicle Inventory

Vehicle Number	VIN #	Vehicle Type	Vehicle Year	Chasis Man.	Bus Man.	Bus Model	ADA Lift	Fuel Type	Vehicle Length	Max Seat	Max WC	Miles 3/31/2018
6813	1GB6G5BG7B1183038	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	284,887
6814	1GB6G5BG4B1167668	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	231,587
6815	1GB6G5BG7B1166000	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	187,125
6816	1GB6G5BG8B1165647	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	235,650
6817	1GB6G5BG7B1183590	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	288,947
6818	1GB6G5BG5B1183362	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	292,175
6819	1GB6G5BG8B1183906	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	252,865
6820	1GB6G5BG3B1183182	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	249,551
6821	1GB6G5BG5B1183071	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	288,006
6822	1GB6G5BG5B1167601	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	260,344
6823	1GB6G5BG9B1166385	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	266,760
6824	1GB6G5BG0B1168221	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	260,658
6825	1GB6G5BG0B1177971	Low Floor Cutaway	2012	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	269,886
6826	1GB6G5BG3F1230068	Low Floor Cutaway	2015	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	118,059
6827	1GB6G5BG9F1232634	Low Floor Cutaway	2015	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	72,623
6828	1GB6G5BGXF1232030	Low Floor Cutaway	2015	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	113,695
6829	1GB6G5BG2F1231566	Low Floor Cutaway	2015	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	94,289
6830	1GB6G5BG1F1231316	Low Floor Cutaway	2015	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	115,402
101	1GB6G5BGXB1183227	Low Floor Cutaway	2011	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	174,451
102	1GB6G5BG2B1183156	Low Floor Cutaway	2011	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	140,773
103	1GB6G5BG3B1182601	Low Floor Cutaway	2011	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	167,673
104	1GB6G5BG3B1182954	Low Floor Cutaway	2011	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	172,091
105	1GB6G5BG7B1166160	Low Floor Cutaway	2011	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	197,780
106	1GB6G5BG6B1166196	Low Floor Cutaway	2011	CHEVY	ARBOC	Spirit of Mobility	RAMP	GASOLINE	23	12	2	162,410
7002	1FDWE35L29DA26696	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	208,905
7005	1FDWE35L49DA37974	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	376,546
7009	1FDWE35L49DA50336	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	374,663
7012	1FDWE35L49DA47386	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	397,148
7014	1FDWE35L69DA47387	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	395,560
7016	1FDWE35L89DA67222	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	356,725
7017	1FDWE35L09DA88775	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	310,134
7018	1FDWE35L29DA88776	Cutaway	2010	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	390,520
7031	1FDXE4FL6BDA24626	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	300,380
7033	1FDXE4FLXBDA24628	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	358,980
7035	1FDXE4FL4BDA27220	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	382,245
7036	1FDXE4FLXBDA24631	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	348,248
7038	1FDXE4FL6BDA29969	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	366,248
7040	1FDXE4FL8BDA24630	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	355,660
7041	1FDXE4FL8BDA27219	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	337,337
7042	1FDXE4FL4BDA29971	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	363,067
7043	1FDXE4FL6BDA29972	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	328,483
7044	1FDXE4FL8BDA27222	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	355,548
7045	1FDXE4FL1BDA24632	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	366,784
7046	1FDXE4FL2BDA41326	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	337,095
7047	1FDXE4FL4BDA41327	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	304,035
7048	1FDXE4FL6BDA41328	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	361,352
7049	1FDXE4FL4BDA41330	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	364,328
7050	1FDXE4FL2BDA39415	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	342,890
7051	1FDXE4FL4BDA39416	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	334,855
7052	1FDXE4FL6BDA39417	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	365,873
7053	1FDXE4FL8BDA41329	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	354,780
7054	1FDXE4FL6BDA41331	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	323,541
7055	1FDXE4FL8BDA41332	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	341,377
7056	1FDXE4FLXBDA41333	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	357,819
7057	1FDXE4FL1BDA41334	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	332,853
7058	1FDXE4FL3BDA41335	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	321,001
7059	1FDXE4FL5BDA41336	Cutaway	2011	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	304,514
7061	1FDXE4FL9BD541338	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	339,445
7062	1FDFFE4FL0CDB05120	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	309,221
7063	1FDFFE4FL2CDB05121	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	321,640
7064	1FDFFE4FL4CDB05122	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	321,546
7065	1FDFFE4FL6CDB05123	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	309,726
7066	1FDFFE4FL8CDB05124	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	322,475
7067	1FDFFE4FLXCDB05125	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	312,372
7068	1FDFFE4FL1CDB05126	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	305,106
7069	1FDFFE4FL5CDB05128	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	312,556
7070	1FDFFE4FL7CDB05129	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	285,955
7071	1FDFFE4FL3CDB05130	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	326,084
7072	1FDFFE4FL5CDB05131	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	301,960
7073	1FDXE4FL3BDB05387	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	346,878
7074	1FDXE4FL5BDB05388	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	290,770
7075	1FDXE4FL7BDB05389	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	320,003
7076	1FDXE4FL3BDB05390	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	320,013
7077	1FDFFE4FL3CDB05127	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	291,698

7078	1FDFE4FL7CDB05132	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	288,981
7079	1FDFE4FL9CDB05133	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	297,777
7080	1FDXE4FL5BDB05391	Cutaway	2012	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	286,123
7081	1FDFE4FL0DDA06170	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	307,554
7082	1FDFE4FL2DDA06171	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	282,408
7083	1FDFE4FL4DDA06172	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	320,893
7084	1FDFE4FL1DDA06176	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	285,893
7085	1FDFE4FL6DDA06173	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	275,849
7086	1FDFE4FL8DDA06174	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	319,874
7087	1FDFE4FL7DDA06179	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	315,472
7088	1FDFE4FL7DDA06182	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	304,137
7089	1FDFE4FL9DDA06183	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	299,231
7090	1FDFE4FL0DDA06184	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	310,339
7091	1FDFE4FL3DDA06177	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	279,637
7092	1FDFE4FL5DDA06178	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	336,523
7093	1FDFE4FL3DDA06180	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	316,791
7094	1FDFE4FL5DDA06181	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	291,909
7095	1FDFE4FLXDDA06175	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	309,064
7096	1FDFE4FL6DDA89393	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	269,244
7097	1FDFE4FL8DDA89394	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	288,213
7098	1FDFE4FLXDDA89395	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	232,659
7099	1FDFE4FL1DDA89396	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	274,431
7100	1FDFE4FL3DDA89397	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	241,539
7101	1FDFE4FL5DDA89398	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	253,060
7102	1FDFE4FL7DDA89399	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	276,871
7103	1FDFE4FLXDDA89400	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	272,571
7104	1FDFE4FL1DDA89401	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	283,115
7105	1FDFE4FL3DDA89402	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	254,963
7106	1FDFE4FL8CDB09433	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	258,701
7107	1FDFE4FLXCDB09434	Cutaway	2013	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	239,737
7108	1FDFE4FL1DDB22204	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	263,903
7109	1FDFE4FL9DDB22869	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	263,158
7110	1FDFE4FL5DDB22870	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	270,412
7111	1FDFE4FL7DDB22871	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	270,393
7112	1FDFE4FL9DDB22872	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	272,681
7113	1FDFE4FL0DDB22873	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	251,366
7114	1FDFE4FL9DDB27554	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	253,694
7115	1FDFE4FL0DDB27555	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	265,522
7116	1FDFE4FL2DDB27556	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	232,760
7117	1FDFE4FL4DDB27557	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	249,257
7118	1FDFE4FL6DDB27558	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	257,589
7119	1FDFE4FL8DDB27559	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	249,615
7120	1FDFE4FLXDDB22203	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	251,540
7121	1FDEE4FL3EDA74704	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	225,009
7122	1FDEE4FL5EDA74705	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	220,943
7123	1FDEE4FL2EDA74709	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	231,111
7124	1FDEE4FL9EDA74710	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	241,033
7125	1FDEE4FLXEDA75946	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	233,231
7126	1FDEE4FL0EDA74711	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	237,565
7127	1FDEE4FL4EDA74713	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	193,570
7128	1FDEE4FL4EDA75943	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	182,267
7129	1FDEE4FL4EDA78776	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	197,358
7130	1FDEE4FLXEDA78779	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	212,889
7131	1FDEE4FL8EDA78781	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	178,094
7132	1FDEE4FL2EDA75939	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	187,388
7133	1FDEE4FL9EDA75940	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	181,889
7134	1FDEE4FL0EDA75941	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	205,216
7135	1FDEE4FLXEDA78782	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	195,820
7136	1FDEE4FL2EDA75942	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	187,069
7137	1FDEE4FLXEDB10565	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	192,519
7138	1FDEE4FL6EDB10563	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	166,971
7139	1FDEE4FL8EDB10564	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	161,505
7140	1FDEE4FL0EDB10932	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	137,987
7141	1FDEE4FL9EDB10928	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	172,462
7142	1FDEE4FL3EDB10925	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	162,885
7143	1FDEE4FL0EDB10929	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	193,675
7144	1FDEE4FL1EDB10566	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	148,626
7145	1FDEE4FL5EDB10926	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	154,516
7146	1FDEE4FL3EDB10567	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	188,327
7147	1FDEE4FL9EDB10931	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	201,065
7148	1FDEE4FL7EDB10927	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	219,011
7149	1FDEE4FL7EDB10930	Cutaway	2014	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	219,159
7150	1FDEE4FL4EDB10934	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	168,536
7151	1FDFE4FS0FDA28115	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	159,425
7152	1FDFE4FS5FDA28109	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	153,006
7153	1FDFE4FS4FDA28117	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	153,646
7154	1FDEE4FL8FDA35303	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	170,047
7155	1FDFE4FS6FDA28118	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	162,319
7156	1FDFE4FS2FDA28116	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	169,090
7157	1FDFE4FS9FDA28128	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	172,941
7158	1FDFE4FS8FDA28122	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	157,859
7159	1FDEE4FL2EDB10933	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	175,102
7160	1FDFE4FS7FDA28130	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	167,556
7161	1FDFE4FS4FDA28134	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	170,879
7162	1FDFE4FS1FDA28124	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	162,481

7163	1FDFE4FS5FDA28126	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	159,226
7164	1FDFE4FS9FDA28131	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	171,148
7165	1FDFE4FS5FDA28112	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	144,786
7166	1FDEE4FL6FDA35302	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	159,973
7167	1FDFE4FS6FDA28121	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	167,005
7168	1FDFE4FS0FDA28129	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	162,092
7169	1FDFE4FSXFDA28137	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	165,073
7170	1FDFE4FS3FDA28125	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	157,208
7171	1FDFE4FS8FDA28119	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	144,296
7172	1FDFE4FS2FDA28133	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	155,978
7173	1FDFE4FSXFDA28123	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	150,305
7174	1FDFE4FS4FDA28120	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	155,390
7175	1FDFE4FS3FDA28111	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	156,987
7176	1FDFE4FS6FDA28135	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	155,164
7177	1FDFE4FS0FDA28132	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	142,551
7178	1FDFE4FS7FDA28127	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	152,295
7179	1FDFE4FS1FDA28110	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	137,413
7180	1FDFE4FS8FDA28136	Cutaway	2015	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	142,889
7181	1FDFE4FS6GDC57108	Cutaway	2016	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	82,754
7182	1FDFE4FS4GDC57110	Cutaway	2016	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	92,045
7183	1FDFE4FSXGDC57113	Cutaway	2016	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	77,306
7184	1FDFE4FS8GDC57112	Cutaway	2016	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	102,536
7185	1FDFE4FS6GDC57111	Cutaway	2016	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	86,106
7186	1FDFE4FS8GDC57109	Cutaway	2016	FORD	TurtleTop	Odyssey	YES	GASOLINE	23	12	4	81,251
35742	2C4RDGBG7CR325110	Van	2012	DODGE	DODGE	Caravan	NO	GASOLINE	14	6	0	Unknown
35751	1FDNE3BL8CDB33422	Van	2012	FORD	FORD	Wagon	NO	GASOLINE	14	4	0	70,575
35814	1FDS3BL2CDB33430	Van	2012	FORD	FORD	Wagon	NO	GASOLINE	14	4	0	Unknown
35948	1FBSS3BL4DDA07869	Van	2013	FORD	FORD	Wagon	NO	GASOLINE	14	4	0	104,330
38764	1FDNE3BL5EDA34706	Van	2014	FORD	FORD	Wagon	NO	GASOLINE	14	4	0	87,281
38771	1FDNE3BL2EDA34713	Van	2014	FORD	FORD	Wagon	NO	GASOLINE	14	4	0	56,604
38772	1FDNE3BL4EDA34714	Van	2014	FORD	FORD	Wagon	NO	GASOLINE	14	4	0	15,551
47131	1FBZX2ZM1GKA50073	Van	2016	FORD	FORD	Transit	NO	GASOLINE	14	4	0	21,641
48263	1FMZK1YM3HKA28157	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	17,350
48264	1FMZK1YM3HKA28160	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	76,606
48268	1FMZK1YM5HKA28161	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	18,738
48272	1FBZX2YM2HKA31177	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	12,024
48582	1FMZK1YM7HKA28159	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	18,981
48585	1FBZX2YM1HKA31171	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	20,941
48586	1FBZX2YM4HKA31181	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	15,535
48587	1FBZX2YM6HKA31179	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	21,637
48823	1FBZX2YM8HKA31183	Van	2017	FORD	FORD	Transit	NO	GASOLINE	14	4	0	16,072
21052	3FAHPOGA5CR118715	SEDAN	2011	FORD	FORD	FUSION	NO	GASOLINE	14	4	0	279,071
21053	3FAHPOGA5CR103473	SEDAN	2011	FORD	FORD	FUSION	NO	GASOLINE	14	4	0	256,102
21055	3FAHPOGA8CR117753	SEDAN	2011	FORD	FORD	FUSION	NO	GASOLINE	14	4	0	270,360
21057	3FAHPOGA4CR121962	SEDAN	2011	FORD	FORD	FUSION	NO	GASOLINE	14	4	0	244,470
21058	3FAHPOGA8CR117767	SEDAN	2011	FORD	FORD	FUSION	NO	GASOLINE	14	4	0	Unknown
21059	3FAHPOGA7CR117761	SEDAN	2011	FORD	FORD	FUSION	NO	GASOLINE	14	4	0	247,543

## 7. 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.

## Annual Safety Certification

Date Submitted: January 10, 2018

Bus Transit System Name: MV Transportation, Inc.

System Address: 4950 L.B. McLeod Road

City, State, Zip: Orlando, Florida 32811

Serving: Orange, Osceola, and Seminole Counties


The Bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, d/b/a LYNX, the following:

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

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

Name: MV Transportation, Inc.  
Address: 4950 L.B. McLeod Road  
City, State, Zip: Orlando, Florida 32811

I hereby certify this information to be true and accurate,

Signature:  Date: 1-10-18

Name (Printed): Chris York Title: General Manager

## **8. 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.

## **9. 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.

## **10. 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.

## **11. Acceptable Alternatives**

LYNX has been active in transitioning passengers from paratransit to fixed-route. We are in the process of coordinating paratransit services with local Coordination Agencies. Coordination Agencies are listed in Table 8 of this document.

## **12. Service Standards**

**Table 10**

## Service Standards

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



STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Out of Service Area Trips</b>	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>
<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

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Pick-up windows</b>	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>
<b>Reservation Hours</b>	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.
<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>Transport of Personal Care Attendant and Dependent Children Policy</b>	<p>Within the ACCESS LYNX 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>
<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.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<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>Use and Responsibility of Child Restraint Devices</b>	In accordance with Florida Statute 316.613 (Child restraint requirements): While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. 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.
<b>Vehicle Cleanliness</b>	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.
<b>Vehicle Transfer Points</b>	No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.
<b>Will Calls</b>	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.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	<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>
<b>Cardiopulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>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>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</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	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.
<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>Advance Reservations Limit</b>	When calling to schedule appointments, 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>Call Hold Time (If applicable)</b>	It is LYNX' goal to have average inbound telephone hold times 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.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Complaints</b>	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>
<b>No-Show Policy</b>	<p>A customer may have no more than 4 no-shows within any 90-day period. To exceed this will result in customer suspension of 30-days.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time will be considered a No Show.</p>
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time</p> <p>Trips are on-time if picked up before the end of the negotiated 30-minute window.</p>
<b>Public Transit Ridership</b>	<p>Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is to refer at a minimum 10% of individuals applying for service to fixed route service.</p>
<b>Road Calls</b>	<p>No more than 1 every 10,000 miles.</p>

### 13. Local Grievance Procedures/Process

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

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

#### **14. 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% of all records are randomly selected for review. The fourth quarterly monitoring of the calendar year, 100% of all records are reviewed.

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

#### **B. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION**

In 2016, LYNX issued a Request for Proposals for Paratransit Services, which invited firms to submit proposals based on a Scope of Service that included provisions for the following standards:

- Vehicles
- Drivers
- Complaints
- Passenger Loading

- Monitoring
- Passenger Types
- Record Maintenance
- Staffing
- Management
- Fare Collection
- Drug and Alcohol Program
- Accident Policy
- System Safety Program Plan
- Insurance

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

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

**Table 11**  
**Transportation Disadvantaged**  
**Trip and Equipment Grant Rate Structure**

<b>Service Type</b>	<b>Unit</b>	<b>Rate</b>
Ambulatory	Per trip	\$28.43
Wheelchair	Per trip	\$48.74



### **III. QUALITY ASSURANCE**

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually. ACCESS LYNX developed the Service Standards with input from the Local Coordinating Board. Table 10 has the standards that have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

#### **CTC Evaluation Process**

The 2015 - 2016 Community Transportation Coordinator Annual Evaluation is contained in Attachments 6 and 7. The Local Coordinating Board has conducted this annual evaluation.

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

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

#### **Planning Agency Evaluation Process**

The Planning Agency Biennial Review conducted on November 30, 2006, is contained in Attachment 8. This report summarizes the results of the Quality Assurance and Program Evaluation (QAPE) section's Planning Agency review of MetroPlan Orlando, the official planning agency for Orange, Osceola and Seminole Counties. Findings and recommendations for the planning agency review are presented in the report. The Planning

Agency was evaluated based on the deliverable submitted to the Commission and the performance of planning tasks.

## **Attachment 1**

### **Glossary of Terms**

## Glossary of Terms and Abbreviations

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

Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.
Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local

	governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.
Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and 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	The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service. Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.

Coordination Contract	A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if 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.
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 schedules run leave the yard or garage on



	time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.
Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses,

	subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.
Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are

	purchased through transportation operators or provided through coordination contracts.
General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.
Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board (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.
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## Attachment 2

### LYNX Eligibility Application



**ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES**

**Instructions to Applicant or Proxy:**

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

**Instrucciones para el Solicitante o Apoderado:**

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

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

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





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

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

### Functional Ability (Capacidad Funcional)

Without the assistance of someone else, can you:

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

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

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

- \_\_\_\_ None.  
 Ninguna.
- \_\_\_\_ The bus stop is too far or the bus does not run where I need to go.  
 La parada de bus está muy lejos, o el bus no llega a donde necesito ir.
- \_\_\_\_ My disability prevents me from using the regular fixed route bus system.  
 Debido a mi condición no puedo usar el servicio de buses de la ciudad.
- \_\_\_\_ I need transportation to and from medical appointments only.  
 Necesito transportación para citas médicas solamente.

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

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

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

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

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

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

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

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

Address \_\_\_\_\_

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

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

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

**Applicants Release:**

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

**Permiso del Solicitante:**

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

Applicant Signature, Firma del Solicitante

Date, Fecha

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

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

Signing for Applicant, Firmando por Solicitante

Relationship, Relación

Date, Fecha

## Attachment 3

### ACCESS LYNX Appeal Process



LYNX

Attn: Eligibility Coordinator  
455. North Garland Ave.  
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**

## **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 on representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.

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

E. On the day of the hearing:

1. The staff introduces appellant to panel members and reviews determination of eligibility for paratransit.
2. The appellant and staff each have equal time (10 minutes) to present information specific to eligibility before Appeals Panel.
3. The panel members may ask questions after the presentations by the staff and appellant at their discretion.
4. Upon completion of questions, the appellant is informed:
  - a. A decision on eligibility status will be made within thirty days.
  - b. If a panel decision is not made by the 31st day, appellant may request use of Paratransit services until decision is made.
5. Panel members discuss applicant's case and all other information provided as part of the hearings after applicant and staff are excused.
6. Panel members may:
  - a. Come to a common conclusion on eligibility;
  - b. Vote on determination of eligibility; or
  - c. State reasons for decision, special conditions for eligibility or denial of service.

## **Attachment 5**

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



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

**GRIEVANCE PROCEDURE  
FOR  
TRANSPORTATION DISADVANTAGED SERVICES**

*Approved February 15, 2018*

## **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

1. The first part of the document is a list of 10 items, each consisting of a number followed by a name. The names are: 1. John, 2. Mary, 3. Peter, 4. Paul, 5. David, 6. Michael, 7. James, 8. Robert, 9. William, 10. Thomas.

[illegible]

\_\_\_\_\_

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.

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 15<sup>th</sup> day of February, 2018.

  
\_\_\_\_\_  
Honorable Lee Constantine, Chairperson, for the Orange,  
Osceola, and Seminole Counties Transportation Disadvantaged  
Local Coordinating Board

## **Attachment 6**

### **LCB CTC Annual Evaluation**



# COMMUNITY TRANSPORTATION COORDINATOR EVALUATION



4/24/2017

Orange, Osceola, and Seminole Counties

MetroPlan Orlando's Transportation Disadvantaged Local Coordinating Board evaluation of the Central Florida Regional Transportation Authority (d.b.a. LYNX) as CTC for the period from July 1, 2015 to June 30, 2016.

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## INTRODUCTION

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

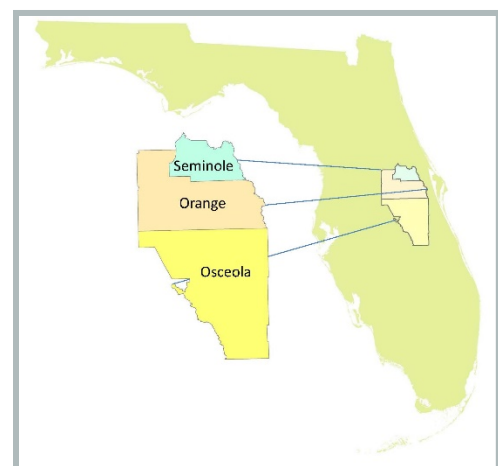
The purpose of the **Commission for the Transportation Disadvantaged** is to establish a coordinated transportation system from which state agencies and local entities can purchase cost-effective and non-duplicated transportation services for their clients. The **transportation disadvantaged (TD)** are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

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

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

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

The population of the region is 2,061,263. Although the three-county region's overall population increased only slightly, the potential transportation disadvantaged population increased by 4% region-wide. In



## COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

total, the tri-county region's residents make up slightly more than 10 percent of state's total in 2015, with 34 percent being potential TD customers.

According to the Commission's 2016 Annual Performance Report, most TD trips provided by LYNX occur to meet Medical (38%), Life Sustaining (18%), Education/Training (18%), Employment (21%), and Nutritional (5%) needs. Like the previous year, the decrease in medical trips from may be attributed to the loss of the majority of Medicaid non-emergency trips in the coordinated system.

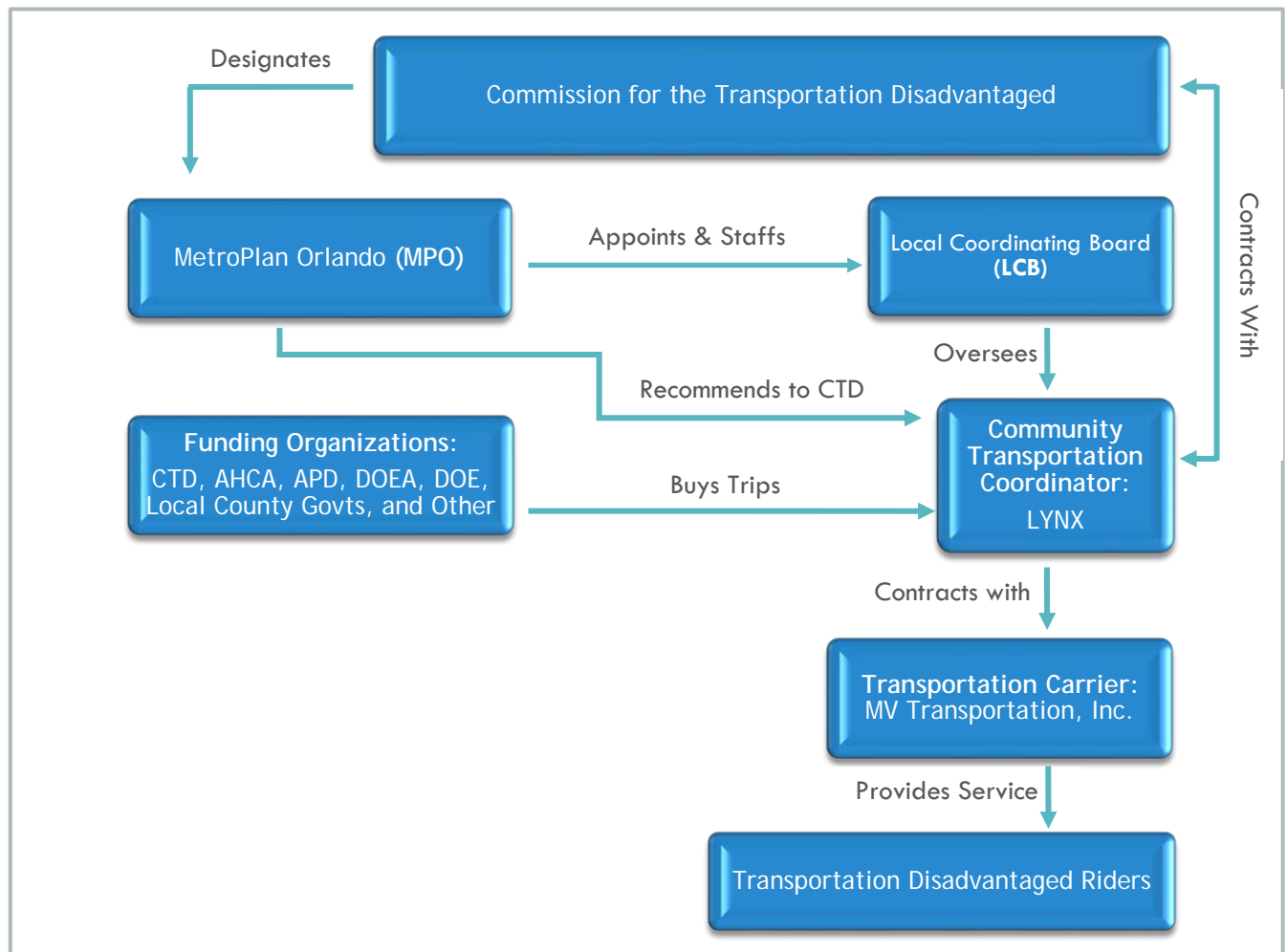


Figure 1- Central Florida Transportation Disadvantaged Program Organization

## **PARATRANSIT SERVICES**

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

The ACCESS LYNX paratransit program provides approximately 2,100 scheduled passenger trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. Vehicles are wheelchair-lift equipped and meet Americans with Disabilities (ADA) standards. ACCESS LYNX services are available any time that the public bus system is in operation and provides transportation to and from medical facilities, adult daycare, and nutrition sites. Non-medical trips, such as personal and grocery shopping, church services, etc., are also provided on a space available basis.

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

## **2015-2016 PARATRANSIT SERVICE REVIEW**

Due to state legislative action, Florida Medicaid transportation was divided into three areas of the state; North, Central, and South. The Central Region, which is our jurisdiction, was taken over by MTM, Inc. in March, 2015. Prior to the legislative action, LYNX was responsible for all Medicaid transportation, including out of area transportation, meaning that LYNX was responsible for arranging transportation, with the approval of ACHA, anywhere in the country. With Medicaid transportation now the responsibility of the broker, LYNX realized a 37% drop in scheduled trips, and a 29% drop in total applications received for paratransit service. Having noted the drop in trips, there was also a drop in cost per trip, as noted in TD Rate Model from the 2015 TDSP. An updated TD Rate Model will be included in the 2016 TDSP update. Even with the elimination of Medicaid trips, ACCESS LYNX has realized an increase in ridership of 7% for the reporting period. An analysis of passenger information shows that this increase is not due to a residual effect of Medicaid customers wishing to remain with ACCESS LYNX.



In addition to Medicaid Reform, there was a management change in the LYNX paratransit operations division. With the change in management came a change in the way late cancellations are calculated, how no shows and suspensions are assessed, and an increased presence in the community. Unfortunately, on time performance has decreased by an average of 3%, and concerns over on-time performance, dispatch and scheduling remain a priority for LYNX management, and our partner, MV Transportation. LYNX



has partnered with Trapeze software to train the LYNX paratransit management staff on all aspects of scheduling to assist MV Transportation in recognizing scheduling deficiencies. The decrease in on time performance is in part attributed to the massive construction initiatives throughout the LYNX service area.

Also in 2015, LYNX assumed 100% ownership of the paratransit fleet. This was possible through various state and federal grants. With ownership of the fleet, LYNX is able to reduce its variable fixed costs associated with the fleet, while MV Transportation is responsible for the operation and maintenance of the vehicles. LYNX has an aggressive vehicle replacement plan which recognizes useful life of the vehicles and replaces them accordingly,

Operating expenses increased slightly per trip and per vehicle mile. However, no-shows decreased for the second straight year which is largely in part to a change to ACCESS LYNX's No-Show policy from three hours advanced notice to one hour advance notice. In addition, ACCESS LYNX staff carefully continues to review their daily no show report for validity, which also attributes to the sharp decrease in no-shows over the last two reporting periods. ACCESS LYNX's 2015/16 service measurements can be found under Appendix A.

## **EVALUATION OF PERFORMANCE**

As required by the Commission for the Transportation Disadvantaged, the LCB is responsible for conducting an annual evaluation of the CTC. The purpose of evaluating the CTC is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is being offered to the eligible Central Florida TD population. The intent of this evaluation is to determine the level and quality of CTC (and operators') service, and whether the costs are reasonable. On February 9, 2017, LCB members were asked to evaluate ACCESS LYNX based on four areas: coordination, cost effectiveness and efficiency, local measurements, and availability. The following report is a breakdown of the evaluation by area. The CTC Evaluation Form can be found under **Appendix B**.



Since 2011 MetroPlan Orlando has conducted an on-site, electronic polling session of the CTC evaluation during the normally scheduled LCB meeting. This polling mechanism has been very successful for the agency and the LCB. Not only do members receive immediate feedback, but staff is able to analyze the responses and provide a report in less time.

LCB members were given the evaluation questions two weeks in advance of the meeting in order to research and evaluate any specific topics. Members were given a polling device at the

beginning of the meeting to use to submit their responses during the evaluation portion of the meeting. MPO staff assisted members with physical disabilities and/or sight impairments. MetroPlan Community Outreach Specialist, Mary Ann Horne, facilitated the evaluation by providing an introductory overview in order to help members become familiar with the polling devices and fully understand the mechanics of the overall assessment. The survey questions were read aloud for the members to respond and for the benefit of those observing in the audience some of whom may have also been vision impaired. LCB members were given 15 seconds to respond to each question. In order to maintain the integrity of the evaluation, members were asked not to discuss any of the questions prior to or during the evaluation, however staff would clarify any questions or terms, if necessary. Members were also asked to document written comments, questions, and concerns at the end of each area. These have been included at the end of each subcategory. In total, 17 LCB members attended the meeting and participated in the evaluation.

The evaluation was broken down into five categories: Operations, Administrative, Cost Effectiveness & Efficiency, Local Performance Measurements, and Availability. It should be noted that the rating scale was changed for several rating areas this year at the direction of the LCB. Instead of "strongly agree or agree," the responses were based on whether ACCESS LYNX "Exceeds Standards", "Meets Standards", or fell "Below" the established standards. Below is a description and voting breakdown by category.

## **COORDINATION**

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

### **Operations**

The Operations subcategory asked about five important factors: planning, transportation availability, service monitoring, billing, and reporting. LCB members were mostly pleased with

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## COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

the operations efforts of ACCESS LYNX. The voting breakdown in the Operations subcategory is shown below:

1. **PLANNING** - ACCESS LYNX ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

Exceeds Standards - 17.6% (3)	Meets Standards - 47.1% (10)	Below Standards - 29.4% (5)
Unacceptable - 0%	N/A - 5.9% (1)	

2. **TRANSPORT AVAILABILITY** - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible shuttle.

Exceeds Standards - 29.4% (5)	Meets Standards - 47.1% (8)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 5.9% (1)	

3. **SERVICE MONITORING** - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and MV Transportation.

Exceeds Standards - 17.6% (3)	Meets Standards - 58.8% (10)	Below Standards - 23.5% (4)
Unacceptable - 0%	N/A - 6.3% (1)	

4. **BILLING** - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

Exceeds Standards - 17.6% (3)	Meets Standards - 52.9% (9)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 11.8% (2)	

5. **REPORTING** - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

Exceeds Standards - 52.9% (9)	Meets Standards - 23.5% (4)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 5.9% (1)	

## Written Comments Received from Evaluation Respondents

### Operations

- *Service Monitoring* - The board depends upon trends in service in order to assist with resolving transportation problems.



## Administrative

The second subcategory under the Coordination is Administrative. These questions dealt with ACCESS LYNX reservations, scheduling, trip allocations, and eligibility records. Under Eligibility records/certification 73% of the members felt ACCESS LYNX meets or exceeds standards. However, there continues to be significant concern with ACCESS LYNX's assignment of trips as 56% of the respondents felt trip allocation fell below standards. This issue was also raised during the last evaluation as 33% of the respondents disagreed, noting improvement is needed. It should also be noted that a contributing factor could very well be the impact related to changes in the coordinated system.

The voting breakdown in the Administrative category is shown below:

1. **ELIGIBILITY RECORDS/CERTIFICATION** - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

Exceeds Standards - 29.4% (5)	Meets Standards - 41.2% (7)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 11.8% (20)	No Response - 0%

2. **RESERVATIONS** - ACCESS LYNX has created a user-friendly reservation system where for riders to reserve trips in one phone call or through the online reservation system.

Exceeds Standards - 23.5% (4)	Meets Standards - 58.5% (10)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 0%	

3. **TRIP ALLOCATION** - ACCESS LYNX's assignment of trips, which are based on a predefined criteria such as cost, capacity, rotation, match of service, or multi-loading, are efficient and effective.

Exceeds Standards - 11.8% (2)	Meets Standards - 47.1% (8)	Below Standards - 35.3% (6)
Unacceptable - 0%	N/A - 5.9% (1)	

4. **SCHEDULING** - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

Exceeds Standards - 23.5% (4)	Meets Standards - 47.1% (8)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 11.8% (2)	

## Written Comments Received from Evaluation Respondents

### Administration

- *Eligibility Records and Certification* - Our CTC does a good job with the eligibility and certification of riders.
- *Reservations* - The consumer reservation system is working and meeting the needs of our riders to arrange for trips, using the telephone or online reservation system.

### COST EFFECTIVENESS & EFFICIENCY

Providing paratransit services can be an expensive endeavor. In 2015/16, the average one-way trip cost increased from \$36.21 from \$32.58, which reflects an 11% increase over the previous year. It is crucial for paratransit agencies to find cost-effective and efficient methods of providing services. This section of the evaluation looked at ACCESS LYNX's ability to manage their services under these circumstances.



For the most part, LCB members were satisfied with ACCESS LYNX's ability to deliver cost-effective and efficient transportation services. The biggest concerns had previously been in the area of no-shows and unduplicated passengers however, contrary to previous evaluations where ACCESS LYNX saw increases in no-shows year over year, this evaluation continued to see a reduction at seven percent. Likewise, during the last evaluation period members had been concerned with the increase in unduplicated passengers. However, the 2015/16 evaluation saw a 14% percent decline in unduplicated passengers which is noteworthy improvement. There is a notable increase in chargeable accidents which is of great concern to the LCB members.

The measurement comparisons between 2014/15 and 2015/16 service years given to LCB members for the evaluation of this area is shown in the tables below:

Measurements	July 2014 -June 2015	July 2015 -June 2016	% Change
Coordinated Trips	567,709	489,621	-14%
Unduplicated Passengers	10,033	7,911	-21%
No-Shows	31,419	29,205	-7%
Road Calls	257	171	-33%
Chargeable Accidents	86	127	48%
Vehicles	167	166	-1%

RATIOS:

Measurements	July 2014 - June 2015	July 2015 - June 2016	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/ 100,000 Vehicle Miles	1.16	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

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

1. Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient transportation service?

Exceeds Standards - 11.8% (2)	Meets Standards - 70.6% (12)	Below Standards - 11.8% (2)
Unacceptable - 0%	N/A - 5.9% (1)	No response - 0%

## LOCAL PERFORMANCE MEASUREMENTS

As we have seen over the years, the local government environment is changing. Demand for services is increasing, supporting revenues have stagnated, and citizens are demanding government accountability. In 2010, at the request of the Quality Assurance Task Force, the LCB established local goals with the intent to identify strengths and weaknesses in the TD service. The hope is to adjust the program accordingly in order for it to perform at acceptable levels, thus saving scarce resources and improving customer satisfaction.

This area of the evaluation looked at ACCESS LYNX's quality of service and focused on three objectives: 1) on-time performance; 2) call hold time; and 3) commendations and concerns. Having established goals and objectives has helped ACCESS LYNX maintain acceptable levels of service in 2015/16.

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## COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

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The LCB's goals and objectives for 2015-16 were as follows:

- |                   |                                                                                                            |
|-------------------|------------------------------------------------------------------------------------------------------------|
| <b>Goal 1:</b>    | Decrease complaints per 1,000 trips                                                                        |
| <b>Objective:</b> | Complaints Per 1,000 Trips = Less than 3 valid complaints for every 1,000 one-way passenger trips provided |
| <b>Goal 2:</b>    | Reduce Average Call Hold Time                                                                              |
| <b>Objective:</b> | Average Call Hold Time = No more than 2-minutes, 30-second                                                 |
| <b>Goal 3:</b>    | Maintain Acceptable On Time Performance                                                                    |
| <b>Objective:</b> | On-Time Performance = 92% or higher                                                                        |
| <b>Goal 4:</b>    | Fact Sheet                                                                                                 |
| <b>Objective:</b> | Produce and maintain a pocket fact sheet on TD Service users                                               |
| <b>Goal 5:</b>    | Advocacy                                                                                                   |
| <b>Objective:</b> | Develop and support legislation for sustainable TD service                                                 |

At 85%, ACCESS LYNX fell significantly short of the established 'on-time performance' goal of 92% or higher. The LCB's established call hold time goal is 2 minutes and 30 seconds. ACCESS LYNX's call hold time for 2015-16 was of 2 minutes and 27 seconds.

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

1. **ON-TIME PERFORMANCE** - The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2015 and June 2016 was 85%.

Satisfactory - 6.3% (1)      Needs Improvement - 81.3% (13)      Unsatisfactory - 12.5% (2)

2. **CALL HOLD TIME** - The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2015 and June 2016 was 2 minutes and 17 seconds.

Satisfactory - 64.7% (11)      Needs Improvement - 23.5% (4)      Unsatisfactory - 11.8% (2)

3. **COMMENDATIONS & CONCERNS** - The TDLCB established a goal of 3 valid complaints per 1,000 trips. The average complaint per 1,000 trips was 1.55 complaints.

Satisfactory - 41.2% (7)      Needs Improvement - 58.8% (10)      Unsatisfactory - 0%

## Written Comments Received from Evaluation Respondents

### Local Performance Measures

- *On-time performance* depends upon traffic, weather and scheduling, etc. We continue to work on this area.
- *Call Hold Time* - The announcement on the telephone system alerting callers of the number of callers ahead of them is helpful to the callers.

## AVAILABILITY

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

Overall, members were satisfied with ACCESS LYNX's availability in all three availability categories. All LCB members were content with LYNX's Zero Un-Met Demand policy. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide funding to meet 100% of the demand.

The members were satisfied with ACCESS LYNX's customer service accessibility. ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at [www.golynx.com](http://www.golynx.com). Online reservations can be made 24 hours a day, seven days a week. Customer service, where customers can check the status of their reservation or cancel a reservation, is also available 24 hours a day, seven days a week. ACCESS LYNX TD services are available any time that the public bus system is in operation.



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

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

Satisfactory - 82.4% (14)      Needs Improvement - 17.6% (3)      Unsatisfactory - 0%

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

Satisfactory - 41.2% (7)      Needs Improvement - 58.8% (10)      Unsatisfactory - 0%

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

Satisfactory - 76.5% (13)      Needs Improvement - 23.5% (4)      Unsatisfactory - 0%

## Written Comments Received from Evaluation Respondents

### Availability

- *Compliments and concerns* - I hope that we are counting all or most of our riders' concerns and compliments.
- *Customer Service Accessibility* - The reservation system is good.
- *Public Awareness* - Thank you for your work in implementing a great public outreach program for the riders and agencies.

## OVERALL EVALUATION

In the end, the majority of LCB members (94.1%) felt ACCESS LYNX meets or exceeds established standards and are satisfied that services are provided in the most efficient and effective manner possible given circumstances oftentimes beyond their control. As noted in the evaluation areas, ACCESS LYNX has been proactive in several areas which has resulted in significant improvements in the areas of no shows. On-time performance and call hold times continue to be an area where improvement is need, however it is noted that ACCESS LYNX is endeavoring to employ strategies to mitigate challenges in these areas. A full description of the evaluation results can be found on Appendix C.

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

### YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

Exceeds Standards - 23.5% (4)      Meets Standards - 70.6% (12)      Below Standards - 5.9% (1)  
Unacceptable - 0%      N/A - 0%

## Written Comments Received from Evaluation Respondents

### Overall Evaluation

- *Scheduling* - Sometimes the scheduling of trips on our vehicles does not make sense, the riders are going in different directions and this makes a long ride for our customers. Continue to help the riders understand the shared ride program.
- *Advanced Payment System* - Our riders have long requested an advanced payment card system. How much longer before a trial card payment program is implemented.



## **ACCESS LYNX USER SURVEY**

In addition to evaluations by the CTC, MetroPlan Orlando staff felt it important to receive invaluable input from the system users to augment the CTC evaluations. Instead of conducting “mystery rides” as in previous years, a “snapshot” survey was conducted in order to assess the rider experience on ACCESS LYNX and elicit evaluations and comments from system users on a certain date in time. Results of the revealed that 65% of the system users rated their overall experience as “Excellent” or “Good.” A full report of the system user evaluation, including the methodology for conducting the survey may be found at Appendix D.

## **2015-2016 EVALUATION RECOMMENDATIONS**

MetroPlan Orlando and the LCB is satisfied with the progress LYNX has achieved this service year. We understand that many of these measurements continue to be affected by the changes related to the coordinated system. Based on evaluation results and comments made by LCB members and service riders, MetroPlan Orlando recommends the following actions:

### **IMPROVE ON-TIME PERFORMANCE**

Although significant improvements were made between 2013-14 and 2014-15, however during this evaluation period ACCESS LYNX’s performance fell significantly short of the TDLCB’s established goal of 92% on-time performance with 85%. Members expressed concerns that every effort needs to be made to meet or exceed the established goal. MetroPlan Orlando once again recommends continuing to work towards improvements in on-time performance including scheduling trips based on current traffic conditions, ensuring vehicles are equipped with reliable technology, and allowing drivers the flexibility to make route adjustments based on their assessment of traffic conditions. It should be noted that ACCESS LYNX is endeavoring to implement a mobility management model of service delivery which will introduce the use of transportation network companies (TNCs) in addition to traditional taxi service for direct rides home. Should this become a reality, it will help to improve on-time performance.

### **IMPROVE CALL HOLD TIME**

ACCESS LYNX met the LCB’s established call hold time goal of 2 minutes and 30 seconds, reporting that calls were answered within **2 minutes and 27 seconds**. Efforts should be made to continue to reduce call hold times in the coming year. It should be noted that ACCESS LYNX has implemented an ambassador program where a representative has reached out to dialysis centers in Central Florida and provided training on how to use the online vehicle tracking system for clients. The ability of clients to be able to track their vehicles should help to further decrease calls made to ACCESS LYNX to find out the arrival time of the vehicle.



**DRIVER TRAINING**

Chargeable accidents increased from 86 to 127 between 2014-15 and 2015-16. This reflects a 48% increase in preventable accidents (30% increase per 1,000 miles.) While the nature of these accidents are not reported, it is highly recommended that vehicle operators are trained and or re-trained where needed in order to avoid preventable accidents in the future.

**REVISED GOALS**

Upon completion of this evaluation, two new goals were recommended. They are reflected below as Goals 4 and 5:

- Goal 1:** Decrease complaints per 1,000 trips  
**Objective:** Complaints Per 1,000 Trips = Less than 3 valid complaints for every 1,000 one-way passenger trips provided
- Goal 2:** Reduce Average Call Hold Time  
**Objective:** Average Call Hold Time = No more than 2-minutes, 30-second
- Goal 3:** Maintain Acceptable On-Time Performance  
**Objective:** On-Time Performance = 92% or higher
- Goal 4:** **Advanced Pay System (NEW)**  
**Objective:** Implement an advanced pay system utilizing existing scheduling software
- Goal 5:** **Make Better Use of and Promote Technology for Service Delivery (NEW)**  
**Objective:** Research uses of technology currently in use in other markets and employ technology








## APPENDIX A - 2015-2016 ACCESS LYNX SERVICE MEASUREMENTS

## 2015-16 Cost-Effectiveness Measurements

Measurements	July 2014 -June 2015		July 2015-June 2016		FY14/15 - FY15/16 % Change
Coordinated Trips	567,709		489,621		-14%
Unduplicated Passengers	10,033	2%	7,911	2%	-21%
No-Shows	31,419	6%	29,205	6%	-7%
Road Calls	257	0.05%	171	0.03%	-33%
Chargeable Accidents	86	0.02%	127	0.03%	48%
Vehicles	167	0.03%	166	0.03%	-1%

## RATIOS:

Measurements	(July - June) 2014/15	(July - June) 2015/16	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/100,000 Vehicle Miles	1.16	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

Measurement	(July - June) 2014/15	(July - June) 2015/2016	% Change
Concerns per 1,000 trips	1.31	1.55	18% 
Commendations	183	151	-17% 
Average Call Hold Time	2 mins and 17 secs	2 mins and 27 sec	.7% 
On-Time Performance	91%	85%	-6% 
Concerns	741	757	2% 



## APPENDIX B - 2015-2016 CTC EVALUATION QUESTIONNAIRE



# LYNX Community Transportation Coordinator

## Orange, Osceola and Seminole Counties

July 1, 2015 - June 30, 2016

Evaluation Form

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## INTRODUCTION

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

Access LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is July 1, 2015 through June 30, 2016.

The purpose of conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to our TD population. The intent of this evaluation is to determine the level and quality of ACCESS LYNX service, and whether the costs are reasonable.

The CTC evaluation is be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Performance Measures, and Availability. Each category is subdivided into sections. Please read carefully, and place a check mark indicating your rating accordingly.



**COORDINATION**

**OPERATIONS**

Please rate each Operations Standard as indicated below:

**Planning** - ACCESS LYNX's ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Transport Availability** - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible vehicle.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Service Monitoring** - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and the contract service provider.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Billing** - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Reporting** - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

## ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

**Eligibility Records/Certification** - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Reservations** - ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or through the online reservation system.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Trip Allocation** - ACCESS LYNX's assignment of trips is effective and efficient. Assignments of trips are based on predefined criteria. This criteria consist of cost, capacity, rotation, match of service, or multi-loading.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

**Scheduling** - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on **COORDINATION** in both the operations and administrative categories:

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## COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether ACCESS LYNX is delivering the most cost-effective transportation

Measurements	July 2014 -June 2015		July 2015 -June 2016		FY14/15 - FY15/16 % Change
Coordinated Trips	567,709		489,621		-14%
Unduplicated Passengers	10,033	2%	7,911	2%	-21%
No-Shows	31,419	6%	29,205	6%	-7%
Road Calls	257	0.05%	171	0.03%	-33%
Chargeable Accidents	86	0.02%	127	0.03%	48%
Vehicles	167	0.03%	166	0.03%	-1%

RATIOS:

Measurements	(July - June) 2014/2015	(July - June) 2015/2016	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/100,000 Vehicle Miles	1.161	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service? *For your convenience, a glossary of measurement terms has been attached to this evaluation*

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please provide any general comments or feedback you may have on **Cost Effectiveness and Efficiency**:

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## LOCAL PERFORMANCE MEASUREMENTS

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

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

The TDLCB establishes the local performance measures for the CTC. Please rate each local performance measure below:

### On-Time Performance

On-time performance directly measures the ability of the transportation provider of having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely.

*The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2015 to June 2016 was of 85%.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

### Call Hold Time

The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed.

*The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2015 to June 2016 was of 2 minutes and 27 seconds.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

### Commendations and Concerns

ACCESS LYNX has established a Customer Relations line which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement.

Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels:

Measurement	(July - June) 2014/2015	(July - June) 2015/2016	% Change
Concerns	741	757	2%
Commendations	183	151	-17%

*The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 1.55 concerns.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on the local performance measures:

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## AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand
2. Being able to access customer service
3. Improve passenger awareness of TD transportation services.

**Demand** - TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. In 2015/16, there were 0% unmet needs.

Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

**Customer Service Accessibility** - From the point of view of the user, accessibility is the function of how easily service can be accessed.

ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at [www.golynx.com/WebACCESS](http://www.golynx.com/WebACCESS). Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation.



Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

*Access LYNX staff conducted a total of 217 public outreach/public presentation efforts.*

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2015 to June 2016:

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

Please provide any general comments or feedback you may have on Availability:

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YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

EXCEEDS STANDARD (5)	MEETS STANDARD (3)	BELOW STANDARD (1)	UNACCEPTABLE (0)	N/A

Please prioritize the most important areas you feel need improvement, and the amount of time in which you would like to see them implemented.

1. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

2. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

3. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

4. Area: \_\_\_\_\_

\_\_\_\_\_

*Time Frame for implementation:* \_\_\_\_\_

\_\_\_\_\_

## GLOSSARY

**Accidents:** when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

**Commendation:** any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

**Competitive Procurement:** obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

**Concern:** any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

**Coordinated Trips:** passenger trips provided by or arranged through a CTC.

**Customer Relations:** Customer relations are the relationships that a business has with its customers and the way in which it treats them.

**Customer Service:** The process of ensuring customer satisfaction with a product or service.

**Demand response trips:** Random trips not automatically generated by the scheduling software.

**Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service

**Dispatcher:** the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

**MV Transportation:** ACCESS LYNX paratransit and deviated-fixed route services contractor.

**Non-sponsored Trip:** transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

**Operating Expenses:** sum of all expenses associated with the operation and maintenance of a transportation system.

**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.

**Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

**Roadcall:** any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

**Scheduling:** is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle.

**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).

**Subscription trips:** Trips that are generated by the scheduling software the same day and time every week.

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

**Unmet Need:** the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

**Vehicles:** number of vehicles owned by the transit agency that are available for use in providing services.

**Vehicle Miles:** the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

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

**Subscription Trips**

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips

**Demand Response Trips**

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



## APPENDIX C - 2015-2016 CTC EVALUATION RESULTS

## Question Analysis Report

Q #	Choice	Choice Text	Response Count	Response Pct
1		How is the weather outside today?		
	1	Very Good	11	68.8%
	2	Satisfactory	3	18.8%
	3	Needs Improvement	1	6.3%
	4	Unsatisfactory	1	6.3%
		N	16	
2		<b>PLANNING</b> ACCESS LYNX ensures that TD services complement each other.		
	1	Exceeds Standard (5)	3	17.6%
	2	Meets Standard (3)	8	47.1%
	3	Below Standard (1)	5	29.4%
	4	Unacceptable (0)	0	0.0%
	5	N/A	1	5.9%
		N	17	
3		<b>TRANSPORT AVAILABILITY</b> ACCESS LYNX ensures that appropriate vehicles are available for clients		
	1	Exceeds Standard (5)	5	29.4%
	2	Meets Standard (3)	8	47.1%
	3	Below Standard (1)	3	17.6%
	4	Unacceptable (0)	0	0.0%
	5	N/A	1	5.9%
		N	17	
4		<b>SERVICE MONITORING</b> ACCESS LYNX properly monitors and resolves problems involving passengers and MV Transportation		
	1	Exceeds Standard (5)	3	17.6%
	2	Meets Standard (3)	10	58.8%
	3	Below Standard (1)	4	23.5%
	4	Unacceptable (0)	0	0.0%
	5	N/A	0	0.0%
		N	17	



5	<b>BILLING</b> <b>ACCESS LYNX has a coordinated billing system in which they properly collects fares for trips based on funding availability</b>		
	1	Exceeds Standards (5)	3 17.6%
	2	Meets Standards (3)	9 52.9%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	2 11.8%
	N		17
6	<b>REPORTING</b> <b>ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB.</b>		
	1	Exceeds Standard (5)	9 52.9%
	2	Meets Standard (3)	4 23.5%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	1 5.9%
	N		17
7	<b>ELIGIBILITY RECORDS/CERTIFICATION</b> <b>ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria</b>		
	1	Exceeds Standard (5)	5 29.4%
	2	Meets Standard (3)	7 41.2%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	2 11.8%
	N		17
8	<b>RESERVATIONS</b> <b>ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or online</b>		
	1	Exceeds Standard (5)	4 23.5%
	2	Meets Standard (3)	10 58.8%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	0 0.0%
	N		17

9	<b>TRIP ALLOCATION</b> <b>ACCESS LYNX's assignment of trips is efficient and effective</b>		
	1	Exceeds Standard (5)	2 11.8%
	2	Meets Standard (3)	8 47.1%
	3	Below Standard (1)	6 35.3%
	4	Unacceptable (0)	0 0.0%
	5	N/A	1 5.9%
		N	17
10	<b>SCHEDULING</b> <b>ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request</b>		
	1	Exceeds Standard (5)	4 23.5%
	2	Meets Standard (3)	8 47.1%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	2 11.8%
		N	17
11	<b>Please refer to the tables on page 5. Based on this data, has ACCESS LYNX delivered the most effective and efficient service?</b>		
	1	Exceeds Standard (5)	2 11.8%
	2	Meets Standard (3)	12 70.6%
	3	Below Standard (1)	2 11.8%
	4	Unacceptable (0)	0 0.0%
	5	N/A	1 5.9%
		N	17
12	<b>ON-TIME PERFORMANCE</b> <b>TDLCB on-time performance goal: 92% &gt;</b> <b>ACCESS LYNX average on-time performance: 85%</b>		
	1	Satisfactory	1 6.3%
	2	Needs Improvement	13 81.3%
	3	Unsatisfactory	2 12.5%
			N 16
13	<b>CALL HOLD TIME</b> <b>TDLCB avg call hold time goal: 2 min. 30 sec.</b> <b>ACCESS LYNX average call hold time: 2 min. 27 sec.</b>		

1	Satisfactory	11	64.7%
2	Needs Improvement	4	23.5%
3	Unsatisfactory	2	11.8%
N		17	
14	<b>COMMENDATIONS &amp; CONCERNS</b> TDLCB goal per 1,000 trips: < 3 valid concerns ACCESS LYNX avg concerns per 1,000 trips: 1.55		
1	Satisfactory	7	41.2%
2	Needs Improvement	10	58.8%
3	Unsatisfactory	0	0.0%
N		17	
15	<b>DEMAND</b> Please refer to the language on page 7. Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips		
1	Satisfactory	14	82.4%
2	Needs Improvement	3	17.6%
3	Unsatisfactory	0	0.0%
N		17	
16	<b>CUSTOMER SERVICE ACCESSIBILITY</b> Please refer to the language on page 7. Rate ACCESS LYNX's ability to provide scheduling and transportation service availability:		
1	Satisfactory	7	41.2%
2	Needs Improvement	10	58.8%
3	Unsatisfactory	0	0.0%
N		17	
17	<b>PUBLIC AWARENESS</b> Based on YOUR level of awareness and your conversations with TD customers, how well ACCESS LYNX has been at reaching out?		
1	Satisfactory	13	76.5%
2	Needs Improvement	4	23.5%
3	Unsatisfactory	0	0.0%
N		17	

18	YOUR OVERALL EVALUATION OF ACCESS LYNX IS:		
	1	Exceeds Standard (5)	4 23.5%
	2	Meets Standard (4)	12 70.6%
	3	Below Standard (3)	1 5.9%
	4	Unacceptable (0)	0 0.0%
	5	N/A	0 0.0%
		N	17



## APPENDIX D - 2015-2016 ACCESS LYNX SYSTEM USER SURVEY RESULTS AND SURVEY INSTRUMENT

## Survey of ACCESS LYNX Users for September 22, 2016

To capture a snapshot of rider experience on ACCESS LYNX and elicit evaluations and comments from system users, we devised a survey for riders on a particular day, describing that day's interactions.

Themes on the 10-question survey aligned with some of those on the Community Transportation Coordinator Evaluation, concentrating on issues of the most interest to riders. Our themes were: Accessibility & Performance, Customer Service, Overall Evaluation of the system. In addition, we collected demographic data about riders and information about the purposes and methods of payment for the trips.

Questions that asked for evaluations or ratings, also allowed free response boxes for participant comments.

### Methods

Using data collected **September 22, 2016** by the Central Florida Regional Transportation Authority (LYNX) Manager of Paratransit Operations, we contacted 91 persons who had ridden on ACCESS LYNX that day.

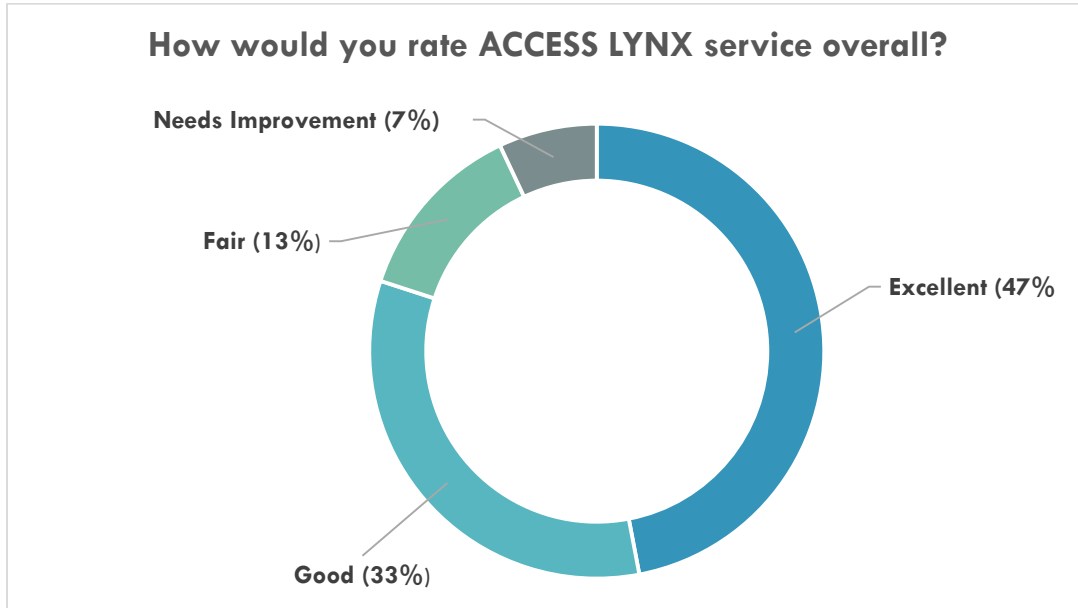
The riders we contacted were selected first by a random pull of 530 from the day's ACCESS LYNX riders for that date. We filtered out all riders in that random sample who had given LYNX working email addresses. This provided the contact list of 91 names.

We sent each of the 91 contacts an email invitation, which contained an electronic link to the survey on SurveyMonkey.com. The email also explained MetroPlan Orlando's role in designating the Community Transportation Coordinator (ACCESS LYNX) and responsibility for oversight of paratransit service throughout the three-county region. Riders were assured that their participation was voluntary and that their answers would be confidential and anonymous.

We received 16 responses, which constitutes an 18% response rate for the riders we contacted. ACCESS LYNX estimates 2,100 riders per day, which means our sample would be and about .8% of an average day's total ridership.

## Results

Asked for an overall evaluation of ACCESS LYNX service based on the Sept. 22 trip, 80% rated it “Excellent” or “Good.” About 20% described the service as “Fair” or “Needs Improvement”; and none of the respondents called it “Unacceptable.”



In evaluating Accessibility & Performance, riders were asked whether ACCESS LYNX made “an appropriate vehicle available when you needed it to travel to and return from your destination.” About 75% answered affirmatively for both parts of their trip, while 19% said this only happened for one leg of the trip, and 6% said it didn’t happen at all that day.

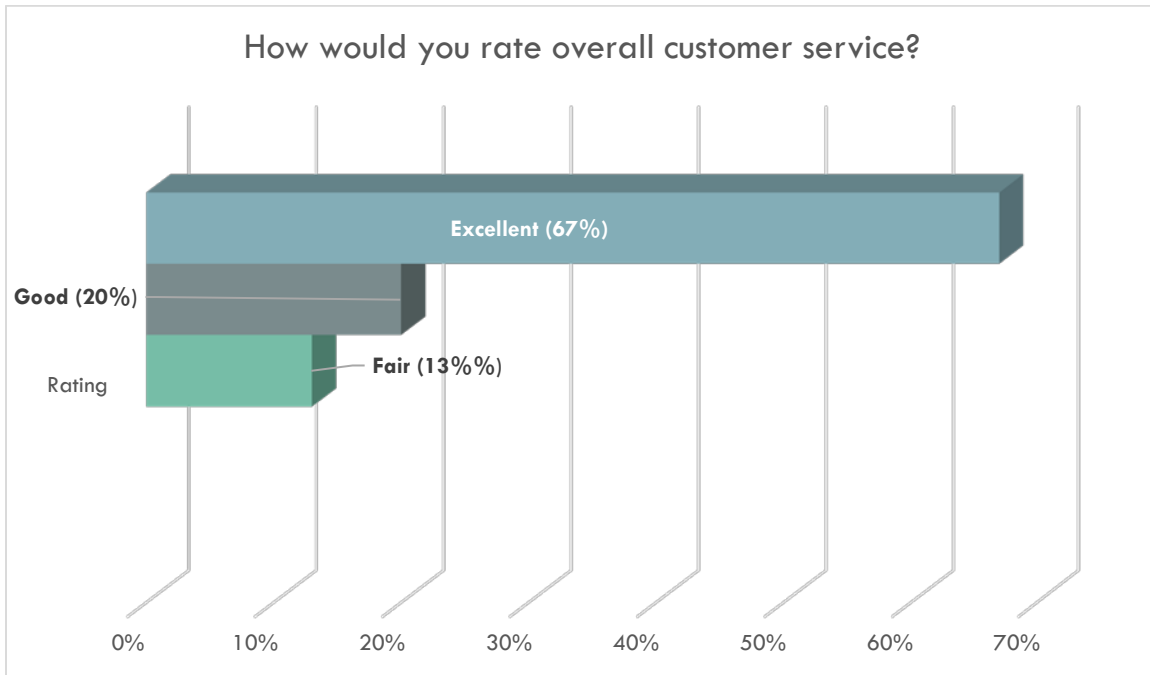
One respondent commented that the vehicle was “very late for return.”

In breaking down the parts of the trip, assessments were similar for both halves, with 75% of respondents saying trips to their destinations were “Excellent,” “Good” or “Fair” and 91% of respondents describing the return trip in one of those ways.

Respondents were asked to rate ACCESS LYNX overall customer service, including interactions with drivers for their Sept. 22 trip. About 87% rated it “Excellent” or “Good.” Nobody rated it as “Needs Improvement” or “Unacceptable.”

One rider’s comment gave insights into how drivers can contribute to an “excellent” trip from the rider’s perspective: “This is one of my best drivers. You can tell she loves her clients by greeting each one by name and walking them both on and off the bus! There are so many drivers that do not assist clients on or off the bus and rarely or never walk us to the doors. Then again there are so many drivers who don’t ever talk with any of their clients while on the bus.”

A separate question asked about the “user-friendliness of the ACCESS LYNX reservation system for the Sept. 22 trip. About 47% rated it as “Excellent”; 27%, as “Good”; 13% “Fair”; and 13% “Needs Improvement.” Nobody rated it as “Unacceptable.” One respondent did comment: “The hold/wait time is tooooooo long!”



About two-thirds of the trips taken on Sept. 22 by our respondents were for employment. A third (33%) were for medical appointments, and 6% were for education purposes.

Most of the respondents (60%) said they paid for their Sept. 22 trips with cash. The others said they paid for their trips with prepaid tickets or ACCESS LYNX passes. Nobody said their trip was directly billed to a third party.

Respondents to this survey were primarily male - about 53%. They gave their ages as follows: younger than 25 years, 7%; 25-45 years, 47%; 46-65 years, 27%; and older than 65 years, 20%.

About 47% of the respondents live in Orange County; 13% live in Osceola County; and 40% live in Seminole County.

Copy of the email invitation to take the survey that went out to 70 ACCESS LYNX riders who used the system on Sept. 22, 2016





## APPENDIX E - 2015-2016 CTC EVALUATION WORKBOOK

# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



# **Transportation Disadvantaged**

**CTC BEING REVIEWED:** \_\_\_\_\_

**COUNTY (IES):** \_\_\_\_\_

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

**CONTACT:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**REVIEW PERIOD:** \_\_\_\_\_ **REVIEW DATES:** \_\_\_\_\_

**PERSON CONDUCTING THE REVIEW:** \_\_\_\_\_

**CONTACT INFORMATION:** \_\_\_\_\_

# ***LCB EVALUATION WORKBOOK***

<b>ITEM</b>	<b>PAGE</b>
<b>REVIEW CHECKLIST _____</b>	<b>3</b>
<b>EVALUATION INFORMATION _____</b>	<b>5</b>
<b>ENTRANCE INTERVIEW QUESTIONS _____</b>	<b>6</b>
<b>GENERAL QUESTIONS _____</b>	<b>9</b>
<b>CHAPTER 427, F.S. _____</b>	<b>13</b>
<b>RULE 41-2, F.A.C. _____</b>	<b>22</b>
<b>COMMISSION STANDARDS _____</b>	<b>32</b>
<b>LOCAL STANDARDS _____</b>	<b>33</b>
<b>AMERICANS WITH DISABILITIES ACT _____</b>	<b>36</b>
<b>FY GRANT QUESTIONS _____</b>	<b>42</b>
<b>STATUS REPORT _____</b>	<b>43</b>
<b>ON-SITE OBSERVATION _____</b>	<b>45</b>
<b>SURVEYS _____</b>	<b>47</b>
<b>LEVEL OF COST WORKSHEET # 1 _____</b>	<b>52</b>
<b>LEVEL OF COMPETITION WORKSHEET #2 _____</b>	<b>53</b>
<b>LEVEL OF AVAILABILITY WORKSHEET #3 _____</b>	<b>55</b>

# REVIEW CHECKLIST & SCHEDULE

## **COLLECT FOR REVIEW:**

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:\_\_\_\_\_)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

## **ITEMS TO REVIEW ON-SITE:**

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

### **ITEMS TO REQUEST:**

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

### **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

- ☐ Measuring Tape
- ☐ Stop Watch

## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

#### 1. OPERATING ENVIRONMENT:

- ☐ RURAL      ☐ URBAN

#### 2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER  
☐ PARTIAL BROKERAGE  
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact



6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

## GENERAL QUESTIONS

**Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.**

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No  
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No  
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S  
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  
☐ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is  
being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE  
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL  
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?  
☐ Yes    ☐ No                      If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?  
☐ Yes    ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?  
☐ Yes    ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

*Please Verify These Passengers Have an Eligibility Application on File:*

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

## GENERAL QUESTIONS

Findings:

Recommendations:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

***“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”***

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)**  
***“Collect Annual Operating Data for submittal to the Commission.”***

### REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (\_\_\_\_%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

***“Review all transportation operator contracts annually.”***

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**



## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

***“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”***

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?  
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).**

***“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

***“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”***

Review the Operational section of the TDSP

1. Hours of Service:
  
2. Hours of Intake:
  
3. Provisions for After Hours Reservations/Cancellations?
  
4. What is the minimum required notice for reservations?
  
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

***“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”***

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## CHAPTER 427

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH 41-2, F.A.C.

**Compliance with 41-2.006(2), Safety Standards.**  
*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

*Date of last SSPP Compliance Review*\_\_\_\_\_, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes    ☐ No

## DRIVER REQUIREMENT CHART

[illegible]

<b>Sample Size:</b>	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
---------------------	------------------------	-------------------------	----------------------





## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(3), Drug and Alcohol Testing

*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

### REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: \_\_\_\_\_

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

*“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No  
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

## **RULE 41-2**

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Commission Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	



## COMMISSION STANDARDS

Findings:

Recommendations:

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Local Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

## LOCAL STANDARDS

Findings:

Recommendations:

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

### REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE  
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL  
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?  
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH  
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771

**EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT  
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS  
REGARDING THE FOLLOWING:**

<b>Provision of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

# Bus and Van Specification Checklist

**Name of Provider:**

**Vehicle Number (either VIN or provider fleet number):**

**Type of Vehicle:**    ☐ Minivan                      ☐ Van                      ☐ Bus (>22')  
                                 ☐ Minibus (<= 22')                      ☐ Minibus (>22')

**Person Conducting Review:**

**Date:**

**Review the owner's manual, check the stickers, or ask the driver the following:**

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

**Have the driver lower the lift to the ground:**

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

**Once the lift is on the ground, review the following:**

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

**Have the driver bring the lift up to the fully raised position (but not stowed):**

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

**While inside the vehicle:**

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

**Vehicles under 22 feet must have:**

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

**Vehicles over 22 feet must have:**

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.



## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

<b>Name of Service Provider/ Contractor</b>	<b>Total # of Vehicles Available for CTC Service</b>	<b># of ADA Accessible Vehicles</b>	<b>Areas/Sub areas Served by Provider/Contractor</b>

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

## ADA COMPLIANCE

Findings:

Recommendations:

**FY \_\_\_\_ / \_\_\_\_ GRANT QUESTIONS**

**The following questions relate to items specifically addressed in the FY \_  
\_\_\_\_ / \_\_\_\_ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY \_\_\_\_\_)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY \_\_\_\_\_)

☐ Yes ☐ No

## Level of Competition Worksheet 2

### 1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
<b>Total</b>				

2. How many of the operators are coordination contractors? \_\_\_\_\_
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? \_\_\_\_\_  
  
Does the CTC have the ability to expand? \_\_\_\_\_
4. Indicate the date the latest transportation operator was brought into the system. \_\_\_\_\_  
\_\_\_\_\_
5. Does the CTC have a competitive procurement process? \_\_\_\_\_
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? \_\_\_\_\_

How many responded? \_\_\_\_\_

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? \_\_\_\_\_

## **Level of Availability (Coordination)**

### **Worksheet 3**

**Planning** – What are the coordinated plans for transporting the TD population?

**Public Information** – How is public information distributed about transportation services in the community?

**Certification** – How are individual certifications and registrations coordinated for local TD transportation services?

**Eligibility Records** – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**Call Intake** – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

**Reservations** – What is the reservation process? How is the duplication of a reservation prevented?

**Trip Allocation** – How is the allocation of trip requests to providers coordinated?

**Scheduling** – How is the trip assignment to vehicles coordinated?

**Transport** – How are the actual transportation services and modes of transportation coordinated?

**Dispatching** – How is the real time communication and direction of drivers coordinated?

**General Service Monitoring** – How is the overseeing of transportation operators coordinated?

**Daily Service Monitoring** – How are real-time resolutions to trip problems coordinated?



**Trip Reconciliation** – How is the confirmation of official trips coordinated?

**Billing** – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

**Reporting** – How is operating information reported, compiled, and examined?

**Cost Resources** – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

**Information Resources** – How is information shared with other organizations to ensure smooth service provision and increased service provision?

**Overall** – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

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

Manager of Paratransit Operations  
LYNX  
455 North Garland Avenue  
Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 8 contains a list of providers within LYNX' coordinated system.

**Table 8**  
**PROVIDER INFORMATION**

Adventures In Caregiving 105 Oakland Av Sanford, FL 32773	Orlando, FL 32806
Ajuda, Corporation 6774 Magnolia Homes Road Orlando, FL 32810	Elquanah Group Home 955 Tuskawilla Rd. Orlando, FL 32708
Ambassador Cottage 2118 Ambassador Ct. Orlando, FL 32808	Global Unity Care P.O. Box 421983 Kissimmee, FL 34742
Be Safe Transportation 2605 Wembley Cross Way Orlando, FL 32828	Health Inspirations 3829 West Washington Street Orlando, FL 32805
Bishop Grady Villas 401 Bishop Grady Court St. Cloud, FL 34769	Hodges Group Home 4001 Kaluga Park St. Orlando, FL 32808
Brighter Future Services 902 Haverford Dr. Ocoee, FL 34761	J & B Ttransportation Services 881 Bookfield Place Apopka, FL 32712
Central Florida Group Homes 1095 West Morse Boulevard Winter Park, FL 32789	Kinneret Apartments 515 S. Delaney Ave. Orlando, FL 32801
Crystal Lake 2500 Marlboro St.	Kirbicort 2901 Yule Court Christmas, FL 32709

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

Lakeside Behavioral Healthcare  
1800 Mercy Dr.  
Orlando, FL 32808

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

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

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

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

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

MV Transportation  
9313 Bachman Road  
Taft, FL 32824

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

Osceola ARC  
310 N. Clyde Avenue  
Kissimmee, FL 34741

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

Osceola County Mental Health

206 Park Place Boulevard  
Kissimmee, FL 34741

Pachot Group Home  
3905 Timber Trail  
Orlando, FL 32808

Primrose Center  
2733 S. Ferncreek Avenue  
Orlando, FL 32806

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

Quest  
500 E. Colonial Dr.  
Orlando, FL 32803

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

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

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

Sweet Serenity Home  
7914 Country Run Pkwy  
Orlando, FL 32818

Trinity Home Care Facility  
2502 Greywall Avenue  
Ocoee, FL 34761

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

Zealene Hatcher  
105 Oakland Ave  
Sanford, FL 32773

**Table 8**  
**PROVIDER INFORMATION**

Ambassador Cottage, Inc.  
2118 Ambassador Ct.  
Orlando, FL 32808

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

Attain, Inc.  
2451 Regent St., Suite A  
Orlando, FL 32804

Behavioral Support Services, Inc.  
801 Douglas Ave., Suite 208  
Altamonte Springs, FL 32714

Brenda Greene  
10410 Westley Way  
Orlando, FL 32825

Bright Start Pediatrics  
1133 W. Airport Blvd.  
Sanford, FL 32773

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

Creative Living Services, LLC  
6239 Edgewater Dr. V1S7  
Orlando, FL 32810

Daughters of Zion Women's Alliance  
2215 Curry Ford Road  
Orlando, FL 32806

Devereux Foundation  
5850 TG Lee Blvd., Suite 400  
Orlando, FL 32822

Florida Mentor  
5035 Edgewater Dr.  
Orlando, FL 32810

Good Samaritan Society  
1550 Aldersgate Dr.  
Kissimmee, FL 34743

Good Wheels, Inc.  
10075 Bavaria Road  
Fort Meyers, FL 33913

Ambitious Care  
1023 S Hiawassee  
Orlando, FL 32835

Kind Hands, Inc.  
166 Bob Thomas Cir.  
Sanford, FL 32771

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

Lil's Non-Emergency Medical Transport LLC  
199 Kassik Cir.  
Orlando, FL 32824

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

MV Transportation  
4950 L.B. McLeod Rd.  
Orlando, Florida 32811

Osceola ARC  
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

Park Place Behavioral Health Care  
206 Park Place Blvd.  
Kissimmee, FL 34741

Passion for Caring Home Health Agency  
12513 Wisconsin Woods Ln  
Orlando, FL 32824

Primrose Center  
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 34761

Triple H, Inc.  
6555 Bay Tree Ct.  
Saint Cloud, FL 34771

Giyo Services, LLC  
1784 Big Oak Ln  
Kissimmee, FL 34746

## Attachment 7

### CTC Evaluation

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

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

Begin time of Exit Conference: 9:30 am

End time of Exit Conference: 10:00 am

Individuals present at the meeting included the following:

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

**1) Introduction**

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

**2) Review Monitoring Results**

**a) Findings**

**i) Prior Monitoring Findings**

Prior Monitoring Report was not issued to CTC.

**ii) Current Monitoring Findings**

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

Florida Administrative Code Rule 41-2 - Operator Driver  
Records



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

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

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

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

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

**Finding CTC Orange, Osceola & Seminole 2010-11-002**  
CTD Trip & Equipment Grant, Section 14.80

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

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

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

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

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

**Finding CTC Orange, Osceola & Seminole 2010-11-003**  
Onsite Observation of the System – TD Helpline Number

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

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

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

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

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

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

## **b) Suggestions**

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

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

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

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

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

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

- Passenger no-shows

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

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

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

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

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

Monitor noted that Spanish is spoken by greater than 5% of service area and that written communications should be available in Spanish as indicated in the Medicaid contract.

Monitor noted that the CTC's application is an English/Spanish combined application, but that the How to Ride Guide and other communications are available only in English and alternative formats (Braille, large-print); however it was noted that customer service operators were bi-lingual to assist Spanish speaking riders.

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

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

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

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

**c) Other Items**

**Medicaid Handbook**

Per its executed contract with the Florida Commission for the Transportation Disadvantaged (FCTD), the Central Florida Regional Transportation Authority, d/b/a Lynx Transportation, (the CTC) is required to provide a Medicaid Beneficiary Transportation Services Handbook (Handbook) to each

Medicaid Beneficiary within 7 calendar days following the CTC's determination whether the Medicaid beneficiary is eligible for transportation services. Monitors noted that the CTC does not have such a Handbook, as they are awaiting an example of a handbook from FCTD. FCTD is aware of this issue and has submitted their proposed example to the Agency for Health Care Administration (AHCA). Once approved by AHCA, FCTD will send out the Handbook example to be used by the CTC.

### **Insurance limit**

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

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

### **4) Deliverables**

- a) We anticipate issuing the draft of the monitoring report by July 14, 2011 (15 calendar days after the end of fieldwork or end of extension period).
- b) Draft reports will be provided electronically and released to the CTC/STP and FCTD at the same time. Comments and feedback on the draft report are due **within 7 calendar days after the draft is issued**.
- c) The draft report will include the findings/suggestions described here. **All findings and suggestions discussed in this exit conference are tentative and subject to further review by the monitoring team, our firm management, and FCTD.**
  - i) This review may identify additional findings and/or suggestions.
  - ii) This review may determine the current findings and/or suggestions should be modified, re-classified or removed.
- d) **Before report revisions identified during this review process are finalized, your management team will receive a revised report draft.** You will be given additional time (as needed on a case-by-case basis) to review and comment on these changes.

- e) Upon FCTD's acceptance of the draft report, the **final report will be issued within 22 calendar days** from the date of the exit conference.

#### 5) Other Items/Conclusion

- a) If your entity's monitoring report contains report findings, your management team must submit a **Corrective Action Plan (CAP)** response to FCTD Project Manager **within 30 calendar days after the final report is released to you**. This response, and any related questions about this process should be sent by e-mail to FCTD Project Manager.
- b) Copy of Exit Conference memo provide to CTC/STP and FCTD.
- c) Closing/Thank you.

#### 6) Questions?

#### Follow-up:

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

Acknowledged by:

---

(Date) *(CTC/STP Management member)*

Acknowledged by:

---

(Date) *(THF Monitor)*

## LYNX Response

August 5, 2011

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

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

Dear Mr. Irvine,

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

### **Finding**

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

### **LYNX Response**

During LYNX' annual audit of the provider on October 14 and 15, 2010, where 100% of all driver files were reviewed for compliance,



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

### **Finding**

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

### **LYNX Response**

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

### **Finding**

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

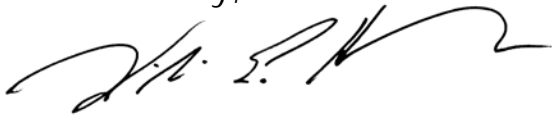
- Vehicle did not have a sign posted on the interior of the vehicle with both the local phone number and the TD helpline number for comments/complaints/commendations."

### **LYNX Response**

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

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

Sincerely,

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

William E. "Bill" Hearndon  
Manager of Paratransit Operations

## Attachment 8

### CTD QAPE Planning Agency Biennial Review

**PA Name:** MetroPlan Orlando

**Date(s) of Review:** 11/27/06

**TD Staff Assigned to Review:** Robert Craig

**Review Period:** 10/1/2005 – 9/30/2006

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

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

## **II. Findings and Recommendations**

### **A. General Information**

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

### **B. Deliverables**

**Area of Observation:** The PA held four (4) local Coordinating Board (LCB) meetings as required for the contract period. Further, the PA updated the by-laws; ensured that the LCB evaluated the Community Transportation Coordinator; held a public hearing; and submitted the Annual Budget Estimate, Actual Expenditure Report, and the Audit Report. All records are kept for five years, and the PA's staff has attended Commission

sponsored training. However, the PA did not update the grievance procedures.

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

**Timeline for Compliance:** May 2007.

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

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

### **D. Inventory of Local Transportation Services**

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

### **E. Level of Competition**

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

### **F. Performance of Planning Tasks**

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

**Recommendation:** None

**Timeline for Compliance:** N/A

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

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

**Recommendation:** None

**Timeline for Compliance:** N/A

**H. Surveys (see attachment)**

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

**Recommendation:** None

**Timeline for Compliance:** N/A

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

**Area of Observation:** Completed.

**Recommendation:** None

**Timeline for Compliance:** N/A

**J. Additional Observations**

**Area of Observation:** None

**Recommendation:** N/A

**Timeline for Compliance:** N/A

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

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

**Recommendation:** None

**Timeline for Compliance:** N/A

**III. Conclusion**

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

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

Report completed by: Robert Craig

Title: Quality Assurance Manager

Report reviewed by: Laurie Revell

Title: Quality Assurance Team

Executive Director: Lisa Bacot

Date: December 27, 2006

**Attachment 9**  
**Transportation Disadvantaged**  
**Rate Review Worksheet**



## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA/LYNX

**County** (Service Area): Orange, Osceola, and Seminole

**Contact Person:** Tim May

**Phone #** 407-254-6055

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"***

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</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	\$ 1,318,504	\$ 1,529,518	\$ 1,842,493	16.0%	20.5%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 770,254	\$ 703,778	\$ 801,261	-8.6%	13.9%	
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services	\$ -	\$ -	\$ -			
County Cash	\$ 1,999,965	\$ 2,199,129	\$ 3,878,080	10.0%	76.3%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 4,340,072	\$ 4,759,082	\$ 4,759,082	9.7%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						Other DOT is Unified Planning Work Program funding provided for TD Planning services.
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 110,304	\$ 109,530	\$ 109,530	-0.7%	0.0%	
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

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

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

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</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

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 12,670,835	\$ 13,083,514	\$ 11,926,417			
---------------------------------------	---------------	---------------	---------------	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$21,209,934	\$22,384,551	\$23,316,863	5.5%	4.2%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor	\$ 430,730	\$ 906,541	\$ 955,827	110.5%	5.4%	
Fringe Benefits	\$ 261,018	\$ 622,195	\$ 658,343	138.4%	5.8%	
Services	\$ 386,672	\$ 594,060	\$ 407,000	53.6%	-31.5%	
Materials and Supplies	\$ 2,094,160	\$ 2,274,807	\$ 2,368,402	8.6%	4.1%	
Utilities	\$ 22,338	\$ 20,980	\$ 23,000	-6.1%	9.6%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 18,010,804	\$ 17,954,999	\$ 18,640,348	-0.3%	3.8%	
Other						
Miscellaneous	\$ 4,212	\$ 10,969	\$ 263,943	160.4%	2306.3%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						

Capital Expenditures

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

Total Expenditures =	\$21,209,934	\$22,384,551	\$23,316,863	5.5%	4.2%	
----------------------	--------------	--------------	--------------	------	------	--

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

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 <b>BUDGETED</b> Revenues
	from
	Oct 1st of <b>2018</b>
	to Sept 30th of <b>2019</b>
<b>1</b>	<b>2</b>

What amount of the <u>Budgeted Revenue</u> 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 <u>Subsidy Revenue</u> <b>EX</b> cluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<b>3</b>	<b>4</b>	<b>5</b>

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 1,842,493
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 801,261
<b>Bus Pass Program Revenue</b>	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 3,878,080
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	\$ 4,759,082
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ 109,530
<b>Bus Pass Program Revenue</b>	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DCF

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

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DOE (state)

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

AWI

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

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

\$ 528,787	\$ 1,313,706	
	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ 801,261	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
	\$ 3,878,080	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 4,759,082	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
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\$ -	\$ -	
\$ -	\$ -	\$ -
	\$ -	
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\$ -	\$ -	
	\$ 109,530	
\$ -	\$ -	

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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

- |                                                                                                                                                                                    |                                                                                        |                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p> | <p>Budgeted Rate<br/><u>Subsidy Revenue</u><br/><b>EXcluded</b> from the Rate Base</p> | <p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p> |
| <b>3</b>                                                                                                                                                                           | <b>4</b>                                                                               | <b>5</b>                                                                                                                                                       |

\$	-	\$	-
\$	-	\$	-
		\$	-
\$	-	\$	-
		\$	-
\$	-	\$	-
		\$	-
		\$	-
		\$	-
\$	-	\$	-
\$	-	\$	-
		\$	-
		\$	-
\$	-	\$	-
\$	-	\$	11,926,417
\$	5,287,869	\$	18,028,994
		\$	-

Amount of Budgeted  
Operating Rate  
Subsidy Revenue

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

2016 - 2017

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 = 9,992,203

Rate Per Passenger Mile = \$ 2.33

Total Projected Passenger Trips = 671,519

Rate Per Passenger Trip = \$ 34.72

Fiscal Year

2018 - 2019

Avg. Passenger Trip Length = 14.9 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.14

Rate Per Passenger Trip = \$ 61.57

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

Worksheet for Multiple Service Rates

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

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

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
<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>
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
<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>
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
<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div><div><input type="radio"/> Yes</div><div><input type="radio"/> No</div></div>
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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		

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



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 III: Escort Service

1. Do you want to charge all escorts a fee?.....
- Yes

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 .....  
per passenger mile?.....
- Pass. Trip

Pass. Mile

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

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank).....
- Do NOT  
Complete  
Section IV
- ..... And what is the projected total number of Group Vehicle Revenue Miles?
- Loading Rate  
0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2018 - 2019			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,992,203	6,895,466	3,096,736	Leave Blank	Leave Blank
					0
Rate per Passenger Mile =		\$1.91	\$3.28	\$0.00	\$0.00 \$0.00
					per passenger per group
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	671,519	463,405	208,114	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$28.43	\$48.74	\$0.00	\$0.00 \$0.00
					per passenger per group
		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
					\$0.00
Rate per Passenger Mile for Balance =		\$1.91	\$3.28	\$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 =		\$3.39	\$5.81	\$0.00	\$0.00 \$0.00
					per passenger per group
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Trip =		\$50.41	\$86.42	\$0.00	\$0.00 \$0.00
					per passenger per group
		Program These Rates Into Your Medicaid Encounter Data			



**Attachment 10**  
**Community Connector Plan**  
**(Locally Developed and Coordinated**  
**Human Services Transportation Plan)**

# 2016 COMMUNITY CONNECTOR PLAN UPDATE

*Prepared for:*

LYNX

Central Florida Regional Transportation Authority  
455 N. Garland Avenue  
Orlando, FL 32801



April 2016

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# I. INTRODUCTION

The Central Florida Regional Transportation Authority (LYNX) has initiated an update to their Human Service Transportation Plan, referred to as the Community Connector Plan (CCP), as required under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. The 2016 Community Connector Plan Update is reflective of MAP-21<sup>1</sup> changes, the 2014 updated FTA Section 5310 federal funding circular, current local conditions including changes in population, and local service gaps and needs.

The 2016 Community Connector Plan Update is comprised of a summary report (the Plan Update) with three technical memorandums that provide detailed information that supports the Plan findings. The technical reports are as follows:

- ▶ Technical Memorandum No. 1 – Existing Conditions
- ▶ Technical Memorandum No. 2 – Public Involvement
- ▶ Technical Memorandum No. 3 – Service Gaps and Needs

The Plan Update provides background information, summarizes public and stakeholder input, identifies deficiencies and unmet needs, and develops a strategy and prioritization process for implementation.

---

<sup>1</sup> Moving Ahead for Progress in the 21st Century Act. On December 4, 2015, President Obama signed into law the Fixing America's Surface Transportation Act (FAST Act). It is the first law enacted in over ten years that provides long-term funding certainty for surface transportation, and while it replaces MAP-21, the Section 5310 provisions remain largely unchanged.

## II. BACKGROUND

### A. History of LYNX Coordination

In 1979, the State of Florida created the Coordinating Council on the Transportation Disadvantaged within the Department of Transportation to foster the coordination of transportation services throughout the state. In 1989, the Coordinating Council on the Transportation Disadvantaged became an independent commission known as the Commission for the Transportation Disadvantaged and was provided a dedicated Transportation Disadvantaged Trust Fund to fund transportation for:

“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 other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Florida Statutes section 411.202.”

The Commission for the Transportation Disadvantaged (CTD) created the concept of Community Transportation Coordinators (CTC). The CTD would appoint a CTC to be responsible for administering the Transportation Disadvantaged Trust Funds to transportation providers within their service area. The Central Florida Regional Transportation Authority (LYNX) has been the appointed CTC for Orange, Seminole, and Osceola Counties since October 1, 1992. The day-to-day role of LYNX as the CTC is to provide oversight to all transportation providers providing any state funded transportation services, whether it is for the Commission for the Transportation Disadvantaged, Florida Department of Transportation, Agency for Health Care Administration, Department of Elder Affairs, and other departments, to human service agency clients or clients of non-profit organizations.

At the federal level, FTA encourages transportation coordination through the selection of grant funded projects through the means of a Locally Developed, Coordinated Public Transit-Human Service Transportation Plan. The transportation funding bill that created the concept for the above Plan was the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This transportation funding bill was signed into law by President George W. Bush on August 10, 2005.

SAFETEA-LU required that any projects selected for funding from three FTA grant programs be identified in a Locally Developed, Coordinated Public Transit-Human Service Transportation Plan. The three FTA programs are:

- ▶ Section 5310: Enhanced Mobility for Seniors and Individuals with Disabilities;
- ▶ Section 5316: Job Access Reverse Commute (JARC); and
- ▶ Section 5317: New Freedom.

To provide guidance, FTA mandated that the Plan include the following elements at a minimum:

- ▶ An assessment of available services that identifies current transportation providers (public, private, and nonprofit);
- ▶ An assessment of transportation needs for individuals with disabilities and seniors;

- ▶ Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- ▶ Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

In 2007, LYNX developed its first Locally Developed, Coordinated Public Transit-Human Service Transportation Plan, locally named the Community Connector Plan (CCP). With the CTC organizational structure already in place, LYNX was the natural designated recipient for Section 5310, JARC, and New Freedom grant programs. LYNX would then distribute the grant funds to sub-recipients within its service area.

In June 2012, LYNX updated its Community Connector Plan to prioritize future projects for Section 5310, JARC, and New Freedom programs. A new addition to the Plan during the update was an evaluation of veteran transportation needs. LYNX had recently become a recipient of funding from the Veterans Transportation and Community Living Initiative (VTCLI) grant program. Including this population in the update was a natural choice and would ensure that LYNX was able to accurately plan new services that would be implemented from this grant funding.

The multi-year transportation funding bill, Moving Ahead for Progress in the 21st Century (MAP-21), was signed into law by President Barack Obama on July 6, 2012. With the enactment of this new funding bill, the JARC grant program was consolidated into the Urban Transit Formula Funding Program (Section 5307) and into the Rural Transit Formula Funding Program (Section 5311). The New Freedom grant program was incorporated into the Section 5310 grant program. As a result of the funding programs being combined, the 2016 Community Connector Plan Update will focus on assessing the transportation needs of the Section 5310 target population – seniors and individuals with disabilities – and on identifying transportation project priorities that will serve this population beyond the minimum ADA paratransit requirements.

## **B. LYNX's Current Coordination Activities**

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 Transportation Disadvantaged program. LYNX contracts with a private contractor for the operation and trip scheduling of ACCESS LYNX and for its vanpool program.

LYNX also coordinates its transportation services through administration of the Section 5310 program. LYNX purchases vehicles and then leases them to human services agencies so they can transport their own agency clients at a lower cost than ACCESS LYNX service. LYNX is able to provide operating



support from 5310 funding to agencies that already have vehicles, however, no less than 55 percent of the Section 5310 budget can be spent on capital purchases (e.g. vehicles and other vehicle related costs). In addition, up to 10 percent of the remaining 45 percent for operations can be utilized for administration expenses for the Section 5310 program.

## **C. Coordination Efforts of Other Florida Agencies**

This section provides a summary of the coordination efforts of other Florida transit agencies which may serve as examples of operations and funding strategies.

### **1. Jacksonville Transportation Authority - Northeast Florida Mobility Management System**

Efforts to improve the efficiencies of transportation services in Northeast Florida began in 2006 by the Northeast Florida Mobility Coalition. The Mobility Coalition is led by the Jacksonville Transit Authority (JTA), the area's designated recipient for federal transit funding. The Mobility Coalition includes transportation providers, elected officials, policy makers, planning experts, funding agency representatives, and agencies that support Transportation Disadvantaged (TD) individuals including veterans and military families. The Mobility Coalition's primary purpose is to create regional partnerships that identify regional mobility solutions without regard to physical, territorial, or financial boundaries. Additionally, its mission is to address the transportation needs of multiple groups rather than one specific group of riders.

The Mobility Coalition developed a *Coordinated Public Transit-Human Services Transportation Plan* in January 2008, as the guide to enhance transportation access through improved coordination of transportation information, services, and resources in Northeast Florida. In September 2010, a Regional Mobility Summit was held, which included over 185 of Northeast Florida's stakeholders for the transportation disadvantaged community. The goal of the Regional Mobility Summit was to develop additional coordination practices best suited to the region's needs.

*Applicability to the LYNX CCP Update: Continue to pursue with MetroPlan Orlando, FDOT, and Central Florida counties and municipalities a regional approach toward providing human service/TD transportation.*

### **2. Palm Tran Connection Division of Senior Services (DOSS) Program**

Palm Beach County Board of County Commissioners (dba Palm Tran) is the designated Community Transportation Coordinator for Palm Beach County. Palm Tran Connection, Palm Tran's Paratransit Division, operates complimentary ADA paratransit service within 3/4-mile of all Palm Tran fixed routes, provides Transportation Disadvantaged (TD) trips, and facilitates meal site trips for the Division of Senior Services. The Palm Beach County Board of County Commissioners, the Area Agency on Aging, and the Florida Department of Elder Affairs fund the Division of Senior Services (DOSS) Program for individuals who are age 60 years or older.

Palm Tran Connection multi-loads passengers with other qualifying eligible funding sources on the vehicles that transport DOSS passengers. Palm Tran Connection does not receive any Section 5310 funds for the DOSS transportation program, however, if DOSS had more transportation needs than their current funding source could provide, DOSS would be eligible to apply for Section 5310 funds to

pay Palm Tran Connection with to transport DOSS clients. This use of section 5310 funds would count as a capital costs which means that the local match requirements are much lower than operating costs, 80% federal dollars with 20% local match and 50% federal dollars and 50% local match, respectively.

Aside from the DOSS program, Palm Tran Connection is working towards developing a paratransit passenger smart phone application that has similar features to their online paratransit customer web portal, which they have customers testing now and will be launching in the near future. They currently utilize Interactive Voice Recognition (IVR) software that sends automated phone calls or emails the night before a scheduled trip to confirm a customer's trip.

*Applicability to the LYNX CCP Update: First, LYNX should continue to investigate partnerships for funding and for trip sharing opportunities (i.e. ACCESS LYNX vehicle accommodating TD customers plus non-traditional TD customers). Second, LYNX should contact Palm Tran to query how their implementation of the mobile application is proceeding, and gain insight into LYNX' application integration.*

### **3. Hillsborough County Board of County Commissioners - Sunshine Line**

The Hillsborough County Board of County Commissioners is the Community Transportation Coordinator (CTC) for Hillsborough County. Through its Sunshine Line paratransit service, the Hillsborough County Board provides door-to-door transportation for Transportation Disadvantaged and human service agency trips outside of the Hillsborough Area Regional Transit Authority (HART) fixed route and its complimentary ADA paratransit service (HARTPlus) areas. In addition, the Hillsborough County Board provides bus passes for Transportation Disadvantaged eligible customers to use the HART fixed route bus network. Transportation is provided primarily to medical appointments and Aging Services' day care and nutrition sites; however, non-medical trips are provided on a space-available basis.

The Sunshine Line provides human service agency sponsored (i.e. subsidized) transportation services for several agencies that serve the Hillsborough County population in addition to Aging Services, including Homeless Services for transportation of homeless individuals to cold weather shelters and to homeless shelters in general; Hillsborough Healthcare for transportation of low income individuals who are not eligible for Medicaid to medical services; and Project Return, a nonprofit that reintegrates persons with mental illness into the community among other agencies. The Sunshine Line will also provide interim complementary ADA paratransit transportation to HARTPlus applicants while they are waiting to hear back on their ADA eligibility.

When asked if there has been any thought to merge the services that the Sunshine Line provides with that of HARTPlus complementary ADA paratransit services, the agency representative responded that there isn't because Sunshine Line Management has greater flexibility and control over the services that are provided (i.e. particularly through last minute agency trip requests). The Sunshine Line service is cheaper for human service agencies to purchase trips from for their clients as compared to HARTPlus.

The Sunshine Line has received recognition for its driver training program<sup>2</sup> and for its high customer satisfaction ratings.<sup>3</sup> In 2013, the Sunshine Line received the award for Urban Community

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<sup>2</sup> <http://www.hillsboroughcounty.org/DocumentCenter/View/7875>. Accessed February 7, 2016.

Transportation Coordinator of the Year from the Florida Commission for the Transportation Disadvantaged.<sup>4</sup>

*Applicability to the LYNX CCP Update: The Sunshine Line is an example of a service that operates beyond the ADA-mandated paratransit service area, catering to specific community needs. And with its high level of driver training and customer satisfaction, it serves as an example for LYNX to consider when negotiating a new contract with the ACCESS LYNX operator.*

## **D. Coordination Efforts of Agencies Beyond Florida**

### **1. National Capital Region Transportation Planning Board - RoIDC Wheelchair Accessible Taxi Program**

The National Capital Region Transportation Planning Board (NCRTPB) is the Metropolitan Planning Organization (MPO) for the Washington D.C. area and is the designated recipient of the Federal Transit Administration's Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310). In 2008, a New Freedom grant funded the purchase of twenty wheelchair-accessible vehicles to two taxi companies in an effort to provide additional on-demand transportation options for individuals with disabilities. Customers need only contact one of the two taxi companies to schedule a trip. Then, the two taxi companies coordinate to assign trips to the wheelchair-accessible vehicles in order to maximize trip efficiency. Fares remain the same regardless of whether the customer rides in a wheelchair-accessible cab or in a non-wheelchair-accessible cab. Cash and credit cards are accepted by both cab companies, one of which also offers a reloadable, prepaid CabCard<sup>5</sup> that can be used to pay for trips.<sup>6</sup>

*Applicability to the LYNX CCP Update: Consideration of partially funding private transportation options such as cabs or Uber service for TD clients who can use such services and vehicles.*

### **2. Cobb County's Disabled Senior Transportation Voucher Program - Cobb Freedom**

Cobb County is a suburban county in the Atlanta, Georgia metropolitan region. Cobb County Senior Services (CCSS) offers transportation to its clients at a low cost, but only to medical facilities, nutritional facilities, and designated senior centers in Cobb County. The Cobb Freedom program is a taxi voucher program for Cobb County seniors and individuals with disabilities which is made possible through a partnership between three Cobb County departments, which include the Department of Transportation (which operates the county's public transit system known as Cobb County Transit (CCT)), Cobb County Senior Services (CCSS), and Cobb County's Planning and Accounting office. Applicants must be residents of Cobb County, 60 years or older, and qualify for Cobb County Transit Paratransit Services but live outside of the paratransit service area. Program recipients must complete and submit a Cobb County Transit application to first determine functional eligibility for service. After becoming eligible, participants are provided a list of vendors from which to redeem their vouchers and schedule

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<sup>3</sup> <http://archive.constantcontact.com/fs124/1102733644576/archive/1120138123854.html>. Accessed February 7, 2016.

<sup>4</sup> For more information about the Sunshine Line, contact Scott Clark, Sunshine Line Operations Manager at (813) 276-8140 or [clarksd@hillsboroughcounty.org](mailto:clarksd@hillsboroughcounty.org)

<sup>5</sup> Additional information on CabCard can be found on DC Yellow Cab's site: [www.dcyellowcab.com](http://www.dcyellowcab.com). Accessed February 7, 2016

<sup>6</sup> Additional information on the RoIDC Wheelchair Accessible Taxi program can be found at <http://www.mwcog.org/tpbcoordination/projects/taxi.asp> (Accessed February 7, 2016.) or by contacting the Transportation Planning Board at [tpbcoordination@mwog.org](mailto:tpbcoordination@mwog.org) or (202)-962-3207

transportation for the days and times needed.<sup>7</sup> There is a co-pay for the vouchers which is \$10 for every \$100 worth of vouchers. The Cobb County Planning and Accounting office applied for and does the grant reporting for the New Freedom Grant that funds the Cobb Freedom program.

*Applicability to the LYNX CCP Update: Consideration of trip funding options for private transportation options such as cabs or Uber service for TD clients who can use such services and vehicles.*

### **3. Regional Transportation Commission of Southern Nevada - Veterans Medical Transportation Network for Senior & Disabled Veterans<sup>8</sup>**

The Regional Transportation Commission of Southern Nevada is the Metropolitan Planning Organization (MPO) for Southern Nevada. The Regional Transportation Commission collaborated with the Veterans Administration (VA) Southern Nevada Healthcare System to establish the Veterans Medical Transportation Network for Senior and Disabled Veterans. The Veterans Medical Transportation Network is a one-call option for veterans needing transportation to and from medical appointments for VA clinics, primary care physicians, and the Veterans Medical Center.

There is no cost to eligible veterans to use the service. This is in large part because of the use of VA transportation resources such as volunteer drivers and its Veterans Transportation Service. The Veterans Transportation Service employs drivers and provides VA vans to facilitate the transportation requests. The Regional Transportation Commission acts as a broker for any VA medical trip for veterans in Southern Nevada by taking trip reservations and scheduling with one of the VA transportation providers.<sup>9</sup>

*Applicability to the LYNX CCP Update: Utilization of one call – one click trip reservation services for eligible customers.*

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

Before initiating the 2016 Community Connector Plan (CCP) Update, it was important to review the previous 2012 Community Connector Plan as well as other relevant plans. The following provides a synopsis of each of the plans.

### **1. LYNX Community Connector Plan - 2012 Update**

Since the federal transportation funding bill SAFETEA-LU initiated the requirement that projects funded through the Section 5310, JARC, and New Freedom grant programs be derived from a Locally Developed Coordinated Public Transit-Human Services Transportation Plan, LYNX's 2012 Community Connector Plan update is the second Human Services Transportation Plan to be developed. The first Plan was developed in 2007.

The 2012 Plan assesses the transportation service needs and gaps for the target populations of all three FTA grant programs: seniors, individuals with disabilities, and low-income persons seeking employment.

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<sup>7</sup> For more information on the Cobb Freedom Program contact CCSS at 770-528-5364

<sup>8</sup> More information on VMTN can be found at: <http://www.rtcnv.com/transit/rtc-transit-services/veterans-medical-transportation-network/>. Accessed February 7, 2016

<sup>9</sup> For more information on the VMTN, contact RTC at (702) 678-VETS (8387)

In addition, a fourth target population of veterans was added. A focus on veteran transportation needs was included in the 2012 Plan since LYNX had recently become an awarded recipient of Veterans Transportation and Community Living Initiative grant program funds. Veteran stakeholders were brought into the transportation coordination conversation during the 2012 Community Connector Plan Update.

The transportation service gaps and needs identified from the technical analysis and the public input process included the following:

- ▶ *Funding:* Transportation providers cited a lack of funding as a barrier to providing transportation services.
- ▶ *Service Maintenance and Reliability:* On-time performance was cited as being critical to maintaining gainful employment and avoiding long wait times for the next bus, specifically in inclement weather.
- ▶ *Frequency of Service:* There were requests to improve fixed route bus frequencies to thirty minutes or less, thereby making fixed route services a more reliable transportation option. It was noted that higher frequency service is especially appreciated when connections to other routes need to be made so there are not long wait periods between connections.
- ▶ *Expansion of Service:* A need was identified for new bus routes and shelters, specifically in the following areas: Osceola County, Dr. Phillips area, Lake Nona, Winter Garden, Windermere, Bithlo, Christmas, and East Orlando. Additionally, Sunday service and later evening service was identified as a need on several routes.
- ▶ *Safety:* Concerns about safety while riding buses and waiting for a bus were expressed. On board LYNX fixed routes buses, it was reported that there are many times when the seats at the front of the bus that are designated seating priority for seniors and individuals with disabilities are occupied by young people and other abled-bodied adults, thus leaving no room for those whom the seats were intended. It was also reported that there are many bus stops that lack ADA accessible boarding, proper alighting areas, and the needed connectivity to sidewalks.
- ▶ *Customer Service and Driver Safety:* Seniors have reported that drivers are in need of re-training on sensitivity and customer service.
- ▶ *Education:* Human services agencies expressed their desire for LYNX to offer more travel training services. It was noted that human services agencies felt that if more travel training services were offered, then their clients may become less reliant on agency transportation services and use LYNX's services more.
- ▶ *Technology:* Although the public recognized that improvements in technology could enhance user knowledge of transportation services and improve passenger safety, service and accessibility improvements were valued more.

## **2. LYNX Transportation Disadvantaged Service Plan: 2013-2018**

The Florida Commission for the Transportation Disadvantaged requires LYNX, as the Community Transportation Coordinator (CTC) for Orange, Seminole, and Osceola Counties, to develop and

maintain a Transportation Disadvantaged Service Plan (TDSP), the purpose of which is to document how the Transportation Disadvantaged Trust Funds will be utilized within the CTC service area and how the use of these funds will be coordinated with funding from other public programs.

As described in the TDSP, ACCESS LYNX provides service to Transportation Disadvantaged eligible customers and comingles these trips with LYNX's ADA complimentary paratransit service trips and Medicaid recipient trips. LYNX engages other transportation providers as CTC providers, typically human services agencies that provide transportation to their own clients. LYNX provides oversight for their vehicles, driver training, drug and alcohol testing, and other areas as outlined in the CTC Contractor Agreement.

Goals 1 and 2 of the TDSP are to *"Increase Fixed Route Ridership"* and *"Become Recognized as One of the Most Technologically Advanced Transit Systems of our Size in the Country,"* which align with the program goals for Section 5310: Enhance Mobility of Seniors and Individuals with Disabilities. Goal 5 of the TDSP, *"Enhance our Internal and External Customer Relations,"* particularly through the strategies of driver training and screening and passenger assistance, also align with the goals for Section 5310.

### **3. LYNX Transit Development Plan: Annual Update and Progress Report Covering FY 2015-2024**

Goals in the LYNX Transit Development Plan (TDP) that also align with Section 5310 program goals include:

Goal: Improve internal and external communication to improve organizational efficiency and meet the evolving needs of the community.

Objective 1: Provide real time information to customers.

*Initiative:* Develop a real time customer information plan that identifies appropriate technology and internal staffing and maintenance requirements. Lead department: Strategic Planning.  
Support departments: Information Technology, Communications, and Operations

Objective 2: Utilize social media to provide and share up-to-date information and to receive input from customers and partners.

*Initiative:* Dedicate one staff person to manage all social media including Facebook and Twitter and other types. This person will be responsible for releasing communications via social media on behalf of LYNX, monitoring comments related to LYNX and its services, and responding to customer issues and inquiries Lead department: Communications

*Initiative:* Update informational signage at key stops and transfer points to include schedule information and steps to accessing real time customer information. Lead department: Communications

The report also included infrastructure improvement recommendations. LYNX has engaged in many shelter additions throughout its service area via internal initiatives and partnerships with community stakeholders. A Bus Stop Facility Database and Accessibility Study was conducted to inventory all bus shelters in the LYNX service area and accessibility treatments appropriate at each bus stop site were recommended in the report. This information is critical to planning any future Section 5310 funding

expenditures aimed at increasing access to the fixed transportation network for seniors and individuals with disabilities.

### **III. EXISTING TRANSPORTATION SERVICES**

#### **A. Existing Transportation Providers**

Transportation services within the LYNX CTC service area are offered by LYNX, as well as by a variety of for-profit and non-profit transportation providers. A description of these services is provided below.

##### **1. Public Transportation**

LYNX offers a variety of transportation services throughout Orange, Seminole, and Osceola Counties and small portions of Polk and Lake Counties, an area of approximately 2,500 square miles with a resident population of more than 1.8 million people. Among LYNX's available services are fixed route bus, bus rapid transit, express service, flex service, university service, paratransit, and vanpool. The services are described in more detail below.

##### **Fixed Route Bus ("Links")**

LYNX operates 77 fixed routes, called "Links," which provide more than 105,000 passenger trips each weekday over a 2,500 square mile service area. The service operates from 4:30 a.m. until approximately 12:15 a.m. Peak frequency is every fifteen minutes on heavily used routes and the average frequency in urban areas is every thirty minutes. Routes operate seven days per week and on holidays. Fares for the general public are \$2.00 for a one-way trip and \$1.00 for the discounted rate that is available to those who qualify under the Youth and AdvantAge (i.e. Senior) Discount policy. LYNX also offers savings through the purchase of passes for those who use the system more regularly.

##### **Bus Rapid Transit (LYMMO)**

LYMMO is the nation's first Bus Rapid Transit system and provides fare-free circulator service within downtown Orlando using hybrid-electric buses. Hours of operation are Monday through Thursday from 6:00 a.m. to 10:45 p.m., Friday 6:00 a.m. to midnight, Saturday 10:00 a.m. to midnight, and Sunday 10:00 a.m. to 10:00 p.m.

##### **Express Bus (Xpress and FastLink)**

LYNX offers one Xpress route (Route 208) between the Kissimmee Intermodal Station and the Sand Lake Sun Rail Station. Fares are \$6.50 round trip, with discounted 30 day passes. The service caters to employee based trips, operating during the morning and evening peak hours, with no service on Saturday, Sunday or holidays.

Four routes operate as LYNX FastLink services and provide services in the following corridors:

- Route 406- Downtown Orlando/Lake Nona/VA Hospital
- Route 407- Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Meadowoods/Lake Nona/Florida Mall
- Route 441- Kissimmee/Orlando



The limited stop routes allow for faster travel in certain corridors. Fares are the same as Links services, i.e. \$2.00 for one way.

### **University Service (KnightLYNX)**

KnightLYNX is a fixed route service serving the University of Central Florida campus. The university Student Government Association pays for the service so that students can ride fare free by presenting their campus ID to the bus operator.

### **Flex Service (NeighborLink)**

NeighborLink is a curb-to-curb flexible transit service (non-fixed route) that serves less populated areas of the Orlando metropolitan region. Passengers must call two hours in advance of their requested pick up time. Passengers may travel anywhere within each designated NeighborLink service area including LYNX fixed route bus stops and connections to other transportation services. The service operates Monday through Saturday from approximately 5:00 am to 8:00 pm except in Buena Ventura Lakes, Intercession City/Campbell City, Maitland, and North Kissimmee where rides are available Monday through Friday.

### **Paratransit (ACCESS LYNX)**

ACCESS LYNX is LYNX's complimentary ADA paratransit service providing to qualified individuals with disabilities door-to-door services within Orange, Seminole, and Osceola Counties. LYNX goes beyond the required ADA service area of 3/4-mile of fixed route service area by providing trips throughout the three counties. This service is provided by a private contractor under the supervision of LYNX. ACCESS LYNX also provides Transportation Disadvantaged trips and trips through the ADA program.

Individuals interested in using ACCESS LYNX must apply through a written application process. Program determination is based on verification of the application and may also include a functional assessment. All programs have a two-year certification period. ACCESS LYNX services are available at any time the fixed route bus is in operation and fares vary depending on program and proximity to the LYNX service area.

- ▶ Medicaid trips cost \$1.00 each way regardless of distance.
- ▶ ADA trips within the 3/4-mile radius cost \$4.00 each way and ADA trips outside the 3/4-mile distance cost \$7.00.
- ▶ The cost for Transportation Disadvantaged trips is based on mileage. Transportation Disadvantaged trips within 0 to 5 miles cost \$2.00, 5 to 9.9 miles cost \$3.50, and 10 miles or more costs \$4.50 each way.

In 2012, ACCESS LYNX made it easier for customers to make service requests by allowing for online reservations via their WebACCESS site.



## **Vanpool**

LYNX's vanpool program allows commuters with similar travel patterns to lease a LYNX owned van to commute to and from work. LYNX staff assists employers and employees in forming vanpools and provides the van.

## **2. Private and Non-Profit Transportation Providers**

### **LYNX Community Transportation Providers**

LYNX has approximately 31 Community Transportation Coordination (CTC) providers who transport their own clients/patrons but are part of a larger coordinated effort. The majority of the providers are human services agencies and there is one provider that is a private, for-profit transportation company that provides Medicaid transportation. Florida has a state level interagency agreement to coordinate each agency's transportation programs and eight out of the 31 providers are FTA Section 5310 sub-recipients. Most of the Section 5310 sub-recipients lease vans from LYNX in order to provide or expand their capacity to provide their transportation services. Those that do not request vehicles request operating funds that may only be utilized to support their transportation services. The current LYNX CTC providers are listed in **Table I**.

**Table 1: LYNX CTC Providers**

<b>Organization</b>	<b>Location</b>
2 God The Glory 4 Healing Angels	Orlando
Ambassador Cottage, Inc.	Orlando
Aspire Health Partners, Inc.	Orlando
Attain, Inc.	Orlando
Behavioral Support Services, Inc.	Altamonte Springs
Brenda Greene	Orlando
Bright Start Pediatrics*	Sanford
Central Florida Group Homes, LLC	Winter Park
Creative Living Services, LLC	Orlando
David's Holistic Care Center, Inc.	Orlando
Devereux Florida	Orlando
Florida Mentor	Orlando
Good Samaritan Society - Kissimmee Village	Kissimmee
Good Wheels, Inc.	Ft. Myers
Interfaith Humanitarian Services, INC.	Orlando
ITN Orlando*	Orlando
Kind Hands, Inc.	Sanford
Kinneret Incorporated	Orlando
Lil's Non-Emergency Medical Transport, LLC	Orlando
Meals on Wheels, Etc.*	Sanford
Osceola Council on Aging*	Kissimmee
Pachot Group Home, Inc.	Orlando
Park Place Behavioral Health Care*	Kissimmee
Passion for Caring Home Health Agency, LLC	Orlando
Primrose Center, Inc.*	Orlando
Quest, Inc.	Orlando
Renewed Hope Group Home Inc.	Kissimmee
Seniors First Inc.	Orlando
The Opportunity Center, Inc., aka Osceola ARC, Inc.*	Kissimmee
Trinity Home Care Facility, Inc.	Ocoee
Triple H, Inc.	St. Cloud

\*= Subrecipients

## Other Transportation Providers

There are many other transportation providers that operate services within the LYNX CTC service area who do not coordinate with LYNX. Transportation resources, such as the Florida Safe Mobility for Life Coalition's Find-a-Ride Guide,<sup>10</sup> allows users to search for transportation providers (private for-profit, private non-profit, human services agencies) that provide transportation to seniors. There is also the Taxicab, Limousine & Paratransit Association (TLPA) website<sup>11</sup> where transportation providers around the country are cataloged. Providers found on the website are paying members of the TLPA.

## B. Transportation Provider Survey

As part of the 2016 Community Connector Plan Update, the Transportation Provider Survey was sent on February 1, 2016 to 31 CTC providers and several non-CTC providers. The survey was intended to identify how to better coordinate the various transportation services provided to seniors and individuals with disabilities within Orange, Seminole, and Osceola Counties. Survey questions covered topics such as: fares, service area and hours, type of transit service, trip origins and destinations, and dispatching.

Survey responses were received from 74 percent of the 31 agencies (i.e. 23). Survey results indicate that the majority of agencies responding were private, for-profit agencies (44%) while a significant percentage were private, non-profit agencies (39%). Of the agencies who responded to the survey, half provide services for Medicaid clients and most of them have wheelchair accessible vehicles. Eighteen percent provide transportation for human services agencies and another 18 percent provide private pay transportation. When asked about eligibility criteria, 52 percent reported that the riders need to be clients of their organization while 22 percent state that anyone can ride. Other providers have restrictions such as the rider needs to have a disability or be a Medicaid recipient.

In terms of geographical service area for passenger pickups and drop offs, 35 percent of the providers operate in all three counties (Orange, Seminole, and Osceola Counties) although Orange County was reported as the highest service area with approximately 82 percent of the providers picking-up and dropping-off clients in Orange County. All agencies provide weekday service with 64 percent providing weekend service. No service is available on major holidays.

Riders taking trips provided by these agencies are not required to pay cash fares; the agencies are generally reimbursed by brokers, by Medicaid, or with prepaid service accounts. Care attendants are also not charged. In general, riders who do not show up for a trip are not penalized. Of the 35 percent who penalize no-shows, the agency either charges the client for their ride whether they take it or not, or after a set number of no-shows, the client is temporarily suspended from using the service.

Riders are generally denied transportation only if the appointments for trips are already filled, the area they are requesting trips is not served, or vehicles are not available. The biggest challenge in serving passengers is the latter; inadequate funding means that vehicles cannot be replaced on time, which can result in more vehicle breakdowns and less spare vehicles available. Dispatching software is rare with only one agency utilizing such software. Most providers use manual scheduling.

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<sup>10</sup> <http://www.safeandmobileseniors.org/FindaRide.htm>. Accessed January 29, 2016.

<sup>11</sup> <http://members.tlpa.org/scripts/4disapi.dll/4DCGI/directory/FindRide/index.html>. Accessed January 29, 2016.

## IV. TARGET POPULATIONS

Multiple population characteristics throughout the State of Florida make it a viable market for public transportation. One of the most notable is the high elderly population (residents 65 years and older) across the state compared to the national average. Based on the 2013 American Community Survey estimates, Florida had an elderly population of 17.8 percent, or nearly 3.4 million people. This is over 4 percent higher than the national average of 13.4 percent. The elderly population is an excellent candidate for public transportation use as they tend to have fixed (and often limited) financial resources and may have difficulties in driving themselves to their travel destinations.

Florida also has a slightly higher percentage of its population having a reported disability than the national average, at an estimated 12.9 percent (or almost 2.43 million people) compared to 12.1 percent nationally. These populations may also benefit from public transportation services as they may not have the ability to drive themselves. Many of these population trends can also be seen throughout the LYNX service area.

The demographic analysis performed also examined the veteran population in the LYNX CTC service area. It is important to understand where the veteran population resides within the service area to ensure the proper planning of public transportation services that are proximate to their places of residence.

### A. Elderly Population

About 21 percent of the Census Block Groups in Orange, Seminole, and Osceola Counties have higher percentages of elderly populations than the statewide average of 17.8 percent. The highest density concentration of elderly population is in the northern portion of the service area, north of SR 528 and along the I-4 corridor. The highest percentages by Census Block Group of the elderly population (over 90%) is located adjacent to an area of Kissimmee (just north of US-17/US-92) that is home to a retirement community and in an area in Orlando (just south of SR 408 and east of I-4) that is also home to a retirement community. **Figure 1** displays the distribution of elderly populations in the LYNX CTC service area.

### B. Individuals with Disabilities

More than 25 percent of the Census Block Groups in Orange, Seminole, and Osceola Counties have a higher proportion of individuals with disabilities than the statewide average of 12.9 percent. In general, this population group is evenly distributed across the LYNX CTC service area although the following areas have slightly higher concentrations of persons with disabilities: in Sanford within the Sanford Housing Authority neighborhood; in Orlando, along SR 408, west of I-4; and in Kissimmee, in the southeast quadrant of the Vine Street and John Young Parkway intersection.

Outside the LYNX CTC service area, there are a large percentage of individuals with disabilities (86.7%) near Lake Tohopekaliga in the City of St. Cloud. **Figure 2** displays the distribution of individuals with disabilities in the LYNX CTC service area.

### C. Veteran Population

Slightly less than 14 percent of the Census Block Groups in Orange, Seminole, and Osceola Counties have higher percentages of veteran populations than the statewide average of 10.4 percent. While concentrations are scattered throughout the service area, veteran populations are especially dense in the central and northern portions of the service area (north of SR 528, along I-4). The highest density of veteran population (29.0% and 23.3%) is located in two adjacent Census Block Groups in Kissimmee (just north of US-17/US-92). Additionally, high concentrations of veteran populations are located just north of SR 408 along John Young Parkway and just west of I-4 south of the Seminole-Orange county border. **Figure 3** displays the distribution of veterans in the LYNX CTC service area.

### D. Persons in Poverty

According to the 2013 Census Bureau estimates, 40 percent of the Census Block Groups in Orange, Seminole, and Osceola Counties have higher percentages of populations living below poverty than the statewide average of 16.3 percent. Most of these populations are located in the central part of the LYNX service area in Orange County. Areas with the highest percentages (above 50%) are primarily located along SR 408 and I-4 in the downtown Orlando area, along SR 429 just north of SR 408, and at the northern end of the service area by Lake Monroe. Generally speaking, the areas with lowest populations (10% and below) are outside of the LYNX service area, although there is a low percentage located in Winter Park. **Figure 4** displays the distribution of below poverty populations in the LYNX CTC service area.

### E. Minority Populations

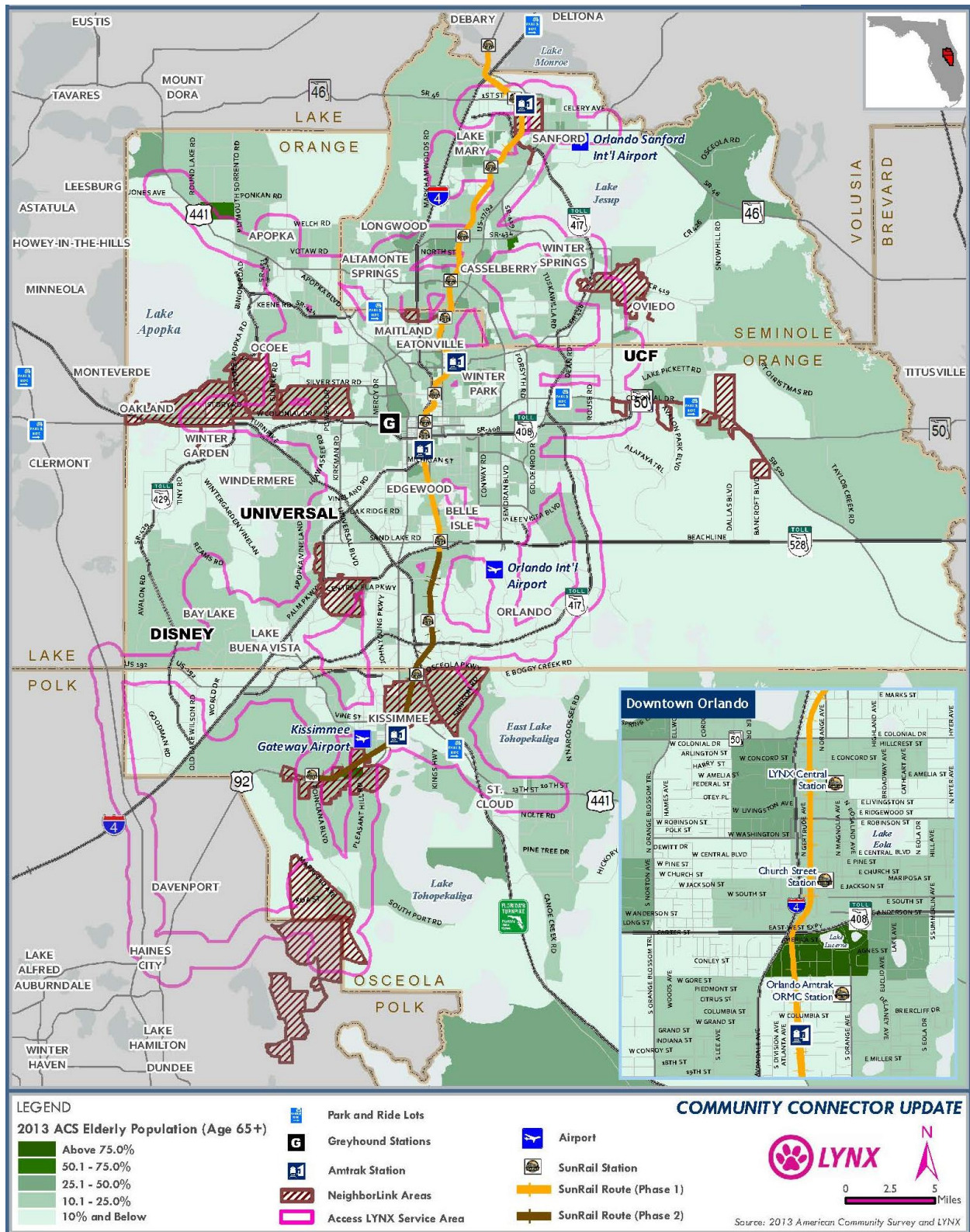
Title VI is a federal statute intended to ensure that programs (including public transportation services) received federal financial assistance do not discriminate or deny benefits to people based on race, color, or national origin. About 41 percent of the Census Block Groups in Orange, Seminole, and Osceola Counties have higher percentages of minority populations than the statewide average of 23.7 percent.

Orange County has an estimated minority population of 34.8 percent, over 10 percent higher than the population averages in Osceola and Seminole Counties. In relation to the LYNX service area, areas with the highest percentages of minority populations (above 75%) are primarily located west of I-4 between SR 414 and SR 528. Additionally, there are three Census Block Groups in the service area that have minority populations of 100 percent – two of the Census Block Groups are located in the City of Sanford and one is located in Orlando (north of SR 408 and west of I-4).

**Figure 5** displays the distribution of minority populations in the LYNX CTC service area.

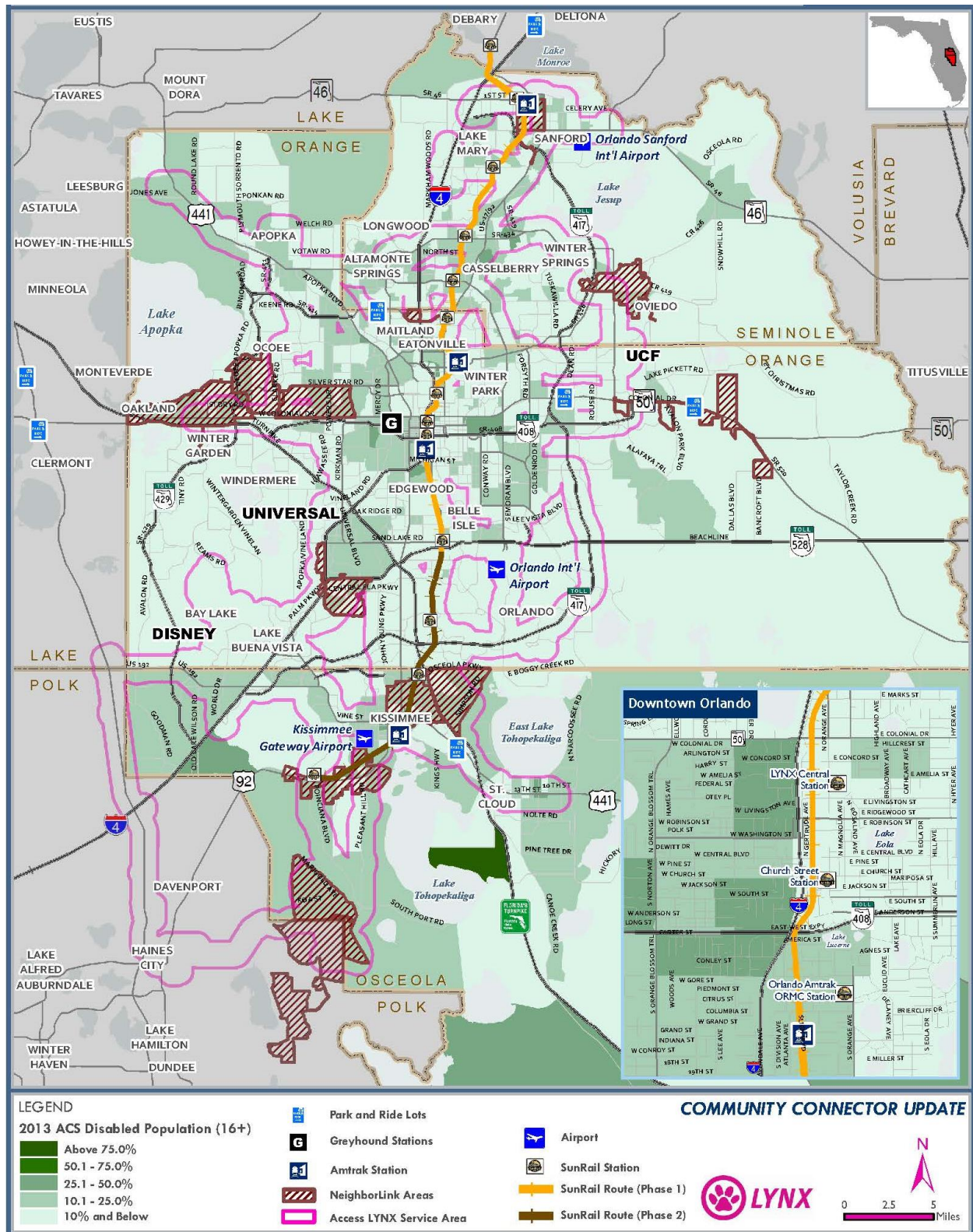


**Figure I: Elderly Population**



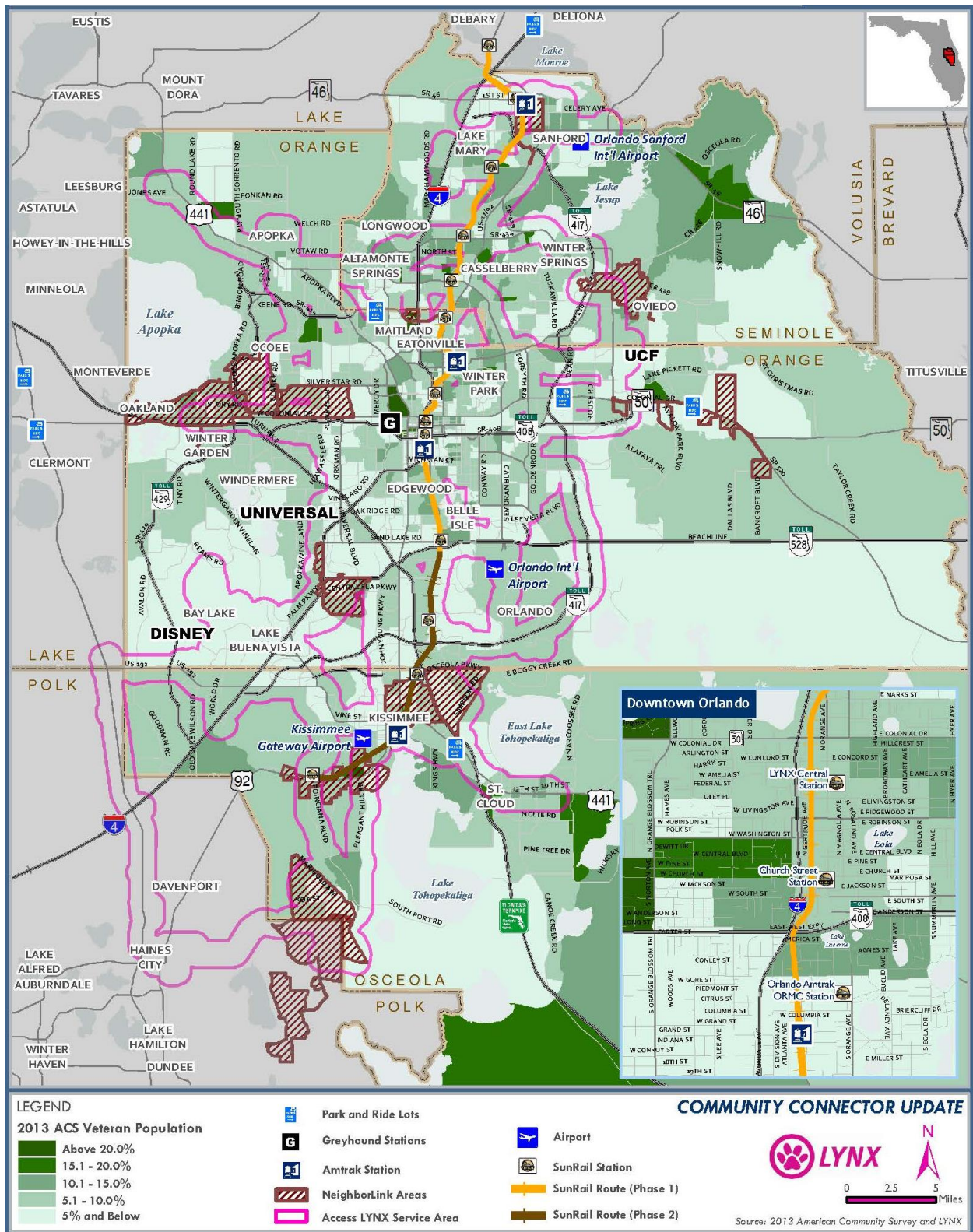


**Figure 2: Individuals with Disabilities Population**



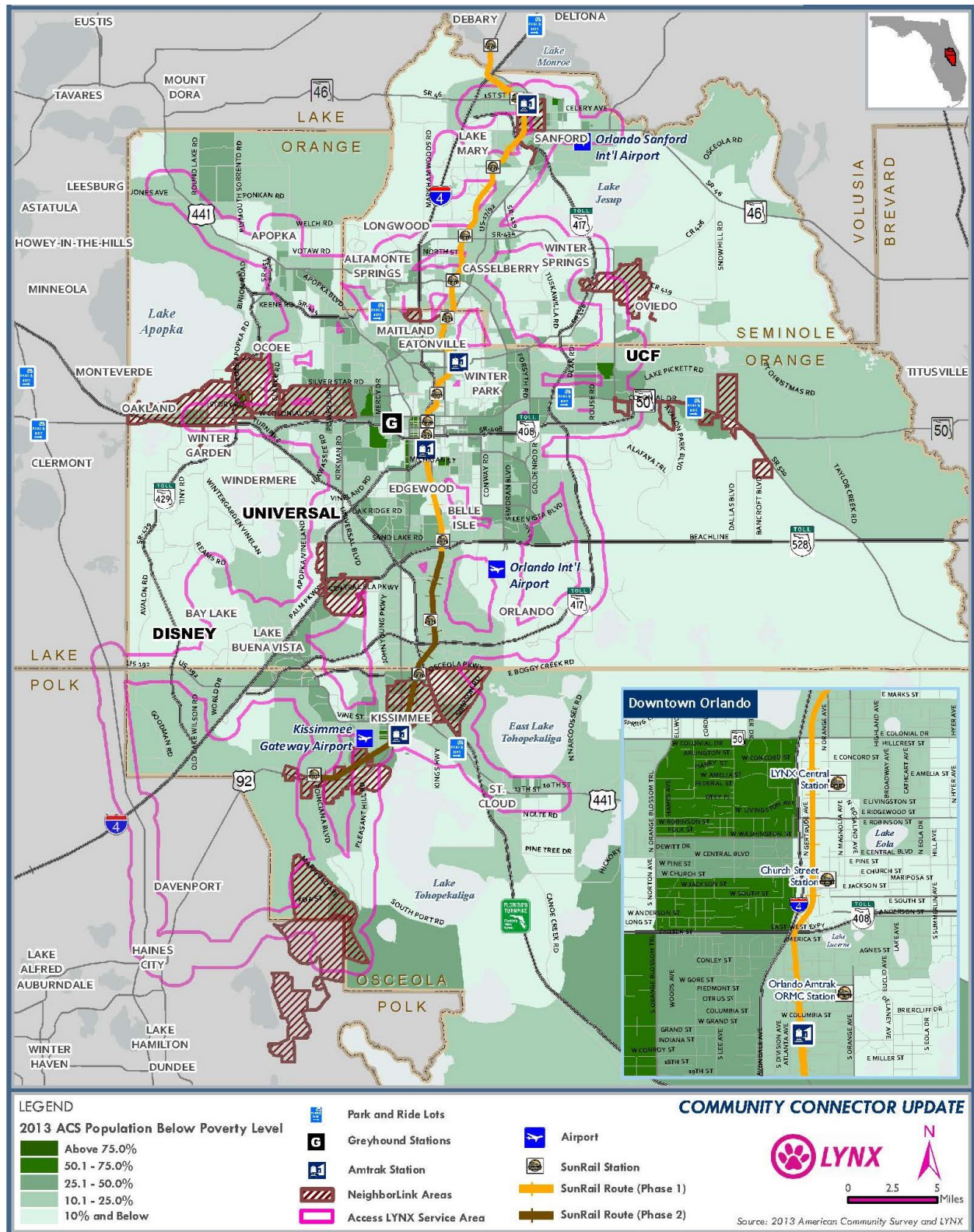


**Figure 3: Veteran Population**



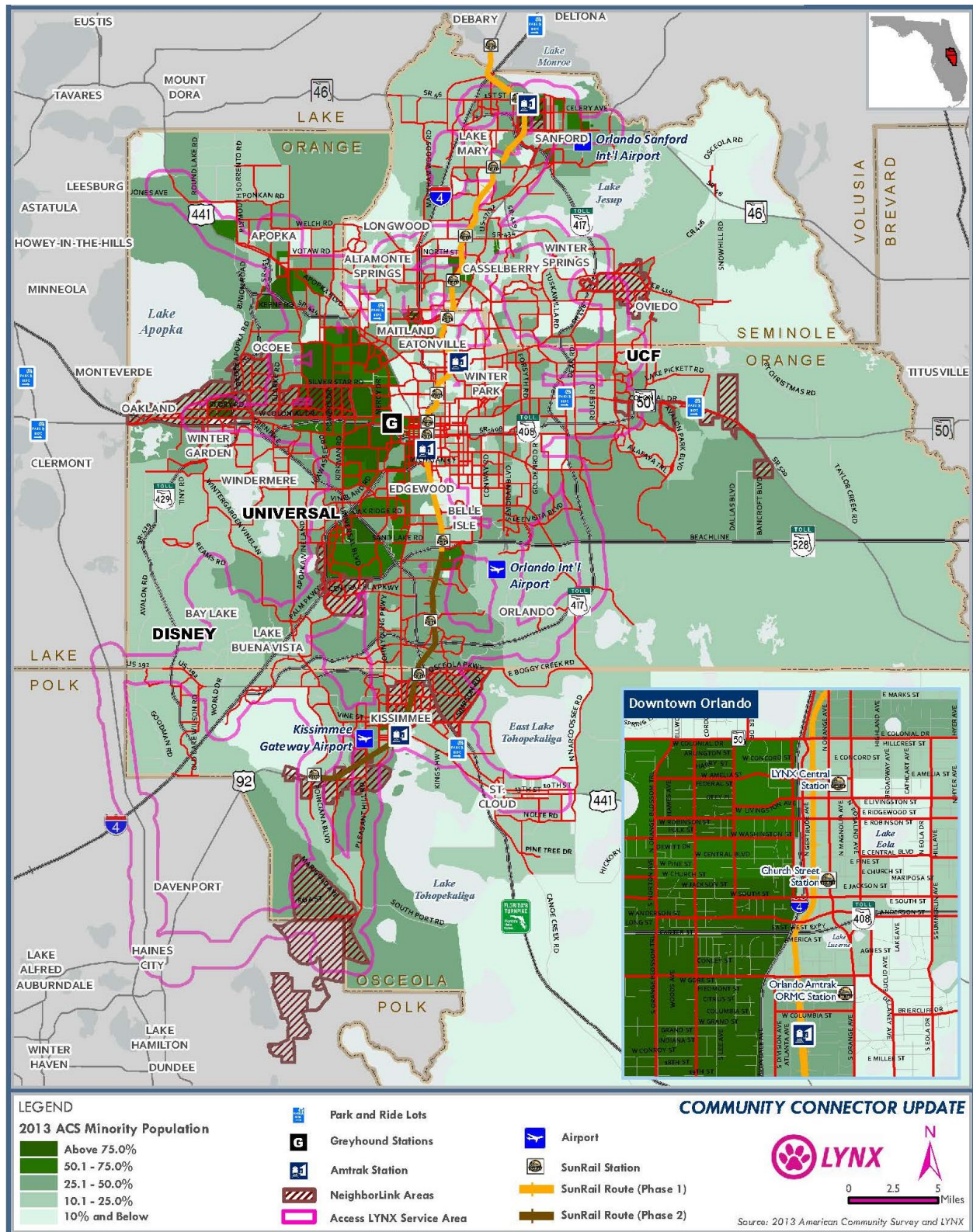


**Figure 4: Populations Below Poverty Level**





**Figure 5: Minority Populations**



## F. Major Employers

The top twenty major employers within the service area are listed in **Table 2** and displayed in **Figure 6**. Understanding the location of employers helps evaluate if employees can access their workplace by public transportation.

**Table 2: Major Employers**

Company	City	County	Employment
Walt Disney Company (Walt Disney World Resort)	Lake Buena Vista	Orange	66,000
Orange County Public Schools	Orlando	Orange	21,984
Orlando International Airport	Orlando	Orange	18,000
Adventist Health System (Florida Hospital)	Orlando	Orange	17,600
Publix Super Markets	Multiple	Multiple	17,521
Orlando Health	Orlando	Orange	14,000
Universal Orlando Resort	Orlando	Orange	16,500
Lockheed Martin Corporation	Orlando	Orange	13,000
University of Central Florida	Orlando	Orange	10,554
Seaworld Parks & Entertainment	Orlando	Orange	7,000
Marriott International, Inc.	Orlando	Orange	6,312
Starwood Hotels and Resorts Worldwide, Inc.	Orlando	Orange	5,369
Walgreens Company	Multiple	Multiple	5,004
Darden Restaurants	Orlando	Orange	4,800
Siemens Energy Inc.	Orlando	Orange	4,000
Westgate Resorts	Orlando	Orange	3,861
AT&T Corporation	Lake Mary	Seminole	3,210
FedEx Corporation	Orlando	Orange	3,000
Loews Hotels - Royal Pacific Resorts	Orlando	Orange	2,738
Covergys Corporation	Lake Mary	Seminole	2,500

Source: Orlando Business Journal (2014) and InfoUSA (2014)

## G. Activity Centers

Activity centers provide meaningful social, educational, health and recreational opportunities for the general public, including seniors and individuals with disabilities. Understanding their location helps evaluate the availability of public transportation to serve these centers. Activity centers are displayed in **Figure 7** and also listed in **Table 3** through **Table 6**. All centers, except for one college, are located within the 3/4-mile service area of the LYNX fixed route bus system. Seminole State College Oviedo Campus is located outside the fixed route service area. However, LYNX does provide NeighborLink service to the campus. Riders can use Oviedo NeighborLink 622 and transfer to the Link 434 at Oviedo Market Place.



**Figure 6: Major Employers**

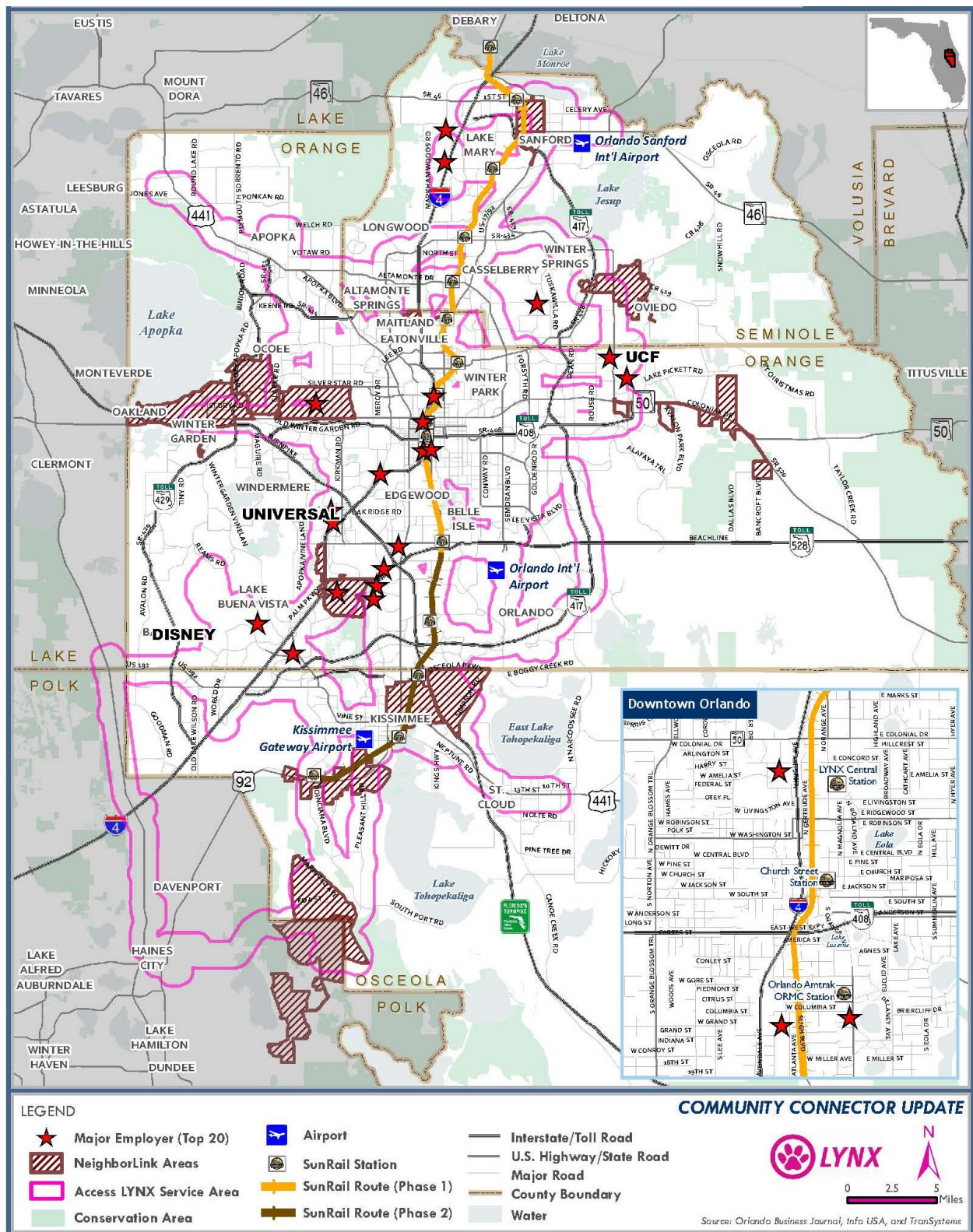
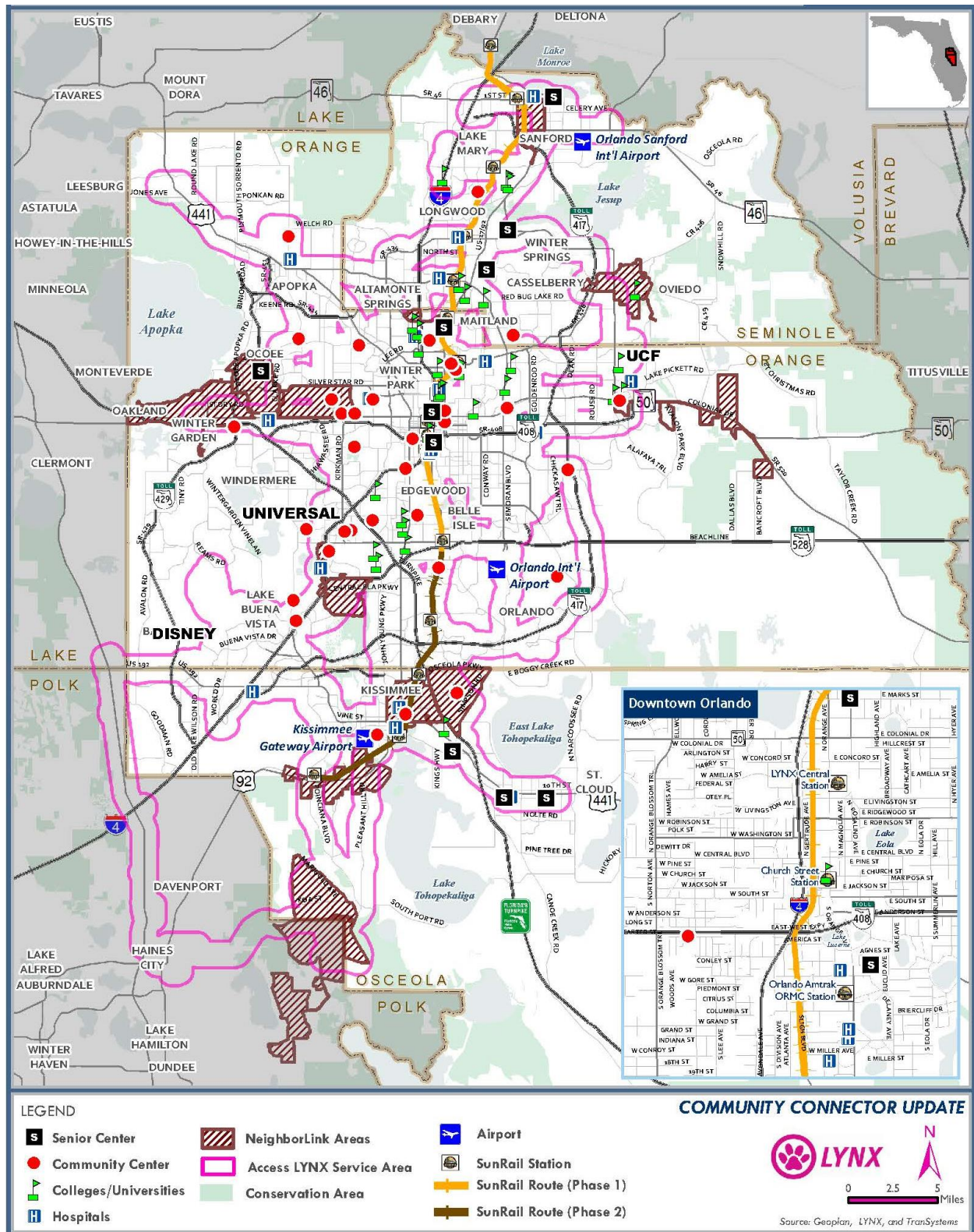




Figure 7: Activity Centers



**Table 3: Colleges/Universities**

<b>College/University</b>	<b>City</b>	<b>County</b>
Americare School of Nursing - Orlando Main Campus	Fern Park	Seminole
Barry University - Orlando East Location	Orlando	Orange
Barry University - Orlando South Location	Orlando	Orange
Barry University - Sanford Campus	Sanford	Seminole
Central Florida College	Winter Park	Orange
City College	Casselberry	Seminole
DeVry University - Florida	Orlando	Orange
Florida Christian College Inc	Kissimmee	Osceola
Florida College of Integrative Medicine	Orlando	Orange
Florida College of Natural Health - Orlando Campus	Maitland	Orange
Florida Hospital College of Health Sciences	Orlando	Orange
Florida Hospital School of Medical Technology	Orlando	Orange
Florida Metropolitan University - North Orlando	Orlando	Orange
Florida Metropolitan University - South Orlando	Orlando	Orange
Florida Technical College - Orlando Campus	Orlando	Orange
Full Sail Real World Education	Winter Park	Orange
Golf Academy of The South	Altamonte Springs	Seminole
Herzing College	Winter Park	Orange
High-Tech Institute - Orlando	Orlando	Orange
International Academy Of Design And Technology	Orlando	Orange
ITT Technical Institute - Orlando Area Campus	Lake Mary	Seminole
Orlando Culinary Academy	Orlando	Orange
Reformed Theological Seminary - Orlando Campus	Oviedo	Seminole
Rollins College	Winter Park	Orange
Seminole Community College	Sanford	Seminole
University of Central Florida	Orlando	Orange
University of Phoenix - Central Florida Campus	Maitland	Orange
Valencia Community College	Orlando	Orange

**Table 4: Community Centers**

<b>Community Center</b>	<b>City</b>	<b>County</b>
Arab American Community Center	Orlando	Orange
Camp David Community Center	Orlando	Orange
Casselberry Multi-Purpose Senior Center	Casselberry	Seminole
Center Pointe Community Church of the Nazarene	Orlando	Orange
Clarcona Community Center	Orlando	Orange
Community Service Center	Orlando	Orange
Denton Johnson Center	Eatonville	Orange
East Orange Community Center	Orlando	Orange
Gay Lesbian & Bisexual Community Center	Orlando	Orange
Hannibal Community Center	Winter Park	Orange
Hope Community Center	Apopka	Orange
Italian American Community Center	Orlando	Orange
Jewish Community Center of Central Florida Inc	Winter Park	Orange
Jewish Community Center South	Orlando	Orange
Lila Mitchell Community Center	Orlando	Orange
Magnolia Pointe Community Center	Orlando	Orange
Marks Street Senior Rec. Complex	Orlando	Orange
Orange County - Barnett Park & Gym	Orlando	Orange
Orange County - Goldernrod Park	Orlando	Orange
Orange County – Meadow Woods Park	Orlando	Orange
Orange County – Silver Star Community Park	Orlando	Orange
Orange County – South Econ Community Park	Orlando	Orange
Orange County – West Orange Recreation Center	Orlando	Orange
Orlando (City of) John H Jackson Community Center	Orlando	Orange
Osceola County Buenaventura Lakes Community Center	Kissimmee	Osceola
Osceola County COA	Kissimmee	Osceola
Pine Hills Seventh Day Adventist Community Center	Orlando	Orange
Seventh Day Adventist Church Community Center	Kissimmee	Osceola
YMCA of Central Florida (22 locations)	Multiple	Multiple

**Table 5: Senior Centers**

<b>Senior Center</b>	<b>City</b>	<b>County</b>
Casselberry Multi-Purpose Senior Center	Casselberry	Seminole
City of Ocoee Senior Center	Ocoee	Orange
Maitland Senior Center	Maitland	Orange
Marks Street Senior Rec. 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 6: Hospitals**

<b>Hospital</b>	<b>City</b>	<b>County</b>
Central Florida Regional Hospital	Sanford	Seminole
Doctor P Phillips Hospital	Orlando	Orange
Florida Hospital - Altamonte	Altamonte Springs	Seminole
Florida Hospital - Apopka	Apopka	Orange
Florida Hospital - Celebration Health	Celebration	Osceola
Florida Hospital - East Orlando	Orlando	Orange
Florida Hospital - Kissimmee	Kissimmee	Osceola
Florida Hospital - Orlando	Orlando	Orange
Florida Hospital - Winter Park Memorial Hospital	Winter Park	Orange
Health Central	Ocoee	Orange
Lakeside Alternatives - Central Plaza	Orlando	Orange
Lakeside Alternatives - Princeton Plaza	Orlando	Orange
Monroe Dunaway Anderson Cancer Center	Orlando	Orange
Orlando Regional Healthcare - 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



## V. PUBLIC INVOLVEMENT

### A. Steering Committee

A Steering Committee was formed at the initiation of the 2016 CCP Update process to serve as an advocate for the populations who will be benefitting from the improvements identified and implemented by the Plan. The Committee's role was to provide feedback to the Project Team, provide ideas and perspectives, guide the Plan Update process, and assist in outreach efforts.

#### I. Steering Committee Members

The list of the Steering Committee members is provided in **Table 7** below.

**Table 7: Steering Committee Members**

<b>Organization/Agency</b>	<b>Representative</b>
Agency for Persons with Disabilities	Sharon Jennings
Certified Senior Advisor	Win Adams
Florida Department of Transportation (FDOT)	Jo Santiago
Individuals with Disabilities Transportation User	Marilyn Baldwin
LYNX (ACCESS LYNX)	Tim May
LYNX Vanpool	Christopher Smullins
Meals on Wheels	Sherry Fincher
Mears Transportation	Kraige Jean
MetroPlan Orlando	Virginia Whittington
Osceola ARC (Supporting adults with developmental disabilities)	Sherry Cain
Quest, Inc. (Supporting Central Floridians with developmental disabilities)	Angela White-Jones
Senior Resource Alliance	Randall Hunt
Veterans Administration	Richard Miller

#### 2. Meeting Schedule & Comments Received

Four Steering Committee meetings were scheduled during the 2016 CCP Update process. They were scheduled at key project milestones in order to provide feedback on the planning and execution of future activities and provide insight into draft documentation. The first meeting, held on January 25, 2016, was the kickoff meeting for the Committee, where information was provided about the purpose of the 2016 CCP Update, the various outreach and survey activities to be conducted, and the proposed documentation of all feedback and plan updates.

The second meeting, on February 18, 2016 was a more informative session with the preliminary results from the first Public Workshop, the Stakeholder Workshop results, and the draft Existing Conditions Report (Technical Memorandum No. 1) being discussed. Key points discussed by the Steering Committee members are summarized below.

- There is an “at-risk” youth population that would greatly benefit from enhanced transportation services. Further, some of this population may also be disabled.

- There was a lengthy discussion about when technology advancements may be implemented to assist riders. LYNX staff discussed the five or six mobile applications that are currently under development by various LYNX Departments. “Where is my bus” type applications which track the location and projected arrival time of specific transportation vehicles were noted as a priority.
- The Final CCP Update document should provide an implementation action plan, including the identification of funding and additional resources required. Too frequently planning studies never materialize into actual improvement projects.

The third meeting was held on March 16, 2016, and provided a review of the public workshops, the public survey results, and included a presentation by Doug Jamison, LYNX ITS Project Manager, on an on-line and mobile app for the NeighborLink service. This presentation provided the Steering Committee with information on how a mobile app would work for not just NeighborLink, but for other human services transportation applications.

Committee members mentioned that the City of Altamonte Springs has partnered with Uber to offset the cost of certain trips for city residents. Further, it was noted that the Tampa Bay region and the Dallas/Ft. Worth area have similar programs in place.

The fourth and final meeting held April 15, 2016 reviewed the Service Gaps Assessment including the identification of strategies and priorities to address these gaps. The Committee provided valuable input on these strategies and on the prioritization schedule.

## **B. Public Surveys**

An objective of the 2016 CCP Update is to identify current needs and potential gaps in services faced by the users of public transit for human services; in this case transportation services for seniors (aged 65 +), low income persons, veterans, and persons with disabilities.

An on-line survey instrument was developed to facilitate information input and reporting. Paper-based surveys were also produced in English and in Spanish, and were distributed at the Public Workshops to further gain feedback from the community.

### **1. Survey Questions**

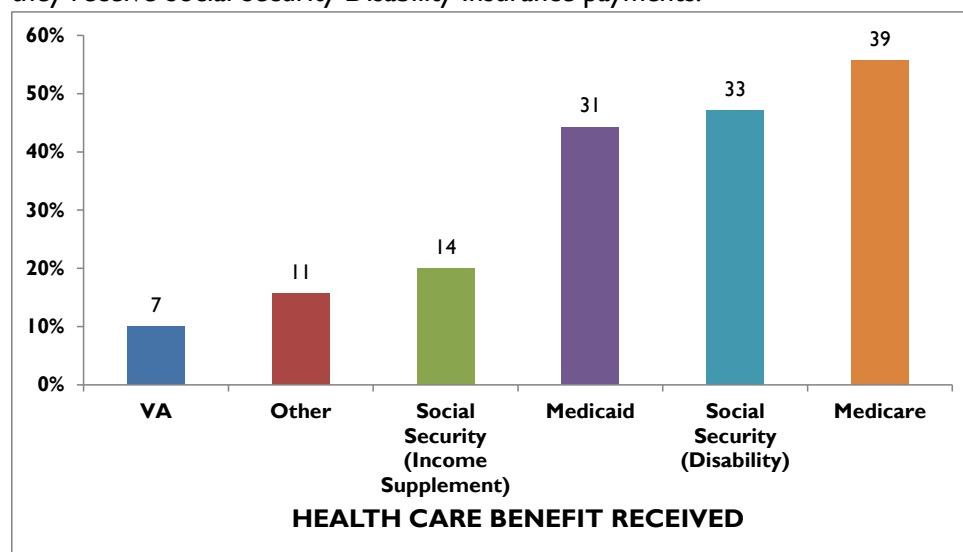
The Public Survey included 14 questions designed to identify origins and destinations for trips, frequency and time of day for trips, human services benefits received for transportation, specific travel modes and services used daily, age range, the presence of any disabilities, and demographic data. No personal information which could identify the respondent was collected.

### **2. Summary of Responses**

Survey responses were received from 82 riders. The responses were either input directly by the rider via the on-line survey available on the LYNX website, or were completed on the paper forms, and subsequently input into the on-line survey. The results of these 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 as to their common theme. 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 summate to 100%. For instance, a respondent may be receiving both Medicare and Social Security Disability Insurance benefits.

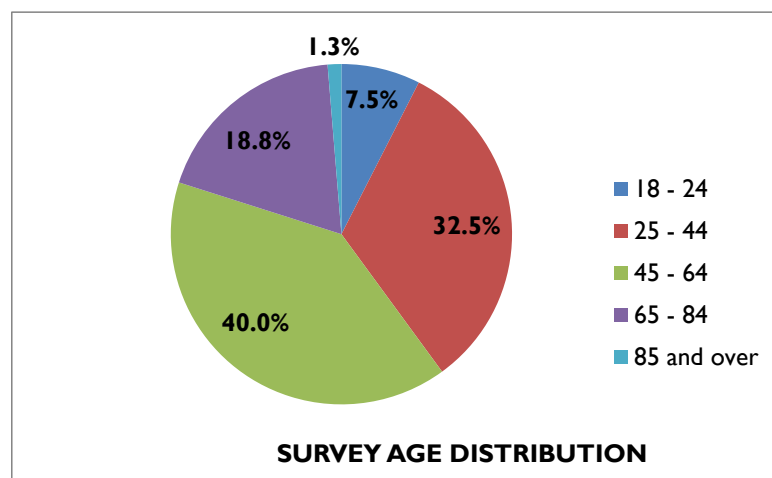
The first noteworthy finding was regarding receipt of transportation funding assistance from employers (Q #4). Of 78 recorded responses, approximately 90% indicated they received no funding assistance, including bus passes, vouchers, reimbursement, or a stipend. This lack of funding assistance may be a hardship on our clients and may represent a need for service improvement strategies.

The percentage of survey respondents that receive some health care benefit is significant, with 56% receiving Medicare and 44% receiving Medicaid assistance. Also, over 47% of the respondents stated they receive Social Security Disability Insurance payments.

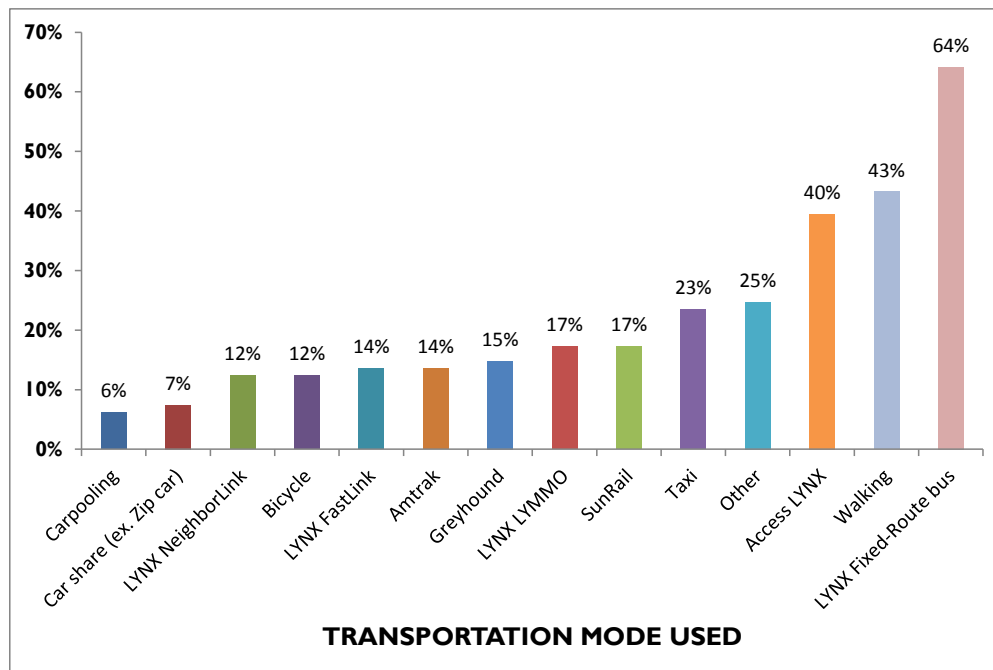


Eighty three percent of total respondents indicated they had some type of disability with almost 30% mobility impaired, 31% with a visual impairment, 25% with psychological or cognitive impairment, and 23% with a physical disability. Of those respondents noting they had a mobility impairment or a physical disability, 20% use a cane, 15% use a walker, and 14% use a wheelchair.

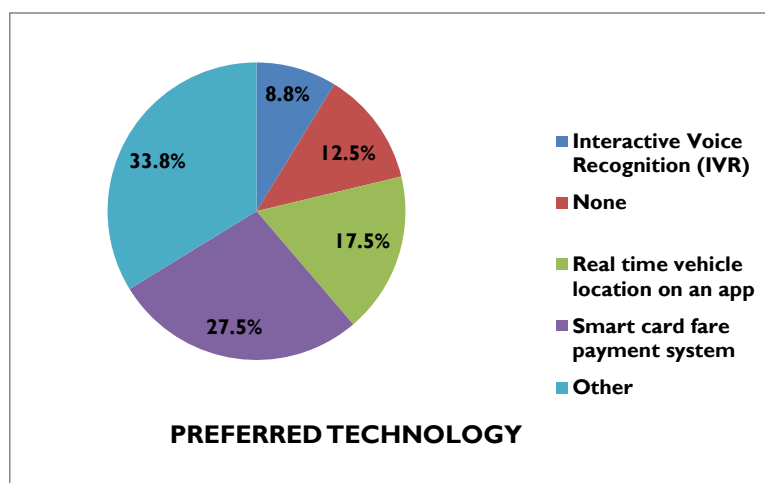
Of 80 recorded responses on Question #13, the age distribution showed that 40% of the respondents are aged 45 to 64, and 20% are aged 65 and older.



The question regarding transportation services used (Q #6) revealed that a majority of the respondents use LYNX fixed route (64%), 40% use Access LYNX, 17% use LYMMO, 14% use FastLink, and 12% use NeighborLink. Persons reported that they frequently link their trips through the use of more than one transportation service.



In terms of improving the quality service, Question #5 asked about the type of technology tool or system the rider would prefer to improve access to the transit system. The most cited response (28%) was the development of a reloadable smart card and fare account for trip payments. Real-time vehicle information on a mobile application was second at 18%.



In addition to the surveys, LYNX received input from the Coordinator for Recreational Programs at the City of Altamonte Springs, specializing in programs for teens and adults with special needs. In summary, the City's comments are as follows:

- Drivers leave the pick-up location without picking up the rider; this is sometimes due to the fact that the rider is required to wait inside the building and the driver does not see the rider
- Drivers frequently get lost going to Eastmonte Park as their GPS routing is incorrect
- Drivers are falsely claiming that they have arrived at the facility when, in fact, they have not
- Late arrivals by the drivers have become a source of concern for City staff and volunteers; the drivers or dispatchers do not provide notification of delays.

## **C. Public Workshops**

The purpose of the Public Workshops was to increase outreach of the 2016 CCP Update, provide information about available transit options for the target audience, and to solicit feedback via the public survey and general comment cards. Due to the large size of the LYNX geographic service area, it was determined that workshops would be held in Orange, Seminole, and Osceola counties.

### **1. Workshop Schedule**

The location and schedule for the three workshops was as follows:

- February 17, 2016, 4:30 to 7:00 p.m., LYNX Central Station, Orlando (Orange County)
- February 25, 2016, 4:30 to 7:00 p.m., Kissimmee Intermodal Station, Kissimmee (Osceola County)
- March 1, 2016, Noon to 3:00 p.m., Sanford Senior Center, Sanford (Seminole County)

### **2. Workshop Notifications**

Public notification of the three workshops was accomplished via local newspapers, the LYNX website, and flyers posted at the LYNX Central Station and on board ACCESS LYNX vehicles. The specifics of the notification process are as follows:

- Newspaper Advertisements:
  - Orlando Public Workshop:
    - Orlando Sentinel, February 4, 2016
    - El Sentinel, February 6, 2016
    - Orlando Sentinel, February 7, 2016
  - Kissimmee Public Workshop:
    - Orlando Sentinel, February 11, 2016
    - El Sentinel, February 13, 2016
    - Orlando Sentinel, February 14, 2016
  - Sanford Public Workshop:
    - Orlando Sentinel, February 18, 2016
    - El Sentinel, February 20, 2016
    - Orlando Sentinel, February 21, 2016
- All three workshops were advertised on the LYNX website and on the LYNX calendar online
- All three workshops had flyers in both English and Spanish and posted on all ACCESS LYNX vehicles
- All three workshops had a recording promoting the workshops and Public Survey on the ACCESS LYNX call-in recording
- The Sanford Public Workshop was advertised via flyers and the calendar at the Sanford Senior Center

- Press releases were prepared for all three workshops and released to local media

### **3. Information Provided and Input Tracking**

Exhibit boards were prepared for all three Public Workshops. Since the Kissimmee Workshop was held outdoors at the Intermodal Center, exhibit boards were limited to two boards; one board explaining the 2016 CCP Update objectives, and one board with a map of the LYNX service routes with special service areas (i.e. NeighborLink). A handout flyer was produced in English and Spanish for the Kissimmee and Sanford Workshops. In addition to exhibit boards, a PowerPoint presentation was provided on a looped video format at the Orlando Workshop for continuous viewing, and presented at the Sanford Workshop.

During the workshops, the Project Team engaged the attendees and solicited input and feedback on any transportation issues and needs experienced by the target audience. To facilitate the tracking of public comments at the Orlando Workshop, comments were noted on a large flip chart. The resulting sheets were then posted on display boards, allowing the workshop attendees to review them, and subsequently identify priority issues and needs. At the Kissimmee and the Sanford Workshops, comments were collected via comment cards and also notated by the Project Team in small notebooks.

### **4. Public Issues and Needs**

While three Public Workshops were held, the format and the attendance at the Orlando Workshop provided the most comprehensive list of transportation issues and needs from the target audience. Additional comments that were collected from the Sanford and Kissimmee Workshops are also reflected in the listing below. It is important to provide and review these individual comments to better ascertain the transit issues faced by the target audience. To facilitate the review of the comments, each comment is provided within one of the following five categories: Trip Reservation, Tracking, and Payment Technology, Service Coverage, Service Quality/Operations, Regional Coordination of Trips, and Other Comments. The majority of comments involved issues and needs associated with the quality of the service and the need to modify or improve trip operations.

#### Category 1 – Trip Reservation, Tracking and Payment Technology

- GPS tracking and a mobile application would benefit riders to know when they will get picked up
- Provide for electronic fare payment (credit card or the use of an account)
- Drivers should offer change for clients paying cash
- Offer passenger payment accounts so passengers don't have to carry fare (like Uber) – especially for subscription trips

#### Category 2 – Service Coverage

- NeighborLink needs to be in more places (Colonial and Rouse, Sanford Baptist Church area)
- Fixed route services in Pine Hills needs to be more frequent; often the buses are too full to accept additional passengers
- Provide transit service along Longwood Lake Mary Road and along Country Club Road
- Provide a NeighborLink service in Winter Park

#### Category 3 – Service Quality/Operations

- On-time issues/delays affect client's lives; provide cost reimbursement for trip pick-up delays
- Customer service needs to be improved
- Dispatch needs to be more supportive of the drivers; they don't seem to work together as evidenced by the radio communications between them that the client hears

- Empower seasoned drivers to make routing decisions based on real time traffic information
- ACCESS LYNX drivers should be assigned to the same geographical area and not constantly moved
- Vehicle inspections should check the MDTs to make sure they are working
- Maps on the on-board computer/GPS are not always up to date
- Driver or dispatcher should call 30 minutes prior to picking someone up to help prevent no-shows
- The metric for measuring on-time performance of ACCESS LYNX is flawed as it only has to meet “pick-up window” ranges
- The contract for ACCESS LYNX should stipulate penalties for late service
- The ride is too long; too many persons are being picked up within one trip; poor routing
- The routing and schedule should be prepared with the coordination of the drivers to include their knowledge of the viability of the schedule
- The contractor for Access LYNX does not select their drivers correctly; they often provide poor customer service and are poorly trained
- Driver re-training should be evaluated for those who perform poorly
- The scheduling seems to have several persons at several locations being picked up at exactly the same time – which is impossible and results in poor service
- Bus crowding and the cleanliness of the vans is often an issue
- The dispatcher doesn’t always answer the phone when a driver or a client calls, resulting in trip delays
- Dispatcher should call passengers to give them trip status updates so they are not waiting hours for a ride
- Provide incentives for ACCESS LYNX contractors to improve their performance, and not just meet minimal requirements
- ACCESS LYNX contractor gets paid for scheduled trips even though the passenger does not board the bus (this includes deceased persons, those in the hospital or out of town)
  - No one has cancelled the subscription trip
  - Results in longer trip times for passengers
- Needs to be a process to verify the subscription trip

#### Category 4 – Regional Coordination of Trips

- Regional coordination across counties (including Volusia, Lake, Brevard)
- If you’re going to incentivize the use of SunRail by offering free or reduced priced service, then make the rest of the transit system discounted or free to complete the discounted trip
- Provide better integration of trips with the private providers
- The same fare should be charged on all modes and all distances; frequently lower-demand trips are priced higher than other routes of the same distance

#### Category 5 – Other Comments

- Obtain dedicated funding for transit (half cent sales tax, gas tax, sales tax, licensing fees)
- Increase the funding of LYNX
- SunRail is changing peoples’ minds about using transit
- Access LYNX is not just for medical trips; some persons use it every day, multiple times in a day
- Clients liked the radios on the units – playing music or news – bring them back
- Provide incentives for new riders (free or discounted services for a month)
- Customers like the printed LYNX schedule book

## 5. Public Priorities

To determine the public priorities for service enhancements, we reviewed both the public survey responses and the comments provided to derive those needs and central themes that seem to be prevalent. As our sampling size was rather small, the prioritization process was both objective and subjective, as the Project Team identified similar themes which were stated several times through the public involvement process (workshops and survey results).

### Priority #1 - Client Service/Transportation Operations/Technology Improvements

The majority of comments received concerned the need for service improvements; ranging from additional driver training to improved communications between dispatcher and driver to technological improvements (mobile applications) that improve trip information dissemination to the client. The excessive time length of the trip was a repeating comment, which may be the result of “aggressive” schedule of pick-up times that cannot be achieved (i.e. schedule four separate pick-ups at four separate locations at the exact same time) due to poor trip routing, or finally due to communication issues between the dispatcher and the driver.

Technology improvements desired and voiced through the public surveys, workshops, stakeholder comments and the steering committee include the following:

- SmartCard/mobile app fare payment
- Trip vehicle tracking and arrival notification
- Mobile app trip reservation.

### Priority #2 Payment of Fares

The surveys revealed that 90% of respondents receive no funding assistance for their transportation, while 44 to 56% receive government health care assistance (Medicaid, Medicare, SSDI, etc.). Workshop attendees voiced concerns over the price of trips, specifically stating that LYNX must find dedicated funding sources to support the region’s needs for improved service. Further, we received numerous comments on the desire to have a payment account system which could be used by the various transportation providers and modes (i.e. FDOT-SunRail, ACCESS LYNX, LYNX fixed route).

### Priority #3 – Regional Coordination of Trips

Question #6 of the public survey documented the various transportation modes that clients use during their trips. Comments received from the public noted that clients use various forms of transportation throughout their day or week, and may travel outside of the Tri-County area of Orange, Seminole and Osceola. While a level of transportation planning coordination occurs throughout the Central Florida Region, more emphasis on coordination across the region is required to better serve transit users, especially those trips accomplished for human services agencies and clients.

## 6. Stakeholders

Stakeholders were identified as public or private entities that serve as human services agencies to seniors and individuals with disabilities, funders of these human services agencies, and advocacy groups for this population. Input from this group provides a perspective which may differ from riders, providing alternative ideas for improvements and identifying additional transportation gaps or needs within the existing services.

### **a. Stakeholders Identified**

LYNX objective in identifying the specific stakeholders for the 2016 CCP Update centered on selecting public and private organizations that are either sponsors of services such as Access LYNX, or who offer transportation for their own organization’s employees and/or clients. **Table 8** provides the



organizations and representatives invited to participate in the Stakeholder Workshop for this Plan Update.

**Table 8: Stakeholders**

<b>Organization/Agency</b>	<b>Representative</b>
50 Plus FYI magazine	Linda Cavanaugh
Agency for Persons with Disabilities	Clarence Lewis
Career Services Central Florida	Nilda Blanco
Celebration Health	Jay Voorhees
Center for Independent Living	Jason Venning
Department of Elder Affairs	Samuel Verghese
Division of Blind Services	Jeff Whitehead
Division Vocational Rehabilitation Orlando	Wayne Olson
Easter Seals	Suzanna Caporina
Florida Commission for the Transportation Disadvantaged	Bill Hearndon
Goodwill Industries	Linda Rimmer James O'Brien
League of Women Voters of Florida	Charley Williams
Orange Commission on Aging	Mimi Reggentin
Orland VA Medical Center	Fanita Jackson-Norman Sandra Dreibelbis
Special Olympics Florida	Larry Daniell
Veteran's Affairs	Roosevelt Curry Sandra Dreibelbis Fanita Jackson-Norman
Veteran's Affairs Osceola County	Jean Corvoisier
Veteran's Affairs Orange County	Dianne Arnold Tommie Maldonado
Veteran's Affairs Seminole County	Ed Buford
Workforce Development Centers	Pam Nabors

#### **b. Meeting Date and Information Provided**

The Stakeholder Workshop was conducted on February 17, 2016 at the LYNX downtown Orlando offices. In attendance were the following stakeholders:

- Jean Corvoisier, Veterans Affairs, Osceola County Human Services; Osceola VA
- Dianne Arnold, Veterans Affairs, Orange County Family Services; Orange VA
- Nilda Blanco, Career Services, Central Florida
- James O'Brien, Goodwill Industries of Central Florida

The same PowerPoint presentation that was developed for the Orlando and Sanford Public Workshops was presented at the Stakeholder Workshop. The presentation provided the necessary overview of the 2016 CCP Update objectives to facilitate a discussion of issues and needs.

#### **c. Stakeholder's Issues and Needs**

An interactive session was held with the stakeholders to identify issues and needs. Their comments are noted below:

#### Category 1 – Trip Reservation, Tracking and Payment Technology

- “One Call – One Click” for easier rider trip coordination
- Technology solution needed to help clients find and compare ride options
- Provide a better menu of ride choices and services
- Provide identification of linkages for complete ride, cost, and any eligibility requirements
- It’s an administrative hassle to track the use of discount bus passes
- An electronic “smart card” should be developed; It should facilitate complete trip payment across multiple services/vehicles
- Develop a mobile application to pay for service; sponsored by the local transportation agency

#### Category 2 – Service Coverage

- Provide transportation to special events
- Recognize veterans’ unique needs and identify resources for them

#### Category 3 – Service Quality/Operations

- Individuals have issues getting to work when they work off-peak schedules
- Often could get there but not get back home (vice versa)
- Inconsistencies in the time of trips
- Employees may work at various locations on various days- e.g. Goodwill - temporary day labor

#### Category 4 – Regional Coordination of Trips

- Possible reThink <sup>12</sup>coordination with large employers
- Improved coordination between transportation agencies and human services providers

#### Category 5 – Other Comments

- Clients are very cost conscience; will wait for a less expensive ride
- Grants for transportation services do not permit the flexibility required to serve clients
- Need for coordination between grant funding to achieve our objectives (i.e. Mission United for Veterans)

#### **d. Priorities**

After notating the issues and needs, it was requested that the stakeholders categorize and prioritize these needs. The following is their priority list.

- Mobile application for trip requests
- Inter human service agency coordination for trip planning (including LYNX and FDOT reThink)
- Electronic trip passes
- Improved coordination with employers for varying work shift trip requirements

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<sup>12</sup> reThink is Florida Department of Transportation’s (FDOT) resource for commute options, including transit, vanpools and carpools, walking, bike share programs, car share program, and alternative work schedules

## D. Conclusions and Findings

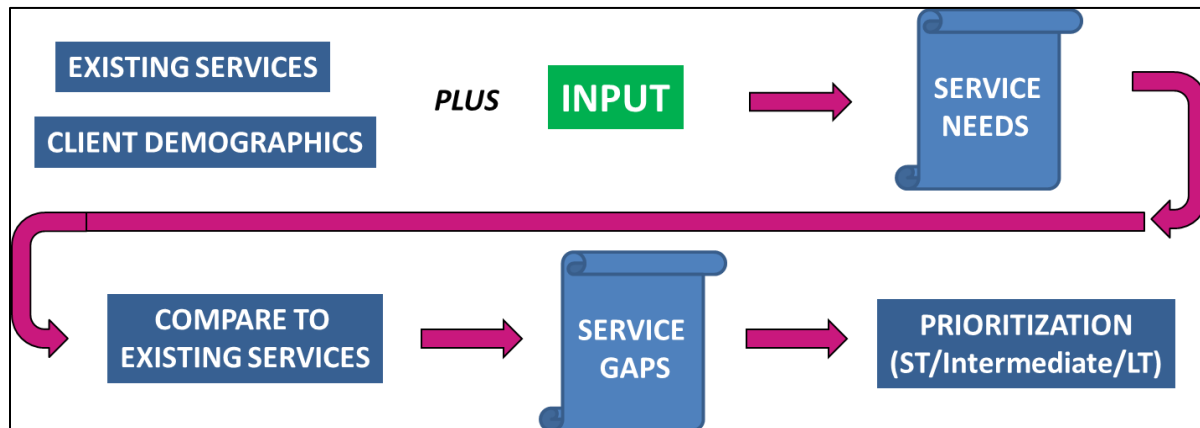
The public involvement activities associated with the 2016 CCP Update process included perspectives from not only the target audience of seniors and individuals with disabilities, but also from human resource agency providers, transportation providers, and advocacy groups. We identified specific central themes which were generally recognized as needs that should be addressed. **Table 9** presents these needs, then identifies a classification category to help focus implementation.

**Table 9: Summary of Service Needs**

Category	Service Needs
Technology	Software to Track Bus Pass Usage
	Smart Card Technology
	One-Call, One-Click Transportation Resource Directory Website
	Mobile Trip Application
	Automatic Vehicle Location (AVL) and Interactive Voice Recognition (IVR)
Service Coverage	Expansion of Services
	Same Day Service/Scheduling Flexibility
	Use of Uber Services
Service Quality	More Dependable/On-Time Services
	Scheduling Issues
	Customer Service and Driver Training
Coordination	Improved Coordination Between Transit Services
	Partnering with private transportation providers (i.e. Uber)
Funding	Dedicated and Sustainable Funding Sources

## VI. SERVICE NEEDS

Graphically, the 2016 CCP update process is represented in Figure 8. The assessment of existing services and our client demographics combined with the public comments/input received led to the identification of the service needs. These needs were then compared to the existing services provided to identify service gaps. Strategies may then be identified and, most importantly, prioritized for implementation.



**Figure 8 – CCP Update Process**

### A. Identification of Service Needs

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

#### A. Demographics Assessment

The demographic analysis presented in Technical Memorandum No. 1 identified both population characteristics and trip attractor land uses (i.e. activity centers, medical facilities). Key client demographics (based on 2013 American Community Survey estimates developed from Census data) were further analyzed determine higher densities of existing and potential human services transportation customers. Two “heat mapping” analyses were conducted – one to assess the locational intensity of elderly and disable persons, and one to assess 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 the four 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 9** through **12** depicting this analysis are on the following pages.

Figure 9 – Hot Spot Map – Elderly Persons

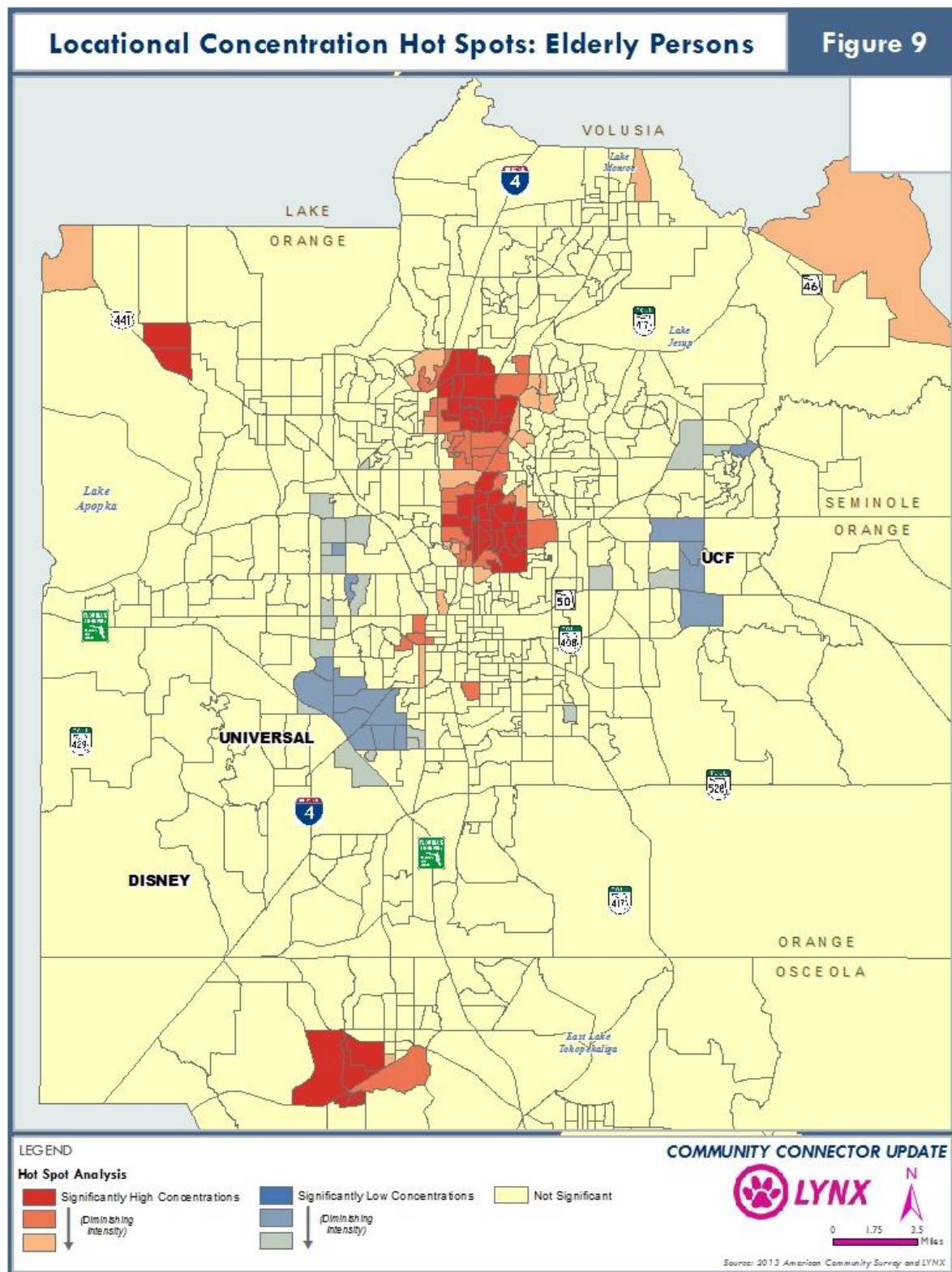




Figure 10 – Hot Spot Map – Persons with Disabilities

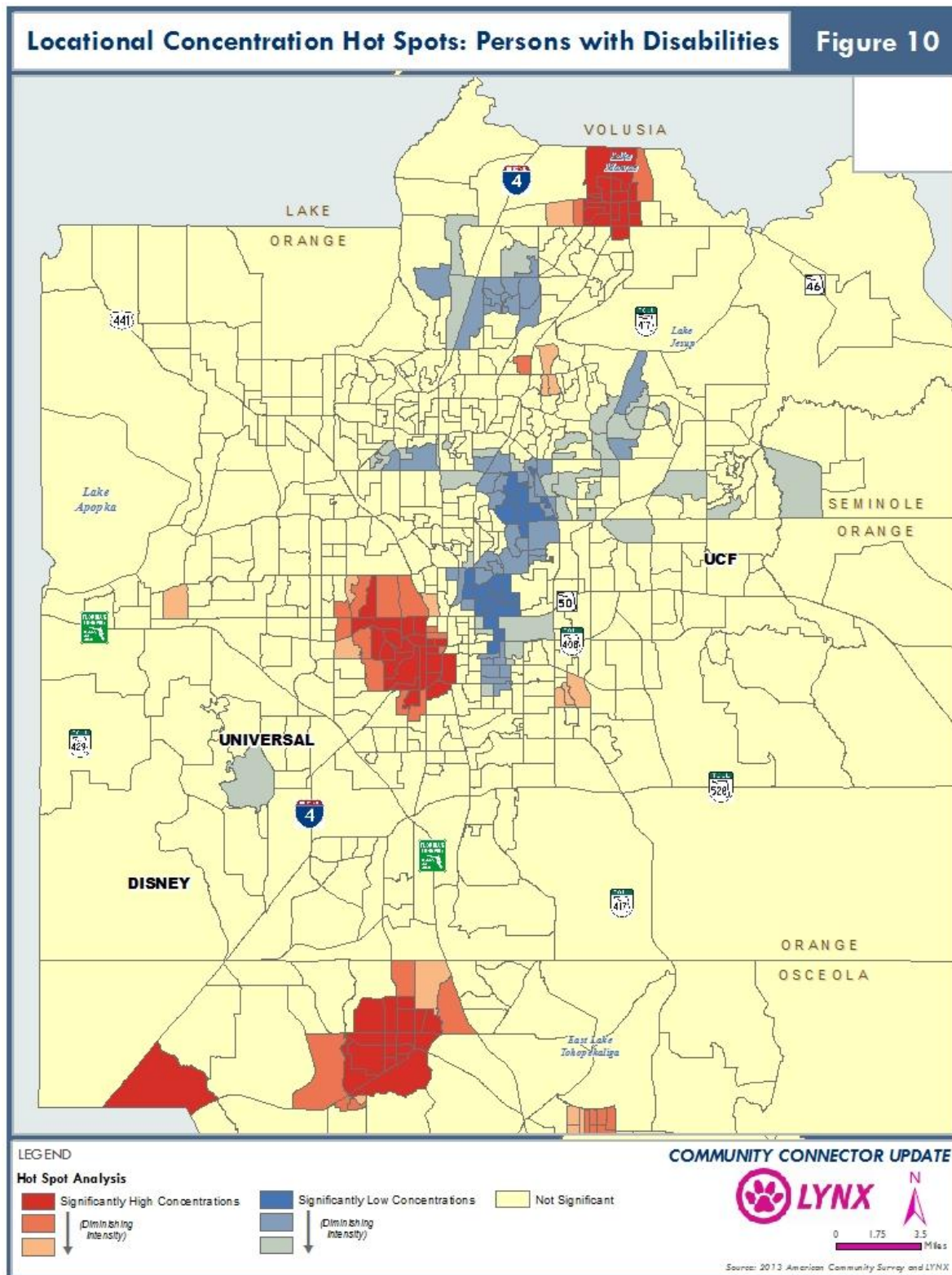


Figure 11 – Hot Spot Map – Persons of Minority

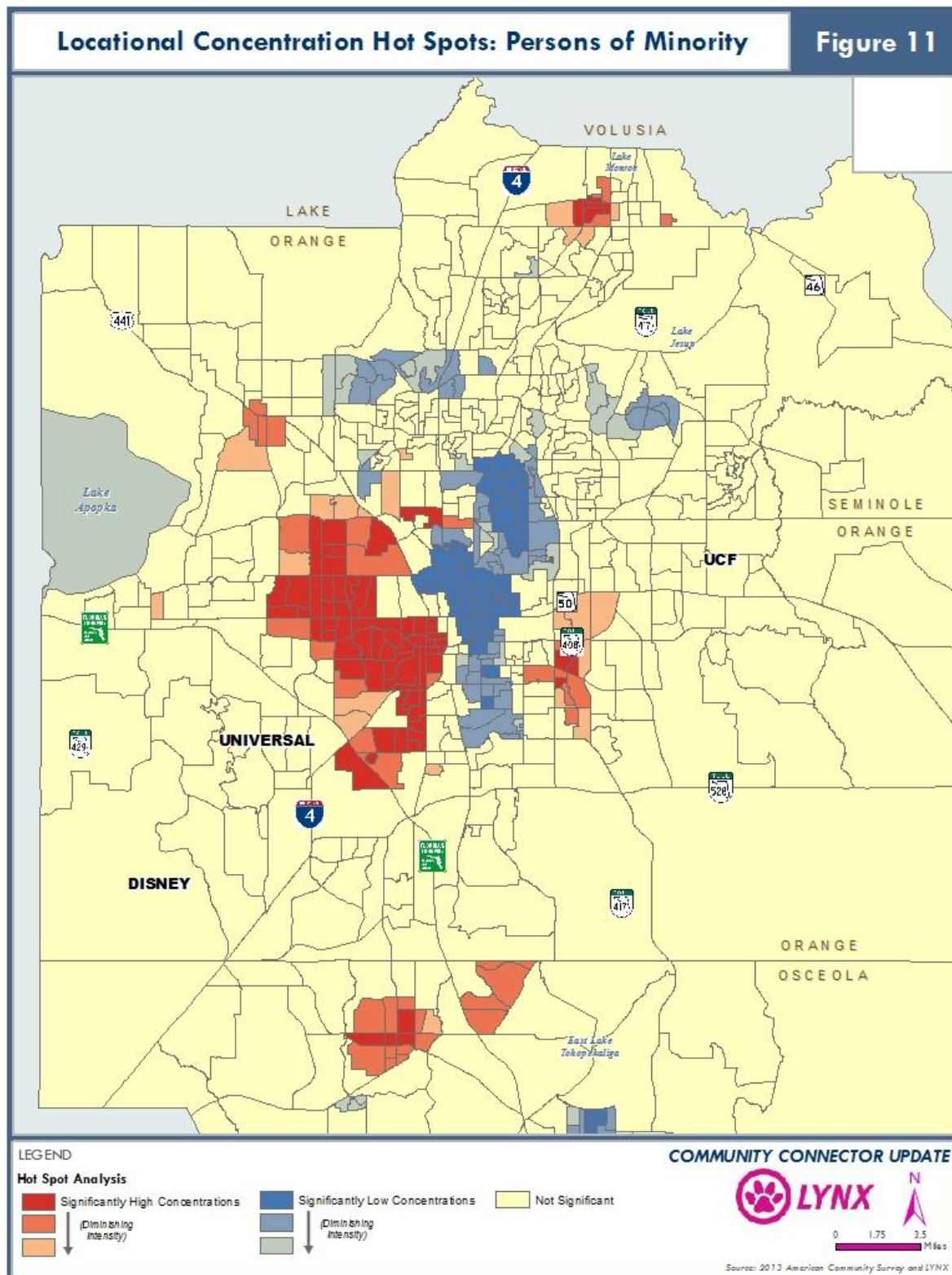
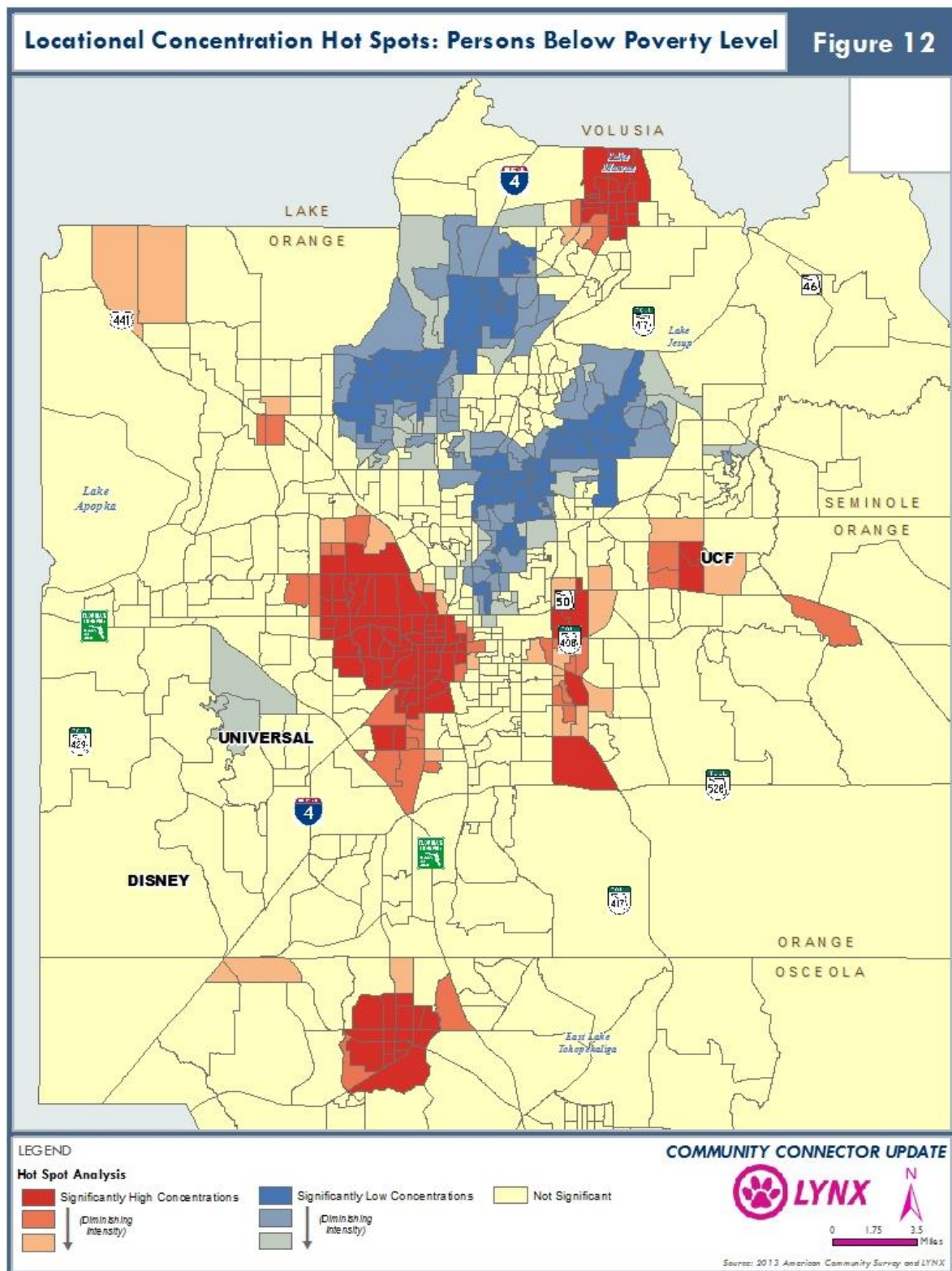




Figure 12 – Hot Spot Map – Persons Below Poverty Level





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

**Table 10: Demographic Characteristics – Areas of Concentration**

Area	Elderly	Disabled	Minority	Poverty
Kissimmee	X	X	X	X
Buenaventura			X	
Hoffner (South SR 436)	X	X	X	X
West of Orange Blossom Trail (includes Sand Lake Road, LB McLeod Road, West Colonial Drive, Silver Star/Pine Hills Road)		X	X	X
Plymouth-Sorrento	X			X
North Clarcona Road			X	X
Eatonville	X		X	
Winter Park	X			
Maitland	X			
Altamonte Springs	X			
Longwood/Casselberry	X	X		
Sanford		X	X	X
Bithlo				X

*Source: 2013 American Community Survey*

The areas noted in **Table 10** should be considered locations of greater need for human service transportation relative to other areas within the LYNX service area.

## **B. Public Involvement Input**

The comments and input provided through the public involvement process including input from project stakeholders (human service agencies and transportation providers) is summarized in Technical Memorandum No. 2. Gleaned from this input are transportation service needs as voiced by our clients and transportation service partners. The priorities were grouped into four categories of issues/needs as follows:

- Category 1 – Trip Reservation, Tracking and Payment Technology
- Category 2 – Service Coverage
- Category 3 – Service Quality/Operations
- Category 4 – Regional Coordination of Trips

### Category 1 – Trip Reservation, Tracking and Payment Technology Priorities

- SmartCard/mobile app fare payment
- Trip vehicle tracking and arrival notification
- Mobile app trip reservation
- An electronic “smart card” should be developed; It should facilitate complete trip payment across multiple services/vehicles

### Category 2 – Service Coverage

There were no Service Coverage priorities identified from the public involvement process. Service coverage needs are identified through the demographic analyses previously reviewed.

### Category 3 – Service Quality/Operations

- Individuals have issues getting to work when they work off-peak schedules
- Inconsistencies in the time of trips
- Employees may work at various locations on various days- e.g. Goodwill - temporary day labor
- Improve driver training (sensitivity to customers special needs)
- Improve communication between the dispatcher and the driver (as dispatcher sometimes is unavailable when the driver calls in)

### Category 4 – Regional Coordination of Trips

- Possible reThink <sup>13</sup>coordination with large employers
- Improved coordination between transportation agencies and human service providers

**Table 11** identifies the service need priorities, noting which input group (stakeholders or the general public) emphasized each need.

**Table 11: Priority Service Needs**

Need	Category	Stated as a Priority by:	
		Stakeholder	Public
Trip vehicle tracking and arrival notification	1- Technology		X
Mobile app trip reservation	1- Technology	X	X
Electronic smart card for fare payment	1- Technology	X	X
Getting to and from work in off peak hours	3- Service Quality	X	
Inconsistencies of trip times	3- Service Quality		X
Driver training	3- Service Quality		X
Improved dispatch and driver coordination	3- Service Quality		X
reThink Coordination	4- Regional Coordination	X	
Improved coordination between transportation agencies and human service agencies	4- Regional Coordination	X	X

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<sup>13</sup> reThink is Florida Department of Transportation's (FDOT) resource for commute options, including transit, vanpools and carpools, walking, bike share programs, car share program, and alternative work schedules

## C. Service Needs

### 1. Geographic Service Coverage

The primary residential locations of potential human service transportation clients based on the demographic characteristics of elderly persons, persons with disabilities, persons of minority, and persons below the poverty level are concentrated in the following LYNX service coverage areas:

- Kissimmee
- Hoffner area north to Colonial Drive (Southeast SR 436 area)
- West of Orange Blossom Trail (includes Sand Lake Road, LB McLeod Road, West Colonial Drive, Silver Star/Pine Hills Road)
- Plymouth-Sorrento
- North Clarcona Road
- Eatonville and northeast Winter Park
- Longwood/Casselberry
- Sanford

The concentration of needs was defined as meeting two of the four demographic characteristics. This geographic dispersion of service needs represents one of the challenges of LYNX – providing an appropriate service level to a large geographic area.

### 2. Operational Services

As we reviewed the priority operational service needs through the public involvement process, we see the following priorities (defined as those needs that were generally expressed by more than one person or provided by the project stakeholders group, and are feasible for implementation by LYNX):

- Applications for mobile devices to improve service quality, including:
  - Trip reservations by client
  - Vehicle/trip tracking by client
  - Payment via a smart phone from a mobile device
  - Listings of alternative transportation options to accomplish a trip
- Smart card for payment that may be used across vehicles and modes (i.e. SunRail, ACCESS LYNX)
- Provide consistent trip pick-up and trip length times
- Inform clients of trip status (i.e. running late, mechanical problems)
- Improve the coordination of trip options between various modes and service providers (this would provide clients with more trip options and with potential linkage of trips that would improve service times and quality).

The overarching theme of the service needs is improved trip coordination and improved communication between the service providers and the client. These needs may be addressed through both technological improvements and through a regional perspective of providing human service trips.

## VII. IDENTIFICATION OF SERVICE GAPS

### A. Approach

Service gaps are identified through the comparison of the Needs summarized in Section II and the Existing Services currently provided as summarized in Section III. Graphically, the process is depicted below.



**Figure 13 – Service Gaps Identification**

To provide focus and definition of the service gaps, we will use the primary four defined classification of Needs from the public involvement process (stakeholders and general public):

- Category 1 – Technology (Trip Reservation, Tracking and Payment)
- Category 2 – Service Coverage
- Category 3 – Service Quality/Operations
- Category 4 – Regional Coordination of Trips/Service

### B. Service Gaps Identified

**Table 12** has been developed to present the identified Service Gaps. The Need and the Existing Service that led to the Service Gap is presented by Need Classification.

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**TABLE 12: Identification of Service Gaps**

Priority Need	Existing Services	Service Gap
<b>CATEGORY 1 - TRIP RESERVATION, TRACKING AND PAYMENT TECHNOLOGY</b>		
Smart card/ mobile app fare payment	LYNX has the option to purchase the same smartcard system that SunRail uses, but we are waiting for all of the issues to be worked out with its implementation by SunRail.	Yes
Trip vehicle tracking and arrival notification	NeighborLink Pilot DoubleMap/ LYMMO; Clever software on LYMMO and new buses purchase	Yes- for system wide implementation
Mobile app trip reservation	NeighborLink Pilot DoubleMap	Yes- for system wide implementation
<b>CATEGORY 2 - SERVICE COVERAGE</b>		
High concentrations of CCP populations in Kissimmee, OBT, Hoffner, Eatonville, Casselberry/Longwood, Plymouth-Sorrento, Sanford	Existing service varies dependent upon area, but all are served by fixed route and by ACCESS LYNX	Yes
<b>CATEGORY 3 - SERVICE QUALITY/OPERATIONS</b>		
Getting to and from work in off peak hours	Dependent on fixed route, NeighborLink, ACCESS LYNX availability and schedules	Yes
Inconsistencies of trip times	MV Transportation currently manages this with LYNX oversight	Yes- LYNX can be more actively involved in oversight to ensure quality performance of contractor
Varying work locations and schedule	Dependent on fixed route, NeighborLink, ACCESS LYNX availability and schedules	Yes
Driver training	All newly-hired LYNX operators undergo a New Operators Training to make sure they are familiar with the company work rules. Paratransit employees, receive initial training and subsequent retraining periods, as well as by contract reference of Federal ADA requirements. Periodic remote observations and on the spot inspections are made to ensure compliance. ADA requirements are communicated through training, the operator's guide and work rules, and through operational bulletins.	Yes- for retaining and refreshers (currently have a grant for CUTR Special Mobility Needs Sensitivity and Communication Program Phase 1 Train the Trainer)
Improved dispatch and driver coordination	MV Transportation currently manages this with LYNX oversight	Yes- LYNX can be more actively involved in oversight to ensure quality performance of contractor
<b>CATEGORY 4 - REGIONAL COORDINATION OF TRIPS</b>		
reThink Coordination	Commuter assistance program which coordinates throughout the FDOT District 5 area for alternate methods of transportation including ride sharing, van pools, and other strategies.	Yes - Regional coordination of trips
Improved coordination between transportation agencies and human service agencies	Florida Safe Mobility for Life Coalition's Find a Ride Guide, Taxicab, Limousine & Paratransit Association website (national), LYNX 5310 sub-recipient program	Yes- Coordination can always be improved to increase quality of services

## VIII. STRATEGIES FOR ADDRESSING SERVICE ENHANCEMENTS

### A. Approach

As we identify potential strategies for addressing the service gaps, we will focus on feasible and implementable options, understanding the financial constraints realized by LYNX and its human service transportation partners. The strategies have been developed through the following methods:

- Direct input from the general public and the stakeholders
- Review of Best Practices of LYNX and other transportation agencies
- Discussions and knowledge of LYNX current and future service enhancement goals

### B. Identification of Strategies

#### 1. Technology (Trip Reservation, Tracking, and Payment)

Smart Card / Mobile App Fare Payment: Passengers would like the ability to use smart card technology instead of cash so they don't have to worry about carrying exact change. While LYNX currently offers multiple trip bus passes (for up to a 30-day period), a Smart Card would be reloadable via a website portal. Coordination with SunRail should also occur to assess the viability of smart card compatibility between the two transit modes.

At the fourth Steering Committee meeting (April 15, 2016) it was recommended by Committee members that a phased approach should be used to address this important service gap. Possible phased strategies for implementing a service payment account are as follows:

- Phase 1 – ACCESS LYNX
- Phase 2 – NeighborLinks
- Phase 3 - Downtown Kissimmee Xpress service (Link 208)
- Phase 4 – 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 – Fixed Route Links
- Phase 6 – Compatibility with SunRail SmartCards and accounts

These service accounts would incorporate the following features at a minimum:

- Debit account for fare payment drawdowns
- Smart card and readers on vehicles to charge the account with each trip
- Reloadable account via website or cash/check by mail

Trip vehicle tracking and arrival notification: Smart phone technology similar to the “DoubleMap” application that LYNX is currently testing for NeighborLink should be developed for use on all LYNX transit modes, as well as for ACCESS LYNX. Any transit rider with a mobile device would be able to make or cancel trip requests, be notified of service delays, and informed about vehicle estimated time of

arrival. Similar to the SmartCard and the mobile application for fare payment, trip vehicle tracking should also be implemented in a phased approach to allow sufficient testing and acceptance.

Mobile app for trip reservation: As noted above, the “DoubleMap” application would serve to allow trip reservations or cancellations from a client’s mobile device. The phased approach for this technology would be limited to NeighborLink (which is currently being pilot tested as of April 2016) and to ACCESS LYNX (Phase 1 – NeighborLinks; Phase 2 – ACCESS LYNX).

## **2. Service Coverage**

High concentrations of existing and potential clients: Coordination should occur between LYNX Customer Service, Service Planning and ACCESS LYNX operations to assess service coverage from, to and within the following areas of high concentrations of human agency transportation clients:

- Kissimmee
- Hoffner area north to Colonial Drive (Southeast SR 436 area)
- West of Orange Blossom Trail (includes Sand Lake Road, LB McLeod Road, West Colonial Drive, Silver Star/Pine Hills Road)
- Plymouth-Sorrento
- North Clarcona Road
- Eatonville and northeast Winter Park
- Longwood/Casselberry
- Sanford

LYNX internal coordination through the formation of an ad hoc, short-term task force with representatives from the necessary Departments should review performance metrics on the various transit modes to assess the level of service coverage currently provided. Issues to address include but are not limited to fixed route headways, NeighborLink coverage boundaries and availability, a menu of transit options for clients, and related elements. Upon completion of the LYNX internal coordination, a meeting should be conducted with the paratransit service contractor to consider modifications to ACCESS LYNX operations that would address any service gaps for paratransit clients.

## **3. Service Quality/Operations**

Getting to and from work in off-peak hours: Potential strategies for improving off-peak service include the following:

- Extending the hours of fixed-route service to high demand areas
- Providing/expanding weekend hours of fixed-route service
- Accommodating same-day ACCESS LYNX service
- Expanding and extending NeighborLink service coverage and hours

Inconsistency of trip times: There are several strategies that should be investigated to improve trip duration and on-time performance for pick-ups and drop-offs. First, subscription trips need to be verified ahead of time, as the trips are sometimes “phantom” or wasted trips when a subscription trip passenger forgets or is unable to cancel their trip reservation due to a health issue, for example. Second,

service may be improved if the driver has the authority to adjust the route based on current traffic conditions. Currently, the driver must receive direction from dispatch to change route, however, dispatch is not always available to recommend route changes. This delays the trip, and subsequently delays pick-up times. Third, ACCESS LYNX must ensure that the mapping software on the Mobile Data Computers (MDC) is updated frequently. Fourth, many pick-ups are scheduled at the same time, making the schedules unrealistic. ACCESS LYNX scheduling should reflect average daily traffic conditions (congestion) and schedule pick-ups at appropriate and realistic times. Fifth, ACCESS LYNX must ensure that they have enough vehicles in operation to accommodate the scheduled trips on time. Vehicle availability has been noted as a concern and a possible element in higher levels of on-time nonperformance.

Varying work locations and schedule: The strategies for this service gap are similar to those strategies for the first gap in this category – Off-peak hour's service.

Driver training: While LYNX drivers receive extensive service training, including client sensitivity training, there is room for improvement. Refresher training and random on-board driver monitoring are outstanding methods toward instilling a customer-service mentality to drivers. LYNX oversight management must ensure that ACCESS LYNX drivers (through the paratransit contractor) receive the same high level and continuing training. LYNX and ACCESS LYNX should review the driver training program used by the Hillsborough Area Regional Transportation (HART) for their paratransit service Sunshine Line.

Beyond driver training, LYNX should review the ongoing training for dispatchers, which will emphasize and improve the coordination between the drivers and the dispatchers.

Improved dispatch and driver coordination: LYNX and ACCESS LYNX should review their policies and procedures for communications between drivers and dispatchers. ACCESS LYNX dispatchers have reportedly been unavailable when a driver attempts to contact them, and procedures and technical solutions such as call forwarding and mobile application text services should be reviewed for modification or implementation.

#### **4. Coordination**

reThink coordination: The FDOT District 5 Commuter Assistance Program coordinates with employers to identify alternative trip modes, such as car sharing/ride sharing, van pools, and other strategies. LYNX currently coordinates with reThink representatives, but should enhance that coordination to identify potential trip mode alternatives which may serve human service transportation clients. It is recognized that acceptable vehicles for serving human service transportation clients would have to accommodate users of various abilities.

Improved Coordination between Transit Services: Improved coordination of services, both local and regional, is required in Central Florida to serve all transit client needs. A successful model for this level of coordination is the Northeast Florida Mobility Coalition the Jacksonville area. The local transit operator, Jacksonville Transportation Authority (JTA) led the formation of this coalition of transportation providers, elected officials, planning, experts, funding agencies, and transportation disadvantaged service providers. Strategies implemented within this coalition included integrated technological trip



scheduling and planning tools, coordinated trip dispatch, and a one call center to manage the efficient use of resources.

The coordination of funding sources including alternative funding of trips should be thoroughly evaluated. Palm Tran, Division of Senior Services, Department of Elder Affairs in Palm Beach County provides funding options for human service trips. And Cobb County, Georgia has implemented a trip voucher program that may be an option for LYNX.

### **C. Prioritization of Strategies**

The strategies to meet the service gaps have been identified as near term, medium term, or long term time frames with regard to implementation.

#### Near Term Strategies

- Improved Coordination & reThink Coordination – Various local and regional transportation coordination efforts currently occur within the LYNX service area, including MetroPlan, reThink, and numerous advisory committees and boards. Continued and enhanced coordination between the region’s transportation providers, including the CTCs, should be a near term priority. The formation of a regional transportation authority beyond LYNX’ current role, such as the Northeast Florida Mobility Coalition, would require additional time and coordination.
- Mobile App for Trip Reservation - LYNX staff is currently evaluating and developing up to 6 mobile applications such as the DoubleMap app for NeighborLink. As testing and evaluation continues, we anticipate DoubleMap to be implemented for all NeighborLink service within the next 12 months, and expanded to paratransit vehicles thereafter.
- Driver Training & Improved Dispatch and Driver Coordination – The existing procedures for driver training, especially for ACCESS LYNX, should be reviewed and modified accordingly to emphasis high quality client service. The contract with the ACCESSSS LYNX provider shall include these training requirements, including refresher training and appropriate monitoring. The same approach should be taken with the coordination between dispatch and driver, with a similar objective of improving quality client service.
- 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) –Implementation of this mobile application is dependent upon Automatic Vehicle Location (AVL) hardware and software compatibility on the ACCESS LYNX units as well as on fixed-route buses. Based on our discussions with ITS personnel at LYNX, full implementation is likely to occur within the next 5 years.
- High Concentration of Clients, Getting To and From Work in Off-Peak Hours, Inconsistency of Trip Times, and Varying Work Locations and Schedules – Service Planning should review the level of service currently realized with fixed route (and NeighborLink where it exists) in the high concentration of client areas. Then coordination with the ACCESS LYNX operator should occur to review their performance, and identify and implement appropriate modifications. A similar approach toward a review of the existing services and performance measures (i.e. on-time

performance) should be conducted to review fixed-route, NeighborLink and ACCESS LYNX operations to address the other strategies.

- 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 –Implementation to allow use of a card payment system compatible with SunRail will require significant systems integration which may occur within the next five years, but is currently considered a long-term strategy.