

HOW TO RIDE GUIDE

ENGLISH



ACCESS  **LYNX**
PARATRANSIT PARTNERSHIP



455 North Garland Avenue, Orlando, Florida 32801

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This brochure is designed to “help you ride” ACCESS LYNX, our paratransit partnership with MV Transportation, Inc. In it you will find a wealth of information regarding policies and procedures that are pertinent to making your trip as convenient and hassle-free as possible.

For information on eligibility, contact us at 407-423-TRIP (8747), option 6 (Monday - Friday 8 a.m.- 4 p.m.). If you have any concerns regarding the service, please contact ACCESS LYNX Customer Relations at 407-423-TRIP (8747), option 5.

AN OVERVIEW

ACCESS LYNX is a shared ride paratransit, door-to-door transportation service provided by MV Transportation under the supervision of the Central Florida Regional Transportation Authority, d/b/a LYNX. The program provides complementary service for eligible individuals who are not able to use the regular bus service (also called fixed route) because of a disability or other limitations. However, many customers find that fixed route service is often the best, most economical way for disabled or disadvantaged customers to get where they need to go.

Our fixed route system serves thousands of customers with disabilities and special needs each day. Bus passes for seniors and customers with disabilities are available at a discounted rate. Currently, the ACCESS LYNX paratransit program provides more than 2,100 scheduled passenger trips per day, using specialized vehicles

specialized vehicles for individuals with various disabilities. Because the demand for paratransit services is high, it is very important that each customer carefully follow the guidelines in this brochure.

Your flexibility and cooperation will allow ACCESS LYNX to better serve you.

SERVICE PROVIDER

MV Transportation staff handles the Customer Call Center, which takes all reservation requests and customer service calls (where is my ride, cancellations, etc.). MV Transportation also handles scheduling, dispatch of all trips and provides the rides within our three-county area of Orange, Osceola and Seminole counties.

ELIGIBILITY

Individuals who are interested in using ACCESS LYNX paratransit service must apply through a written application process. ACCESS LYNX is responsible for determining eligibility for paratransit service. ACCESS LYNX provides transportation under various programs. Program determination is based on verification of the application and may also include a Functional Assessment. One-on-one Travel Training is also provided to those who can access the fixed route bus system at no cost to the customer. All programs are valid for two years.

Paratransit eligibility is not automatic, nor is eligibility recertification. Once expired, you must reapply for eligibility.

Paratransit service is provided to:

“Any individual with a disability who is unable, as the 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.”

CUSTOMER SERVICE HOURS

Reservations can be made seven (7) days a week between 8 a.m. and 5 p.m. To check on your trip or to cancel a trip, Customer Service is available 24 hours a day, seven days a week. The best time to call and make trip requests or travel is between 10 a.m. and 2 p.m.

For reservations call:

Phone: 407-423-TRIP (8747), option 4

TDD: 407-858-5612
(Telephone Device For The Deaf)

FAX: 407-517-9537

To check on arrival time:
407-423-TRIP (8747), option 3

Listen carefully to all options.

To reach Eligibility, please dial
407-423-TRIP (8747), option 6,
Monday – Friday 8 a.m. – 4 p.m.
Fax eligibility documents to 407-849-6759.

For fixed route information dial:
407-841-LYNX (5969).

To reserve, confirm, cancel or change a trip using WebACCESS go to www.golynx.com.

OPERATIONAL HOURS

ACCESS LYNX services are available any time that the LYNX bus system is in operation.

MAKING A RESERVATION

If you are in an emergency situation, dial 911. ACCESS LYNX cannot provide same-day service or assume liability if you are in a distress situation.

Customers who are certified under ADA can book as many trips as needed for a rolling 7-day period. Customers who are certified under the Transportation Disadvantaged Program can only book trips the day prior to traveling.

When you call, please have the following information ready:

- Customer’s name, home address, telephone number and date of birth.
- Date transportation is needed.
- Origin address, zip code and telephone number.
- Destination address, zip code and telephone number.
- Time the customer needs to be at their destination.

- Time the customer needs to be picked up from their destination.
- Whether the customer will be using a wheelchair or other personal mobility device.
- Whether there are any special considerations for the customer to travel (i.e. service animal, personal care attendant, etc.)
- Detailed drop-off and pickup location information.

The reservations department will give you an estimated pickup time. This is the time you can expect the driver to arrive. You will need to be ready to travel up to fifteen (15) minutes prior to your pickup time. Please know the driver may arrive up to thirty (30) minutes after the pickup time and still get you to your scheduled destination on time.

The pickup time is based on the necessary ride time on the vehicle, which will be a direct result of:

- The distance that you are traveling - longer distances will require more ride time.
- The time of day you are traveling - peak traffic times and the more people requesting to travel at the same time your request may result in a longer ride time.
- Inclement weather - rain will decrease the speed of our vehicles as well as other vehicles, resulting in a longer ride time.
- Picking up and dropping off other

passengers - our system is a shared ride system. Other passengers will be picked up and dropped off along the way to your destination and may increase your ride time.

When you schedule your originating trip, you must also schedule your return trip (if you need one). Be sure to schedule it late enough in case your appointment runs over. If you don't schedule a return trip in advance, you may not get a return trip.

ONLINE TRIP REQUESTS

ACCESS LYNX trips can now be scheduled at www.golynx.com. This allows ADA customers to request one day prior to the day of service and even when our reservations department is closed! No more waiting on hold for a reservationist. To request a trip, go online to www.golynx.com. Click on ACCESS LYNX, then on WebACCESS.

Once you are registered and have your ID number and password, you will be able to manage your trips (request, confirm, change and cancel) 24/7.

To get your client ID and password:

- Using WebACCESS, select New user and submit registration request.
- Or call our eligibility department at 407-423-TRIP (8747), option 6.
- If you have questions regarding a trip, please call the reservations department before 5 p.m.

Online trip requests must be submitted by 4 p.m. one (1) day prior to the trip.

FARES

The reservations department will tell you the amount of your fare when scheduling your trip. The driver will collect your fare when you board the vehicle. You must have exact change. Drivers do not carry money and are not able to make change. Drivers do not accept tips. Please notify ACCESS LYNX if any driver asks for or accepts a tip.

Prepaid fare tickets may be purchased online at www.golynx.com/buy-tickets. To purchase by phone please dial 407-254-6077. You may also purchase fare tickets at the LYNX Central Station Customer Service Window Monday-Friday 6 a.m.- 8 p.m.; Saturday and Sunday 8 a.m.- 5 p.m. Prepaid fare tickets are sold in 50¢ and \$1 increments at a 10 percent discount. \$20 books are sold for \$18 and \$50 books are sold for \$45.

SUBSCRIPTION REQUESTS

A subscription request is for customers who travel to the same place at the same time on the same day(s) of the week. If you have a regular appointment that you need to go to, you may want to ask the reservations department to submit a subscription request for service. Depending on the funding source of your trip, this request may be granted. **Please remember that you cannot change your standing request more than once per month or this privilege will be revoked.** If you have a subscription

request and will not be using it for one or multiple days, please contact us to cancel or suspend services to avoid having no-shows recorded in your file.

HOLIDAY SERVICE

Subscription requests on ACCESS LYNX are canceled on the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

CANCELLATIONS

ACCESS LYNX is a shared ride system that requires everyone's cooperation in order to run smoothly. If you must cancel your reservation, it is imperative that you inform the ACCESS LYNX Customer Service Call Center at 407-423-TRIP (8747), option 3, 4, 7 or 9. You will need to notify us at last one (1) hour before your scheduled pickup time or risk being a no-show.

LATENESS AND NO-SHOWS

Because you will be sharing your ride, it is important that you are ready to go when your vehicle arrives. ACCESS LYNX will only wait five (5) minutes because there are other customers either on board or waiting for their scheduled ride. If you decide not to ride with us, it is very important that you cancel your trip at least one (1) hour prior to your scheduled pickup time. If a vehicle arrives to pick you up and you are not there, or you do not board the vehicle as scheduled, you will be considered a no-show and your services may be suspended.

If this is not your first occurrence, you may receive a letter of warning or notice of suspension. You may appeal this decision if you have information that is contrary to that noted above.

TIP: When you are making a reservation, you must tell the reservationist exactly where you will be waiting. However, at larger facilities, we may tell you to wait in a common pickup area that has been pre-arranged with the facility.

The driver will be given the same information that you supply to the reservations department and will look for you there. Do not leave the area as you may miss your ride. If the driver is not able to find you within five (5) minutes of arriving, or if you did not cancel at least one (1) hour before your scheduled pickup time, you will be considered a no-show. The driver will leave a door hanger at the location where you were scheduled to be picked up.

NO-SHOW POLICY

The following no-show policy, as approved by the Local Coordinating Board of Orange, Osceola and Seminole Counties, is currently in place:

Customers may not have more than four no-show or risk a suspension. Trips cancelled with less than (1) hour notice prior to the scheduled pickup time will be considered a no-show.

To avoid receiving a no-show, we ask that you contact us at least (1) hour prior to your

scheduled pickup time to say that you will not be using your reservation. Doing so, allows others to use the service and allows ACCESS LYNX to provide quality service.

You may contact us to cancel your reservation or subscription request 24-hours a day, 7-days a week at 407-423-TRIP (8747), option 3, 4 or 7.

CHANGING RETURN TIMES

Because so many people rely on ACCESS LYNX, changes in the scheduled return time should be strictly limited. If you are ready to return two (2) hours earlier than originally scheduled, you may call and ask for an early pickup. ACCESS LYNX will try to accommodate your request, but we are unable to guarantee an early pickup.

WILL CALL

ACCESS LYNX drivers are scheduled to pickup multiple customers and can only wait five minutes for customers to be ready to travel. If the driver waits longer than five minutes or must look for customers at the pickup point, they risk delaying other customers scheduled for pickup.

If you are at your residence and cannot travel when the driver arrives, you will be considered a no-show.

If you are not able to travel for your return trip at the time the driver arrives, you will be considered a no-show and must contact our Customer Service Department at 407-423-TRIP (8747),

option 4 to reschedule. We will dispatch the first available vehicle to pick you up.

We will try to send someone as quickly as possible, however, it may be up to 90 minutes before a driver is available.

BOARDING EARLY

If your vehicle arrives before your scheduled pickup window and you are ready, you may board immediately (i.e. your ACCESS LYNX vehicle arrives at 9:40 a.m. for a pickup window that runs from 9:45 a.m. - 10:15 a.m.).

If you are not ready and the vehicle arrives early, the driver must wait five (5) minutes into the pickup window before leaving.

Using the example above, that means the driver will stay until 9:50 a.m. before departing.

LATE PICKUPS

Please wait at least thirty (30) minutes past your scheduled pickup time before calling ACCESS LYNX Customer Service. Your driver may arrive up to 30 minutes after the scheduled pickup time and still be considered on time as long as you get to your destination on time. Please remember the pickup time is based on factors such as the time you need to be at your destination, traffic delays, inclement weather, and multi-loading of other customers.

CUSTOMER'S RESPONSIBILITIES & SAFETY TIPS

- Proper dress is required including shirt and shoes.
- You may not eat, drink or smoke inside the vehicle.
- All personal belongings are the customer's responsibility. You must load and unload your personal items three (3) bag limit.
- Disruptive behavior is not tolerated or you may risk suspension.
- Do not use audio or visual equipment that may distract the driver.
- No special requests for drivers will be honored and no unscheduled stops will be made.
- Choose a safe and well-lit pickup and drop-off location that allows the driver to keep sight of the vehicle while assisting you to and from the door.
- The vehicle must come to a complete stop before you approach it.
- Allow the driver to assist you when boarding and exiting the vehicle. Ask for special assistance if you need it.
- Always wear your seatbelt.
- You must provide a car seat for any child riding in the vehicle under five (5) years of age.

- If your personal information has changed (i.e. legal name, home address, etc.) contact the eligibility department.

WHEELCHAIR SERVICE

When making your reservation be sure to mention if you use a wheelchair, mobility device or have difficulty walking. Wheelchairs must be provided by the customer and be on the ground floor at the time of pickup.

AMBULATORY CUSTOMERS

Ambulatory customers may ride the wheelchair lift if they request it.

SERVICE ANIMALS

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability may travel with the customer. This includes but is not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruder or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

OXYGEN REQUIREMENT

Traveling with oxygen equipment is permitted, but the equipment must be small enough that the driver does not have to assist with the loading and unloading of it. The safety and use of oxygen equipment is the responsibility of the customer.

DRIVERS

ACCESS LYNX drivers are trained by MV Transportation according to LYNX specifications and guidelines. Drivers must have a safe driving record, pass a criminal back-ground check, be able to pass a Department of Transportation physical and test negative for drugs and alcohol. Also, they are trained in defensive driving, and to safely assist and be sensitive to customer's special needs. Drivers are selected based on their ability to provide the specialized service needed for the ACCESS LYNX program.

Drivers are not required to carry the customer's belongings, assist wheelchairs down more than one step, push wheelchairs through grass or sand or do any lifting of the passenger into or out of their mobility device.

Drivers are expected to:

- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down wheelchairs
- Have an ACCESS LYNX photo I.D. attached to their uniform that can be easily seen by customers
- Be properly uniformed
- Make a good faith effort to find a customer (horn honking to notify a

customer of arrival is not acceptable)

Traffic delays, tight schedules, weather conditions, passengers running late and other factors can cause stressful situations that may affect the quality of service for ACCESS LYNX customers. If a driver or passenger acts in an unreasonable manner (or contrary to the policies and procedures) the problem should be reported by dialing 407-423-TRIP (8747), option 5.

REPORTING CONCERNS/ SUGGESTIONS

If you have a concern about ACCESS LYNX services, please contact Customer Relations at 407-423-TRIP (8747), option 5. Most issues can be handled within a matter of days, while others may require extensive investigation and can take several weeks to resolve.

ACCESS LYNX also provides a public forum to address the concerns of our customers and share suggestions and compliments.

The Transportation Disadvantaged Local Coordinating Board (LCB) meets quarterly to assist in the development of policies and guidelines for the Transportation Disadvantaged Program (TD).

Public comments are also received to address the concerns of ACCESS LYNX customers. For meeting dates, times and locations, please contact MetroPlan Orlando at 407-481-5672.

If, after notifying ACCESS LYNX, filing your concerns and receiving your response,

your comments have not been adequately addressed, you may contact the Local Coordinating Board at MetroPlan Orlando, 407-481-5672. As a final step you may contact the State's Transportation Disadvantaged Helpline at 800-983-2435.

LOST ITEMS

If you have lost a personal item and believe it may be in an ACCESS LYNX vehicle, please contact Customer Service at 407-423-TRIP (8747), option 4 to report it. If the item is found, you may be asked to travel to a central pickup point to retrieve it. If the item is not located on the vehicle, ACCESS LYNX, the service provider nor the driver will be held responsible for replacement.

HELP SOMEONE GET A RIDE...

Remember to check the box to donate \$1, or more, to the Transportation Disadvantaged Trust Fund the next time you (or a friend or family member) purchase your auto/truck/boat tags. Donated funds will be used to provide transportation services in the local service area where they are collected.