



metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

# **QUALITY ASSURANCE TASK FORCE AGENDA**

**April 23, 2019 @ 1:00 p.m.**

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# MEMORANDUM

April 16, 2019

To: Quality Assurance Task Force Committee Members  
Fr: Virginia L. Whittington, MetroPlan Orlando Staff  
Re: QATF Meeting Notice

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The next QATF meeting will be held on **Tuesday, April 23, 2019 at 1:00 p.m.** The meeting will take place in MetroPlan Orlando's Live Oak Conference Room located at **250 S. Orange Avenue, Suite 200, Orlando, FL 32801.**

The following items will be discussed:

1. Review of Draft TDSP (TAB 1)
2. Review of Rate Calculation Worksheet (TAB 2)
3. 2019 Legislative Session Update (TAB 3)
4. Member Comments/Discussion
5. Public Comments

If you have any questions or additions, please feel free to contact me at (407) 481-5672 ext. 314 or by email at [vlwhittington@metroplanorlando.org](mailto:vlwhittington@metroplanorlando.org).

cc: Mayor Jose Alvarez (info only)  
Commissioner Mayra Uribe (info only)  
Mayor Pat Bates (info only)

**TAB 1**



# Transportation Disadvantaged Service Plan

## 2019 “Minor” Update Highlights

Orange, Osceola, and Seminole Counties

2018 to 2023

Central Florida Regional  
Transportation Authority  
dba LYNX



## **2018 – 2023 Transportation Disadvantaged Service Plan 2019 “Minor” updates:**

1. 2019 Transportation Disadvantaged Local Coordinating Board Roster (p.3 – 6)
2. LYNX Organizational Charts as of March 25, 2019 (p. 14 – 15)
3. Orlando Metro Transit Service map (p. 16)
4. Local Coordinating Board Certification - March 13, 2019 (p. 19 – 20)
5. Major Trip Generators – Trips by Location for Calendar Year 2018 (p. 28)
6. Goals 1 – 7 minor verbiage change to standardize list (p. 40 – 43)
7. Implementation Schedule (p. 44 – 45) revised schedule dates
8. No Show Policy changes (p. 47 - 48)
9. Removed LYFT verbiage from Operating Model (p. 57)
10. 2019 Provider Information (p. 62)
11. Vehicle Inventory (p. 64 - 66)
12. Service Standards No Show Definition (p. 77)
13. Updated Trip Rates adopted in 2018 (p. 80)

# Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties

2018 to 2023

Central Florida Regional  
Transportation Authority  
dba LYNX



Prepared by:  
Selita Stubbs, Interim Deputy Director of Mobility Services  
Nanette Stephens, Manager of Mobility Services

April 9, 2019

## **INTRODUCTION**

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the Transportation Disadvantaged (TD) and serves as a framework for transit service performance evaluation. As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of 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 outlines 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).

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



**CHAIRMAN:** Honorable Jose Alvarez, Osceola County  
**VICE CHAIRMAN:** Honorable Mayra Uribe, Orange County

### ORANGE COUNTY Mayra Uribe

Orange County BCC  
201 South Rosalind Avenue  
PO Box 1393  
Orlando FL 32802  
407-836-5976

Alternate:

### SEMINOLE COUNTY Mayor Pat Bates

City of Altamonte Springs  
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PH: (407) 571-8031

Alternate:

### OSCEOLA COUNTY Mayor Jose Alvarez

City of Kissimmee  
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Alternate: Cmsr. Cheryl Grieb

### CITIZEN ADVOCATE Jane Tkach

### CITIZEN ADVOCATE (SYSTEM USER) Bob Melia

### AGENCY FOR PERSONS WITH DISABILITIES Sharon Jennings

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Updated: March 15, 2019

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### DEPARTMENT OF EDUCATION & VOCATIONAL REHABILITATION

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### ECONOMICALLY DISADVANTAGED

**Dianne Arnold**

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Alternate: Wanda Rosa

### FLORIDA DEPARTMENT OF TRANSPORTATION

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### FOR-PROFIT OPERATOR

**Chris York**

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### MEDICAID

**Calvin Smith**

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### MEDICAL COMMUNITY

**Evelyn Diaz**

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## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### PUBLIC EDUCATION, OCPS TRANSPORTATION

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### REGIONAL WORKFORCE DEVELOPMENT

**Janeé Olds** CareerSource Central Florida  
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Alternate: Adilh Trotman-Diaz

### REPRESENTATIVE FOR PERSONS WITH DISABILITIES

**Marilyn Baldwin**

Alternate: Shelia Young

### REPRESENTATIVE FOR THE ELDERLY (OVER 60)

**Linda Levine-Silverman**

Alternate: Cheryl Stone

### SENIOR RESOURCE ALLIANCE (AREA AGENCY ON AGING OF CENTRAL FLORIDA)

**Randall Hunt** 988 Woodcock Road, Ste. 200  
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Alternate: Sarah Lightell PH: (407) 228-1800

### STATE COORDINATING COUNCIL OF EARLY CHILDHOOD DEVELOPMENT

**Wilfredo Raices** 3500 West Colonial Drive  
Orlando, Florida 32808

Alternate: Kevin Paulin

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### VETERANS

**Alnita Whitt**

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Alternate:

### ORANGE COUNTY EMS

**Tom Daniels, Non-voting Member**

2002-A East Michigan Street  
Orlando, Florida 32806

Alternate: Crystal Ford

### LYNX

**William "John" Slot**

455 North Garland Avenue, Ste. 400  
Orlando, Florida 32801  
PH: (407) 254-6146

Alternate: Selita Stubbs

(407) 254-6054

Alternate: Nanette Stephens

### LYNX – TAC REPRESENTATIVE

**VACANT, Non-voting Member**

Alternate:

### SUNRAIL CAC REPRESENTATIVE

Appointment Pending

## **I. Development Plan**

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

### **A. Introduction to 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 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 thru the new Transportation Disadvantaged Trust Fund (TDTF), the source of which was a fifty-cent license tag fee.

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

As a federally funded fixed route transit system, and in accordance with the 1964 Civil Rights Act, LYNX is required to offer complementary transit service to persons with disabilities who live within  $\frac{3}{4}$  mile of the fixed route system and are unable to use the service due to a disability. Transportation Disadvantaged efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

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

services transportation plan. The minimum required plan contents include:

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

LYNX is currently working on the Community Connector Plan update. The 2016 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).

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

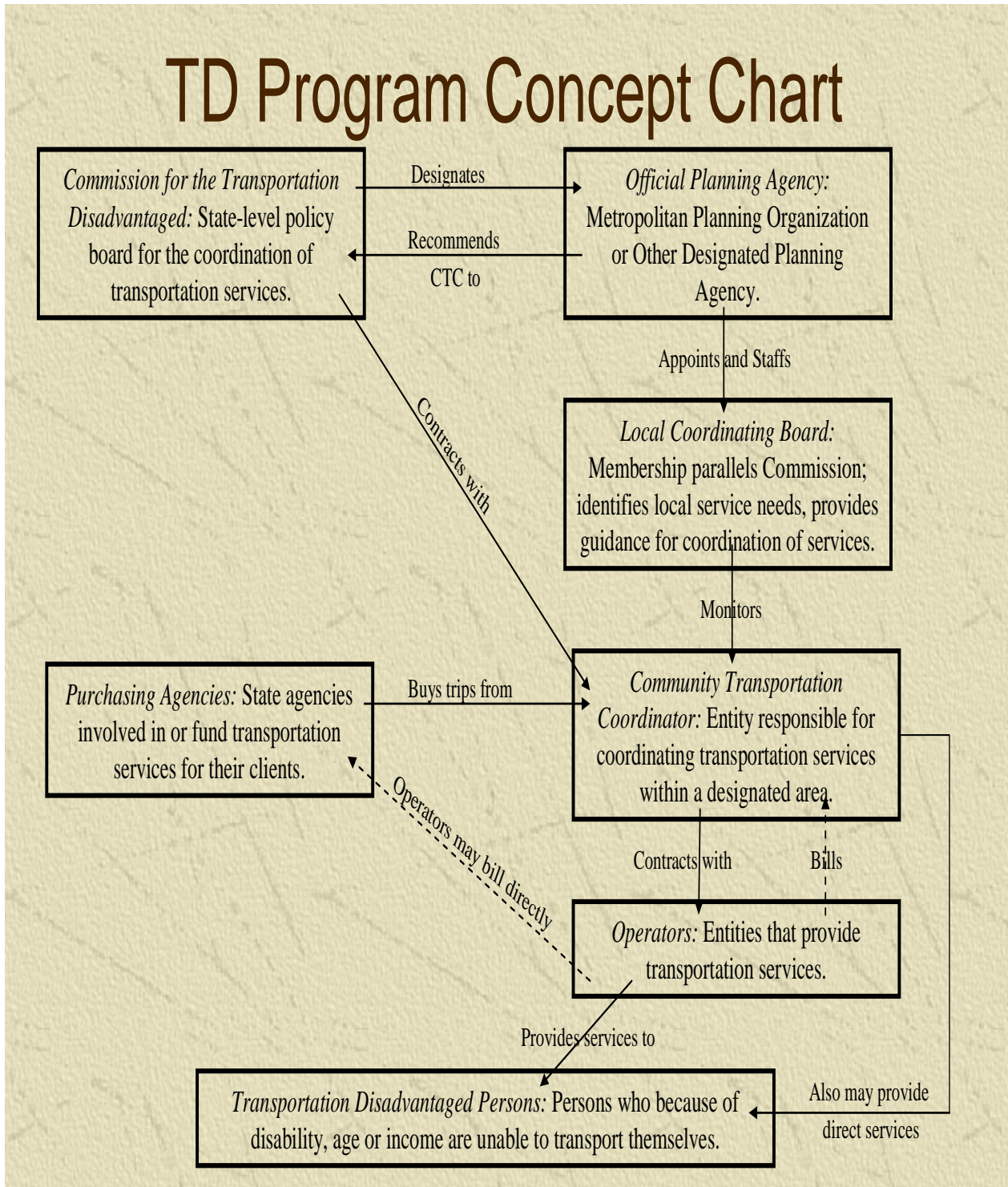
MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish a Local Coordinating Board (LCB) and the Transportation Disadvantaged Local Coordinating Board (TDLCB) to provide information, advice, and direction to the

Community Transportation Coordinator (CTC). MetroPlan Orlando performs this role with its TDLCB which ensures the delivery of Transportation Disadvantaged (TD) services for Orange, Osceola, and Seminole counties. The TDLCB meets at least quarterly. The TDLCB meet when necessary, updates the TDSP, and review grievances which may be brought to them regarding the service delivery. The CTC approves the CTC's Transportation Disadvantaged Service Plan every five years.

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

- Collect annual operating data for submittal to the Commission.
- Review all transportation operator contracts annually.
- Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund (TDTF) dollars.

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.

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. The Mobility Services Call Center provides all customer service functions including reservations, fixed route bus information, customer concern/compliments, and lost & found. The Mobility Services Division created mobility solutions by offering a portfolio of transportation providers to deliver the most cost-effective and efficient transportation mode for each customer's needs.

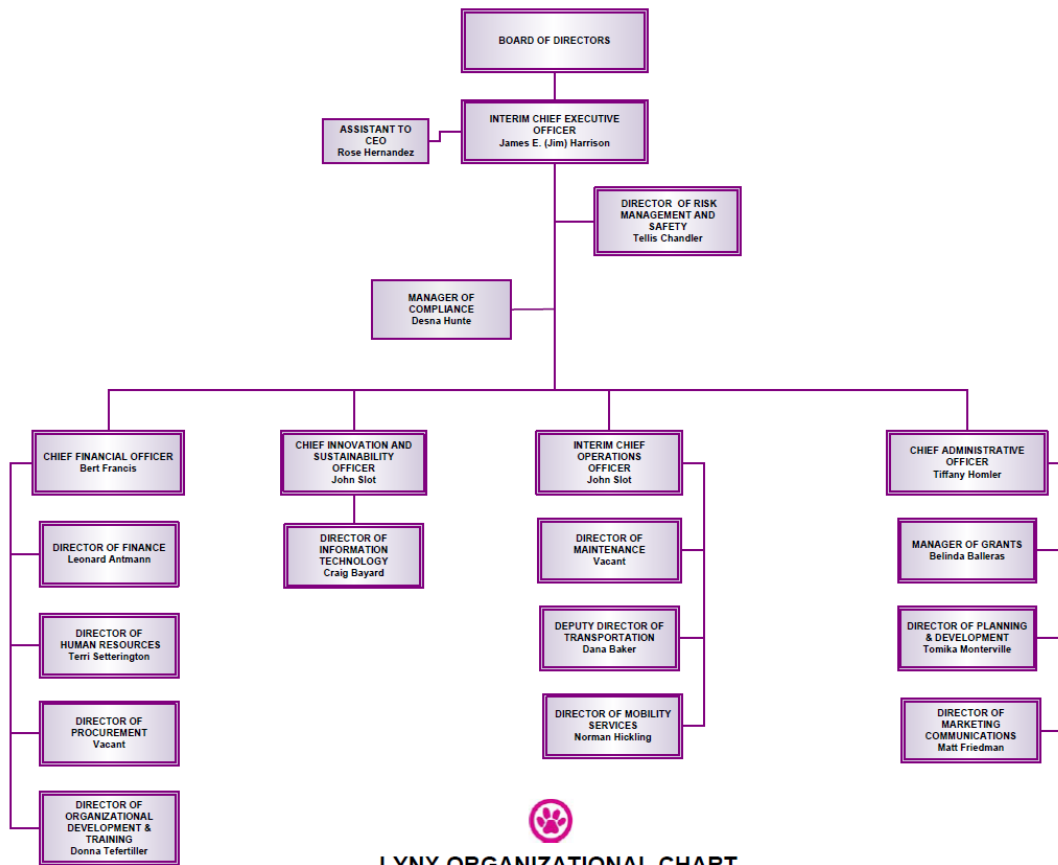
### **3. Organizational Charts**

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.

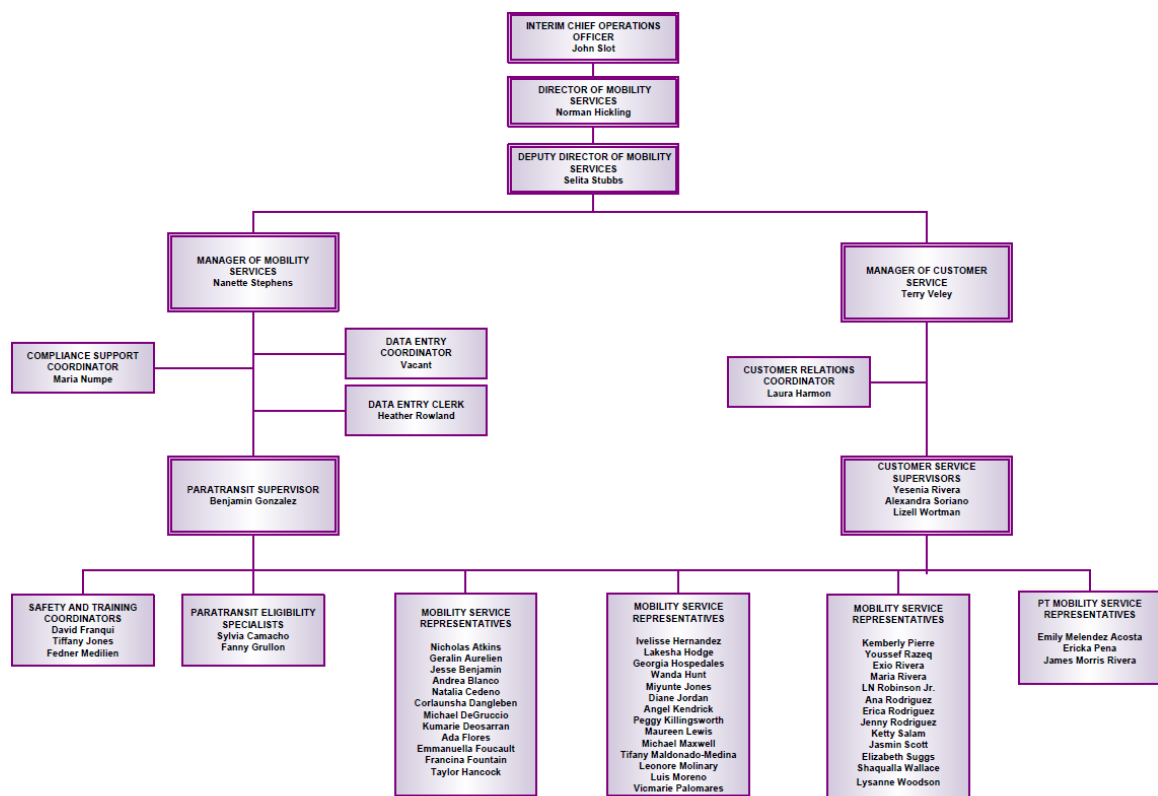
In addition to the Mobility Services Division organizational chart, all service providers report to the Director of Mobility Services.

Figure 2 – LYNX Organizational Chart



**LYNX ORGANIZATIONAL CHART**  
March 25, 2019

Figure 3 – Mobility Services Organizational Chart

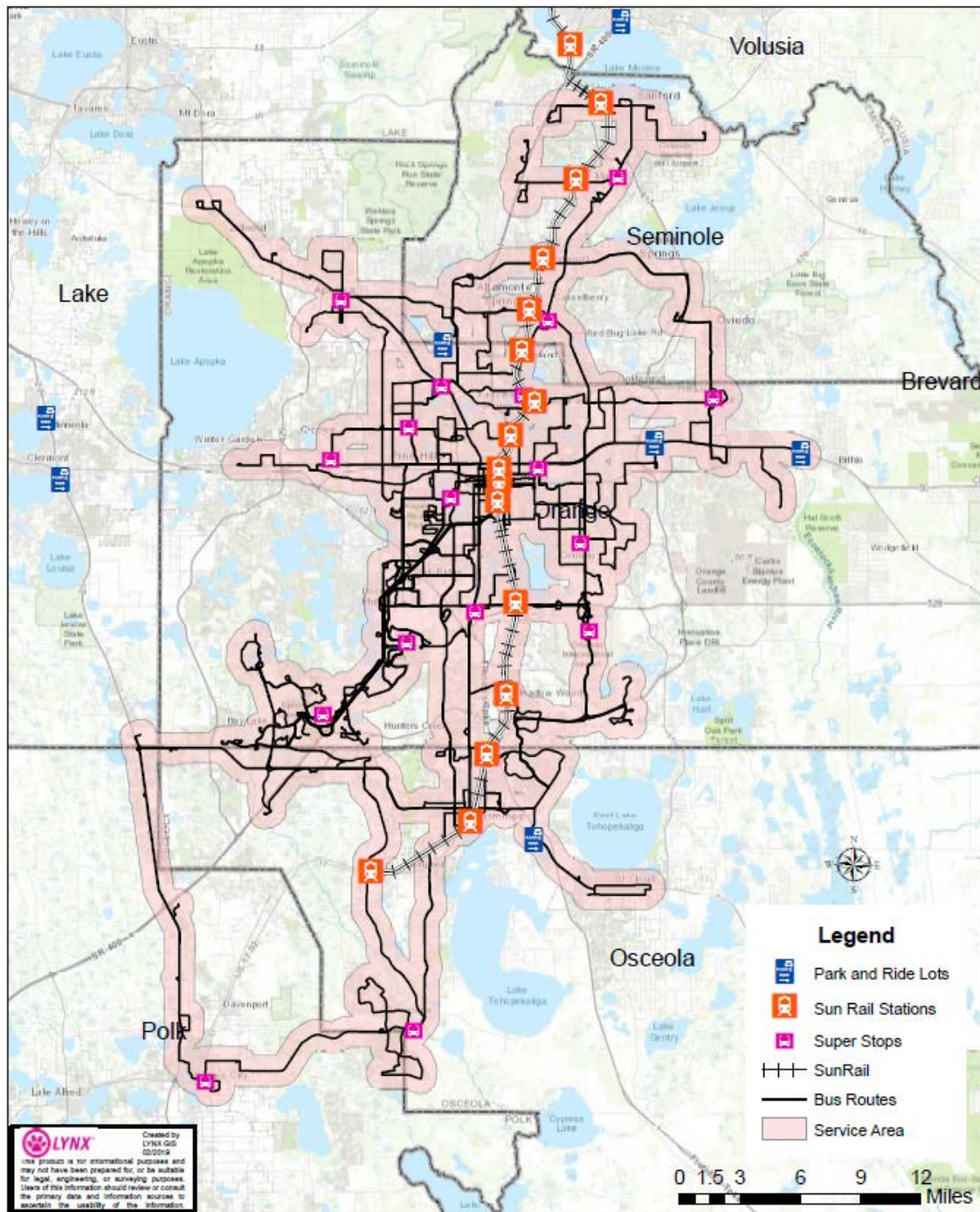


MOBILITY SERVICES DEPARTMENT



Figure 5  
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:

1. Local government comprehensive plans for Orange, Osceola, and Seminole counties;
2. East Central Florida Regional Planning Council for Brevard, Lake, Orange, Osceola, Seminole, and Volusia County's Strategic Regional Policy Plan (SRPP).
3. LYNX Transit Development Plan (Annual Update 2018), which presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP covers fiscal years 2018 through 2028.

A key component of the 2018 Transit Development Plan for LYNX is the Route Optimization Study (ROS), which is in its preliminary stages of recommendations to restructure the LYNX fixed route and NeighborLink services to support the mobility management model and initiate improvements in FY2020.

4. Commission for the Transportation Disadvantaged Five (5) Year/20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.

5. MetroPlan Orlando's Long Range Transportation Plan (LRTP), 20-year plan, developed with LYNX, FDOT, and other regional partners.
6. MetroPlan Orlando's Transportation Improvement Program, the five-year implementation plan for the region to support transportation projects.

## 5. Local Coordinating Board Certification



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

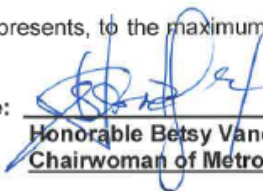
**Date:** March 13, 2019

**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:**   
**Title:** Honorable Betsy VanderLey  
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	Hon. Mayra Uribe (Orange)	-
	Hon. Jose Alvarez (Osceola)	-
	Hon. Pat Bates (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-

**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	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Dr. Linda Levine Silverman	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Jane Tkach	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	One Year
FOR-PROFIT OPERATOR	Chris York	Two Years
NON-VOTING MEMBERS	William "John" Slot, ACCESS LYNX Alt: Selita Stubbs	-
	Crystal Ford, Orange County EMS Alt: Tom Daniels	-
	Vacant, SunRail Customer Advisory Committee	-

## **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%	936,601	51%
<b>Male</b>	609,342	49%	152,388	49%	212,334	48%	900,759	49%
<b>Hispanic or Latino</b>	352,927	29%	147,382	49%	82,037	19%	582,346	30%
<b>Non-Hispanic or Latino</b>	876,112	71%	153,448	51%	355,309	81%	1,384,869	70%

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

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 2018

Facility	CY18 Trips
Lighthouse Zunze	12,295
Lighthouse New Hampshire	11,810
Dialysis Kissimmee	11,482
Dialysis Davita East	11,105
Quest South	10,438
FL Hospital South	10,392
Dialysis Florida Central	10,288
Dialysis Poinciana	9,738
Dialysis Central FL Kidney	9,669
Dialysis DSCF Central Orl	9,453
Dialysis DSCF Sanford	9,226
Dialysis Davita Orlando	9,077
Dialysis St Cloud	8,848
Dialysis West Orange Winter Garden	8,307
Dialysis Town Loop	8,244
Dialysis We Colonial	8,235
Dialysis Dscf Casselberry	8,118
Dialysis Sturtevant	8,005
Dialysis Ocoee	7,953
Dialysis Goldenrod	7,777
Dialysis E Colonial	7,703
Dialysis DSCF East	7,624
Universal Employee Parking	7,509
Dialysis Buena Ventura	7,210
Orlando Health & Rehab	7,027
Dialysis DSCF Apopka	6,898
Dialysis Central FL Kidney Ernestine	6,384
Dialysis Vineland	6,272
Rosen Shingle Creek	6,059
Dialysis LK Ellenor	5,960
VA Clinic Lake Nona	5,885
Dialysis Alt Springs	5,163
Inspire Of Centrl Florida	5,028
Easter Seals Day Break	4,911

## 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**

<b>Orange County</b>					<b>Census Data from:</b>		<b>2016</b>	
<b>County Pop. By Age</b>	<b>Total Pop by Age</b>	<b>% of Total Pop</b>	<b>Population Below Poverty Level by Age</b>	<b>% of Total Pop Below Poverty Level by Age</b>	<b>Total Population with a Disability by Age</b>	<b>% of Total Pop with a Disability by Age</b>	<b>Total Pop with Disability and Below Poverty Level by Age</b>	<b>% Total Pop with a Disability and Below Poverty Level by Age</b>
< 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>1,157,942</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>1,302,091</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>

<b>Double Counts Calculations</b>			
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>



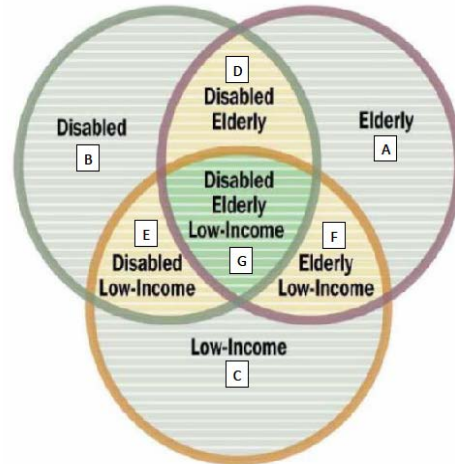
**Osceola County**

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%



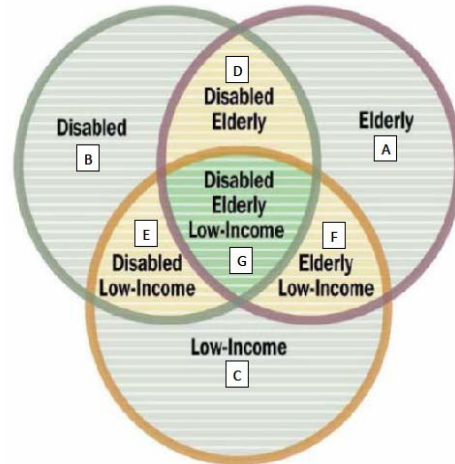
**Seminole County**

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>

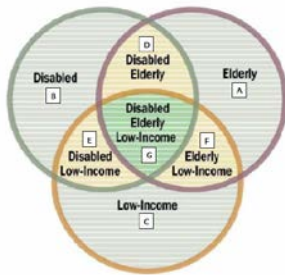
General TD Population		% of Total
Non-Duplicated General TD Population Estimate	136,555	30.1%



**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*

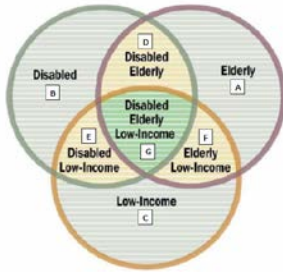
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Total Critical TD Population</b>											
Disabled	28,168	28,760	29,364	29,981	30,611	31,254	31,910	32,581	33,265	33,964	34,677
Low Income Not Disabled No Auto/Transit	10,101	10,313	10,530	10,751	10,977	11,208	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

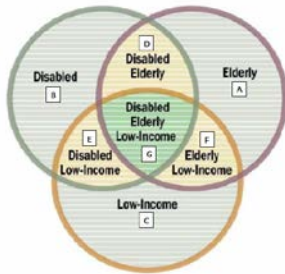
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
<b>Total Critical TD Population</b>											
Disabled	8,877	9,168	9,468	9,778	10,099	10,430	10,771	11,124	11,489	11,865	12,254
Low Income Not Disabled No Auto/Transit	2,761	2,851	2,944	3,041	3,141	3,243	3,350	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>6,466</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 expands its portfolio of transportation providers, customers have access to modes of transportation best suited

for their needs. LYNX offers a demand response program to those TD customers who cannot provide for their own transportation and are not able to access fixed-route service.

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

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

Strict implementation of eligibility is required by 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: Present LYNX' mobility management service model at workshops, panel discussions, conferences, site visits, and other outreach opportunities.

Target: Attend minimum of one outreach event per month

Measure: Number of events attended per month.

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

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

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

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

Measure #1: Number of sessions/webinars/events and Perform survey of participants at community events who learn about mobility management.

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

Target #2: Secure funding for video development and Develop video on how to download apps within 3rd 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 paratransit and demand response service.

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 time by 10% annually.

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.**

Objective: Standardize Procedures for new Mobility Services Division.

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

Target: Create basic Guidelines Documentation for Mobility Service Division

Measure: Complete project by summer 2019

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

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

Target: Quarterly meetings with Planning to ensure communication.

Measure: Completed communication meetings.

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

Objective: Provide more options to the customer.

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.

Measure: Written Inventory of known service providers.  
Number of meetings with service providers.

## **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 2020	Supervisor of Mobility Services
Analyze data to ensure efficiencies in modal assignment.	January 2018	December 2020	Manager of Mobility Services
Review previous year's service changes for travel time/distance impacts to customers.	January 2019	Annually	Leadership Team
<b>Goal 2: Become a mobility management model for other transit agencies.</b>			
Identify target audiences	July 2018	July 2020	Leadership Team
Develop a standardized presentation package	July 2018	August 2020	Mobility Service and Marketing
Schedule presentation opportunities	September 2018	Ongoing	Mobility Services Team
<b>Goal 3: Customer outreach and education.</b>			
Identify target audiences (human service agencies, customers, other stakeholders)	July 2018	July 2020	Deputy Director of Mobility Services
Develop a standardized presentation package	July 2018	August 2020	Mobility Service and Marketing
Schedule presentation opportunities	September 2018	Ongoing	Mobility Services Team
<b>Goal 4: Improve community perception of public transportation.</b>			
Obtain baseline status of key performance indicators	July 2018	Ongoing	Supervisor – Mobility Services
Review trends of prior year customer concerns based on category volume	January 2019	Annually	Manager of Mobility Services
Develop a corrective action plan and timeline for implementation	April 2019	June 2020	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 2019	Mobility Services Leadership Team
Document service guidelines, standards, processes and procedures.	August 2018	January 2020	Manager of Mobility Services
Create a Mobility Services Division operating manual	September 2018	June 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	Supervisor 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 and TD services are available to customers twenty-four hours a day, seven days a week.

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

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

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, The Devereux Foundation, Elquanah Group

Home, Good Samaritan Society, Independent Mobility, Kinneret, 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, and Trinity Home Care Facility.

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

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

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

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

## **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 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.

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

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

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

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

ACCESS LYNX has begun to enforce a suspension policy for customers who engage in willful and chronic "no-show" habits.



Upon review, “no show” occurrences for individuals can be reversed for missed trips that are beyond the rider’s control. Each offense is carefully investigated and verified by ACCESS LYNX on a monthly basis.

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

ACCESS LYNX has taken a proactive approach to educate first and help customers avoid suspension by sending personal notification letters to those who have more than five occurrences each month. ACCESS LYNX reviews each customer’s “no shows” on a case by case basis. The total number of “no shows” system-wide has seen a dramatic decrease, resulting in more efficient service for all ride-share customers.

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

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

Persons guilty of violent, disruptive or illegal behavior, if they carry weapons or controlled substances, and/or if they harass,

verbally or physically abuse, assault or create an unsafe environment for other passengers, staff, operators, or the public, will be suspended.

**Table 7**  
**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 demand response service will be offered as a feeder service to fixed-route or as direct transport. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment.
4. **DISABILITY.** As necessary, a functional Assessment of the applicant's abilities may be performed. In addition,

Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.

5. **INDIVIDUAL AND HOUSEHOLD INCOME STATUS ARE AT OR BELOW SPECIFIED PERCENT OF POVERTY LEVEL.** The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income 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 ADA eligibility by using a service area of  $\frac{3}{4}$  of a mile proximity to fixed-route bus service and categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The four categories of ADA eligibility are:

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

*Conditional Eligibility.* Any individual who is able to use the fixed-route buses for some of their trips and qualify for paratransit service for other trips. Persons who cannot

navigate some architectural or environmental barriers such as: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

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

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

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

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

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

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

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

### **Appeals Process For ADA**

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

- Step 1. Customer must contact the Manager of Mobility Services to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.

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

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

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

A visitor can become eligible in one of two ways. The visitor may present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith credibility to the ID card or other documentation from the visitor. If the individual has no such documentation, LYNX may require the provision of proof of visitor status (i.e., proof of residence) and, if the individual's disability is not apparent, proof of the disability (i.e., a letter from a doctor or rehabilitation professional).

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

### **Other Sponsors of Service**

Other sponsors of service within the ACCESS LYNX program make their own eligibility determinations. These sponsors of service determine which of their customers are eligible for service and notify ACCESS LYNX of service needs on a trip-by-trip basis. All



requests must be made by an authorized person, which is verified when the trip is taken.

### 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 trips
3. Employment trips

#### Demand Response Trips

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

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

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

The following have or will take place:

- Call center functions will now be operated directly by LYNX for better ACCESS LYNX program management. Call center staff are cross trained on all LYNX services and anyone who answers an incoming call will be able to assist the customer directly, without transferring the call.
- For customers who are able to use other modes of transportation, we will be looking at trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use the fixed route system.
- More trips are being provided by taxi.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX' fixed route bus and NeighborLink programs.
- LYNX has developed a fare payment smart phone application which allows customers to pay their fare on a smart phone.
- LYNX developed a smart phone app exclusively for ACCESS LYNX customers.
- 100 new ACCESS LYNX vehicles have been ordered and delivered in March 2018. All vehicle deliveries were completed by 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.

#### **Driver Training**

The Access LYNX providers have comprehensive professional driver training programs in place to assure the consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and FTA.

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

#### **Coordinated Providers**

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

- Hours and days of service

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

## COORDINATION CONTRACT APPROVAL POLICY

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

The rule further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own

transportation under those conditions not covered in Rule 41-2.015, F.A.C.”

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms and coordination contracts. The 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 Hiawassee Rd 4016  
Orlando, FL 32835

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

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

Brenda Greene –  
Elquanah Group Home, Inc.  
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  
902 Haverford Drive  
Ocoee, FL 34761

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

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

Good Samaritan Society  
1550 Aldersgate Dr.  
Kissimmee, FL 34743

Independent Mobility  
4710 Coppola Drive  
Mount Dora, FL 32757

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

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

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

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

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

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

Rainbow Group Inc.  
2118 Ambassador Ct.  
Orlando, FL 32808

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

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

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

#### **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

NL Vehicles

LYNX Bus #	Model Yr.	Make/Size/Type	VIN	Ramp or Lift	Seats & W/C Positions	Fuel Type	Current Mileage 9/30/2018	Vehicle Length
101	2011	Chevy 4500 Cutaway	1GB6G5BGXB1183227	Ramp	12 + 2	Gasolene	178,107	23
102	2011	Chevy 4500 Cutaway	1GB6G5BG2B1183156	Ramp	12 + 2	Gasolene	153,781	23
103	2011	Chevy 4500 Cutaway	1GB6G5BG3B1182601	Ramp	12 + 2	Gasolene	183,482	23
104	2011	Chevy 4500 Cutaway	1GB6G5BG3B1182954	Ramp	12 + 2	Gasolene	192,182	23
105	2011	Chevy 4500 Cutaway	1GB6G5BG7B1166160	Ramp	12 + 2	Gasolene	220,640	23
106	2011	Chevy 4500 Cutaway	1GB6G5BG6B1166196	Ramp	12 + 2	Gasolene	178,147	23
6813	2011	Chevy 4500 Cutaway	1GB6G5BG7B1183038	Ramp	12 + 2	Gasolene	291,056	23
6814	2011	Chevy 4500 Cutaway	1GB6G5BG4B1167668	Ramp	12 + 2	Gasolene	254,159	23
6815	2011	Chevy 4500 Cutaway	1GB6G5BG7B1166000	Ramp	12 + 2	Gasolene	206,098	23
6816	2011	Chevy 4500 Cutaway	1GB6G5BG9B1165647	Ramp	12 + 2	Gasolene	269,084	23
6817	2011	Chevy 4500 Cutaway	1GB6G5BG7B1183590	Ramp	12 + 2	Gasolene	317,176	23
6818	2011	Chevy 4500 Cutaway	1GB6G5BG5B1183362	Ramp	12 + 2	Gasolene	309,175	23
6819	2011	Chevy 4500 Cutaway	1GB6G5BG6B1183906	Ramp	12 + 2	Gasolene	275,816	23
6820	2011	Chevy 4500 Cutaway	1GB6G5BG3B1183182	Ramp	12 + 2	Gasolene	270,621	23
6821	2011	Chevy 4500 Cutaway	1GB6G5BG5B1183071	Ramp	12 + 2	Gasolene	303,505	23
6822	2011	Chevy 4500 Cutaway	1GB6G5BG5B1167601	Ramp	12 + 2	Gasolene	278,244	23
6823	2011	Chevy 4500 Cutaway	1GB6G5BG9B1166385	Ramp	12 + 2	Gasolene	282,421	23
6824	2011	Chevy 4500 Cutaway	1GB6G5BG0B1168221	Ramp	12 + 2	Gasolene	283,993	23
6825	2011	Chevy 4500 Cutaway	1GB6G5BG0B1177791	Ramp	12 + 2	Gasolene	286,306	23
6826	2015	Chevy 4500 Cutaway	1GB6G5BG3G1230068	Ramp	12 + 2	Gasolene	128,334	23
6827	2015	Chevy 4500 Cutaway	1GB6G5BG9G1232634	Ramp	12 + 2	Gasolene	87,450	23
6828	2015	Chevy 4500 Cutaway	1GB6G5BGXF1232030	Ramp	12 + 2	Gasolene	133,393	23
6829	2015	Chevy 4500 Cutaway	1GB6G5BG2F1231566	Ramp	12 + 2	Gasolene	112,472	23
6830	2015	Chevy 4500 Cutaway	1GB6G5BG1G1231316	Ramp	12 + 2	Gasolene	137,129	23

Access LYNX vehicles

7002-12	2010	Ford 3500 TurtleTop	1FDWE35L29DA28998	Lift	12 + 4	Gasolene	219,545	23
7082-12	2013	Ford E450 TurtleTop	1FDPE4FL2DDA06171	Lift	12 + 4	Gasolene	268,898	23
7086-12	2013	Ford E450 TurtleTop	1FDPE4FLXDDA89395	Lift	12 + 4	Gasolene	301,552	23
7088-12	2013	Ford E450 TurtleTop	1FDPE4FL8DDA89393	Lift	12 + 4	Gasolene	281,113	23
7100-12	2013	Ford E450 TurtleTop	1FDPE4FL3DDA89397	Lift	12 + 4	Gasolene	271,718	23
7101-12	2013	Ford E450 TurtleTop	1FDPE4FL5DDA89398	Lift	12 + 4	Gasolene	273,047	23
7102-12	2013	Ford E450 TurtleTop	1FDPE4FL7DDA89399	Lift	12 + 4	Gasolene	302,231	23
7103-12	2013	Ford E450 TurtleTop	1FDPE4FLXDDA89402	Lift	12 + 4	Gasolene	297,954	23
7105-12	2013	Ford E450 TurtleTop	1FDPE4FL3DDA89402	Lift	12 + 4	Gasolene	286,580	23
7106-12	2013	Ford E450 TurtleTop	1FDPE4FL8CDB09433	Lift	12 + 4	Gasolene	288,352	23
7107-12	2013	Ford E450 TurtleTop	1FDPE4FLXCD809434	Lift	12 + 4	Gasolene	274,534	23
7108-12	2014	Ford E450 TurtleTop	1FDPE4FL1DD822204	Lift	12 + 4	Gasolene	293,749	23
7109-12	2014	Ford E450 TurtleTop	1FDPE4FL9DD822880	Lift	12 + 4	Gasolene	298,315	23
7110-12	2014	Ford E450 TurtleTop	1FDPE4FL5DD822870	Lift	12 + 4	Gasolene	295,405	23
7111-12	2014	Ford E450 TurtleTop	1FDPE4FL7DD822871	Lift	12 + 4	Gasolene	300,368	23
7112-12	2014	Ford E450 TurtleTop	1FDPE4FL9DD822872	Lift	12 + 4	Gasolene	308,801	23
7113-12	2014	Ford E450 TurtleTop	1FDPE4FL0DD822873	Lift	12 + 4	Gasolene	282,118	23
7114-12	2014	Ford E450 TurtleTop	1FDPE4FL9DD827554	Lift	12 + 4	Gasolene	280,887	23
7115-12	2014	Ford E450 TurtleTop	1FDPE4FL0DD827555	Lift	12 + 4	Gasolene	296,782	23
7116-12	2014	Ford E450 TurtleTop	1FDPE4FL2DD827556	Lift	12 + 4	Gasolene	283,845	23
7117-12	2014	Ford E450 TurtleTop	1FDPE4FL4DD827557	Lift	12 + 4	Gasolene	278,155	23
7118-12	2014	Ford E450 TurtleTop	1FDPE4FL8DD827558	Lift	12 + 4	Gasolene	279,491	23
7119-12	2014	Ford E450 TurtleTop	1FDPE4FL8DD827559	Lift	12 + 4	Gasolene	288,455	23
7120-12	2014	Ford E450 TurtleTop	1FDPE4FLXDD822203	Lift	12 + 4	Gasolene	280,080	23
7121-12	2014	Ford E450 TurtleTop	1FDEE4FL3EDA74704	Lift	12 + 4	Gasolene	252,127	23
7122-12	2014	Ford E450 TurtleTop	1FDEE4FL5EDA74705	Lift	12 + 4	Gasolene	252,512	23
7123-12	2014	Ford E450 TurtleTop	1FDEE4FL2EDA74709	Lift	12 + 4	Gasolene	264,991	23
7124-12	2014	Ford E450 TurtleTop	1FDEE4FL9EDA74710	Lift	12 + 4	Gasolene	272,882	23
7125-12	2014	Ford E450 TurtleTop	1FDEE4FLXEDA75948	Lift	12 + 4	Gasolene	267,904	23
7126-12	2014	Ford E450 TurtleTop	1FDEE4FL0EDA74711	Lift	12 + 4	Gasolene	269,004	23
7127-12	2014	Ford E450 TurtleTop	1FDEE4FL4EDA74713	Lift	12 + 4	Gasolene	227,657	23
7128-12	2014	Ford E450 TurtleTop	1FDEE4FL4EDA75943	Lift	12 + 4	Gasolene	211,372	23
7129-12	2014	Ford E450 TurtleTop	1FDEE4FL4EDA78776	Lift	12 + 4	Gasolene	229,102	23
7130-12	2014	Ford E450 TurtleTop	1FDEE4FLXEDA78779	Lift	12 + 4	Gasolene	248,004	23
7131-12	2014	Ford E450 TurtleTop	1FDEE4FL8EDA78781	Lift	12 + 4	Gasolene	207,338	23
7132-12	2014	Ford E450 TurtleTop	1FDEE4FL2EDA75939	Lift	12 + 4	Gasolene	220,102	23
7133-12	2014	Ford E450 TurtleTop	1FDEE4FL9EDA75940	Lift	12 + 4	Gasolene	208,143	23
7134-12	2014	Ford E450 TurtleTop	1FDD4FL0EDA75941	Lift	12 + 4	Gasolene	232,729	23
7135-12	2014	Ford E450 TurtleTop	1FDEE4FLXEDA78782	Lift	12 + 4	Gasolene	232,088	23
7136-12	2014	Ford E450 TurtleTop	1FDEE4FL2EDA75942	Lift	12 + 4	Gasolene	221,578	23
7137-12	2015	Ford E450 TurtleTop	1FDEE4FLXEDB10565	Lift	12 + 4	Gasolene	219,671	23
7138-12	2015	Ford E450 TurtleTop	1FDEE4FL8EDB10563	Lift	12 + 4	Gasolene	194,892	23

7139-12	2015	Ford E450 TurtleTop	1FDEE4FL8EDB10564	Lift	12 + 4	Gasoline	185,253	23
7140-12	2015	Ford E450 TurtleTop	1FDEE4FL0EDB10932	Lift	12 + 4	Gasoline	158,412	23
7141-12	2015	Ford E450 TurtleTop	1FDEE4FL9EDB10928	Lift	12 + 4	Gasoline	202,066	23
7142-12	2015	Ford E450 TurtleTop	1FDEE4FL3EDB10925	Lift	12 + 4	Gasoline	173,341	23
7143-12	2015	Ford E450 TurtleTop	1FDEE4FL0EDB10929	Lift	12 + 4	Gasoline	225,770	23
7144-12	2015	Ford E450 TurtleTop	1FDEE4FL1EDB10566	Lift	12 + 4	Gasoline	180,133	23
7145-12	2015	Ford E450 TurtleTop	1FDEE4FL5EDB10926	Lift	12 + 4	Gasoline	187,423	23
7146-12	2015	Ford E450 TurtleTop	1FDEE4FL3EDB10567	Lift	12 + 4	Gasoline	217,954	23
7147-12	2015	Ford E450 TurtleTop	1FDEE4FL9EDB10931	Lift	12 + 4	Gasoline	235,006	23
7148-12	2015	Ford E450 TurtleTop	1FDEE4FL7EDB10927	Lift	12 + 4	Gasoline	247,018	23
7149-12	2015	Ford E450 TurtleTop	1FDEE4FL7EDB10930	Lift	12 + 4	Gasoline	248,933	23
7150-12	2015	Ford E450 TurtleTop	1FDEE4FL4EDB10934	Lift	12 + 4	Gasoline	201,145	23
7151-12	2015	Ford E450 TurtleTop	1FDFE4F00FDA28115	Lift	12 + 4	Gasoline	192,706	23
7152-12	2015	Ford E450 TurtleTop	1FDFE4F05FDA28109	Lift	12 + 4	Gasoline	185,586	23
7153-12	2015	Ford E450 TurtleTop	1FDFE4F04FDA28117	Lift	12 + 4	Gasoline	181,944	23
7154-12	2015	Ford E450 TurtleTop	1FDEE4FL8FDA35303	Lift	12 + 4	Gasoline	193,304	23
7155-12	2015	Ford E450 TurtleTop	1FDFE4F06FDA28118	Lift	12 + 4	Gasoline	194,303	23
7156-12	2015	Ford E450 TurtleTop	1FDFE4F02FDA28116	Lift	12 + 4	Gasoline	201,872	23
7157-12	2015	Ford E450 TurtleTop	1FDFE4F03FDA28128	Lift	12 + 4	Gasoline	205,599	23
7158-12	2015	Ford E450 TurtleTop	1FDFE4F03FDA28122	Lift	12 + 4	Gasoline	193,377	23
7159-12	2015	Ford E450 TurtleTop	1FDEE4FL2EDB10933	Lift	12 + 4	Gasoline	209,521	23
7160-12	2015	Ford E450 TurtleTop	1FDFE4F07FDA28130	Lift	12 + 4	Gasoline	194,980	23
7161-12	2015	Ford E450 TurtleTop	1FDFE4F04FDA28134	Lift	12 + 4	Gasoline	201,936	23
7162-12	2015	Ford E450 TurtleTop	1FDFE4F01FDA28124	Lift	12 + 4	Gasoline	197,169	23
7163-12	2015	Ford E450 TurtleTop	1FDFE4F05FDA28126	Lift	12 + 4	Gasoline	192,790	23
7164-12	2015	Ford E450 TurtleTop	1FDFE4F03FDA28131	Lift	12 + 4	Gasoline	201,454	23
7165-12	2015	Ford E450 TurtleTop	1FDFE4F05FDA28112	Lift	12 + 4	Gasoline	175,685	23
7166-12	2015	Ford E450 TurtleTop	1FDEE4FL6FDA35302	Lift	12 + 4	Gasoline	192,338	23
7167-12	2015	Ford E450 TurtleTop	1FDFE4F06FDA28121	Lift	12 + 4	Gasoline	188,619	23
7168-12	2015	Ford E450 TurtleTop	1FDFE4F00FDA28129	Lift	12 + 4	Gasoline	186,602	23
7169-12	2015	Ford E450 TurtleTop	1FDFE4F0XFDA28137	Lift	12 + 4	Gasoline	195,324	23
7170-12	2015	Ford E450 TurtleTop	1FDFE4F03FDA28125	Lift	12 + 4	Gasoline	183,298	23
7171-12	2015	Ford E450 TurtleTop	1FDFE4F08FDA28119	Lift	12 + 4	Gasoline	172,333	23
7172-12	2015	Ford E450 TurtleTop	1FDFE4F02FDA28133	Lift	12 + 4	Gasoline	178,673	23
7173-12	2015	Ford E450 TurtleTop	1FDFE4F0XFDA28123	Lift	12 + 4	Gasoline	182,945	23
7174-12	2015	Ford E450 TurtleTop	1FDFE4F04FDA28120	Lift	12 + 4	Gasoline	185,987	23
7175-12	2015	Ford E450 TurtleTop	1FDFE4F03FDA28111	Lift	12 + 4	Gasoline	185,360	23
7176-12	2015	Ford E450 TurtleTop	1FDFE4F06FDA28135	Lift	12 + 4	Gasoline	185,564	23
7177-12	2015	Ford E450 TurtleTop	1FDFE4F00FDA28132	Lift	12 + 4	Gasoline	160,409	23
7178-12	2015	Ford E450 TurtleTop	1FDFE4F07FDA28127	Lift	12 + 4	Gasoline	174,489	23
7179-12	2015	Ford E450 TurtleTop	1FDFE4F01FDA28110	Lift	12 + 4	Gasoline	160,269	23
7180-12	2015	Ford E450 TurtleTop	1FDFE4F08FDA28136	Lift	12 + 4	Gasoline	161,944	23
7181-12	2016	Ford E450 TurtleTop	1FDFE4F06GDC57108	Lift	12 + 4	Gasoline	104,098	23
7182-12	2016	Ford E450 TurtleTop	1FDFE4F04GDC57110	Lift	12 + 4	Gasoline	129,246	23
7183-12	2016	Ford E450 TurtleTop	1FDFE4F0XGDC57113	Lift	12 + 4	Gasoline	106,052	23
7184-12	2016	Ford E450 TurtleTop	1FDFE4F08GDC57112	Lift	12 + 4	Gasoline	137,088	23
7185-12	2016	Ford E450 TurtleTop	1FDFE4F06GDC57111	Lift	12 + 4	Gasoline	109,679	23
7186-12	2016	Ford E450 TurtleTop	11DFE4F08GDC57109	Lift	12 + 4	Gasoline	111,497	23
47131-12	2017	Ford 350	1FBZK2ZM1GKA50073	Lift		Gasoline		23
48263-12	2017	Ford 350	1FMZK1YM3HKA28157	Lift		Gasoline		23
48266-12	2017	Ford 350	1FMZK1YM6HKA28167	Lift		Gasoline		23
48268-12	2017	Ford 350	1FMZK1YM6HKA28161	Lift		Gasoline		23
48272-12	2017	Ford 350	1FBZK2YM2HKA31177	Lift		Gasoline		23
48582-12	2017	Ford 350	1FMZK1YM7HKA28159	Lift		Gasoline		23
48585-12	2017	Ford 350	1FBZK2YM1HKA31171	Lift		Gasoline		23
48586-12	2017	Ford 350	1FBZK2YM4HKA31181	Lift		Gasoline		23
48587-12	2017	Ford 350	1FBZK2YM6HKA31179	Lift		Gasoline		23
48823-12	2017	Ford 350	1FBZK2YM8HKA31183	Lift		Gasoline		23
7187-12	2018	Ford E450 TurtleTop	1FDFE4F08HDC39923	Lift	12 + 4	Gasoline	15,845	23
7188-12	2018	Ford E450 TurtleTop	1FDFE4F09GDC55340	Lift	12 + 4	Gasoline	16,547	23
7189-12	2018	Ford E450 TurtleTop	1FDFE4F09GDC57118	Lift	12 + 4	Gasoline	10,218	23
7190-12	2018	Ford E450 TurtleTop	1FDFE4F04HDC57562	Lift	12 + 4	Gasoline	14,173	23
7191-12	2018	Ford E450 TurtleTop	1FDFE4F00GDC57119	Lift	12 + 4	Gasoline	16,292	23
7192-12	2018	Ford E450 TurtleTop	1FDFE4F05HDC58879	Lift	12 + 4	Gasoline	15,283	23
7193-12	2018	Ford E450 TurtleTop	1FDFE4F01HDC41674	Lift	12 + 4	Gasoline	10,475	23
7194-12	2018	Ford E450 TurtleTop	1FDFE4F0XHDC57565	Lift	12 + 4	Gasoline	9,821	23
7195-12	2018	Ford E450 TurtleTop	1FDFE4F07HDC58883	Lift	12 + 4	Gasoline	11,491	23
7196-12	2018	Ford E450 TurtleTop	1FDFE4F01HDC58880	Lift	12 + 4	Gasoline	8,426	23
7197-12	2018	Ford E450 TurtleTop	1FDFE4F07HDC57569	Lift	12 + 4	Gasoline	8,728	23
7198-12	2018	Ford E450 TurtleTop	1FDFE4F09HDC58884	Lift	12 + 4	Gasoline	10,300	23
7199-12	2018	Ford E450 TurtleTop	1FDFE4F06HDC57563	Lift	12 + 4	Gasoline	10,832	23
7200-12	2018	Ford E450 TurtleTop	1FDFE4F08HDC57564	Lift	12 + 4	Gasoline	13,197	23
7201-12	2018	Ford E450 TurtleTop	1FDFE4F07GDC57117	Lift	12 + 4	Gasoline	12,492	23
7202-12	2018	Ford E450 TurtleTop	1FDFE4F03HDC53051	Lift	12 + 4	Gasoline	12,752	23
7203-12	2018	Ford E450 TurtleTop	1FDFE4F05HDC57568	Lift	12 + 4	Gasoline	11,350	23
7204-12	2018	Ford E450 TurtleTop	1FDFE4F03HDC57567	Lift	12 + 4	Gasoline	10,597	23
7205-12	2018	Ford E450 TurtleTop	1FDFE4F0XHDC39924	Lift	12 + 4	Gasoline	8,144	23
7206-12	2018	Ford E450 TurtleTop	1FDFE4F00HDC58885	Lift	12 + 4	Gasoline	6,919	23
7207-12	2018	Ford E450 TurtleTop	1FDFE4F05HDC58882	Lift	12 + 4	Gasoline	5,460	23

7208-12	2018	Ford E450 TurtleTop	1FDFE4FS3HDC57570	Lift	12 + 4	Gasolene	9,030	23
9000-12	2018	Dodge Cara	2C7WDGCGXR176581	Ramp	3 + 1	Gasolene	14,512	14
9001-12	2018	Dodge Cara	2C7WDGCGXR176584	Ramp	3 + 1	Gasolene	17,446	14
9002-12	2018	Dodge Cara	2C7WDGCGXR176592	Ramp	3 + 1	Gasolene	19,815	14
9003-12	2018	Dodge Cara	2C7WDGCGXR176593	Ramp	3 + 1	Gasolene	16,675	14
9004-12	2018	Dodge Cara	2C7WDGCGXR176576	Ramp	3 + 1	Gasolene	22,244	14
9005-12	2018	Dodge Cara	2C7WDGCGXR176585	Ramp	3 + 1	Gasolene	20,938	14
9006-12	2018	Dodge Cara	2C7WDGCGXR176586	Ramp	3 + 1	Gasolene	18,677	14
9007-12	2018	Dodge Cara	2C7WDGCGXR176589	Ramp	3 + 1	Gasolene	14,686	14
9008-12	2018	Dodge Cara	2C7WDGCGXR176579	Ramp	3 + 1	Gasolene	17,721	14
9009-12	2018	Dodge Cara	2C7WDGCGXR176577	Ramp	3 + 1	Gasolene	19,641	14
9010-12	2018	Dodge Cara	2C7WDGCGXR176587	Ramp	3 + 1	Gasolene	22,160	14
9011-12	2018	Dodge Cara	2C7WDGCGXR176572	Ramp	3 + 1	Gasolene	21,836	14
9012-12	2018	Dodge Cara	2C7WDGCGXR176573	Ramp	3 + 1	Gasolene	22,119	14
9013-12	2018	Dodge Cara	2C7WDGCGXR176594	Ramp	3 + 1	Gasolene	17,904	14
9014-12	2018	Dodge Cara	2C7WDGCGXR176595	Ramp	3 + 1	Gasolene	19,311	14
9015-12	2018	Dodge Cara	2C7WDGCGXR176580	Ramp	3 + 1	Gasolene	16,282	14
9016-12	2018	Dodge Cara	2C7WDGCGXR176582	Ramp	3 + 1	Gasolene	17,524	14
9017-12	2018	Dodge Cara	2C7WDGCGXR176588	Ramp	3 + 1	Gasolene	15,509	14
9018-12	2018	Dodge Cara	2C7WDGCGXR176590	Ramp	3 + 1	Gasolene	16,567	14
9019-12	2018	Dodge Cara	2C7WDGCGXR176596	Ramp	3 + 1	Gasolene	15,116	14
9020-12	2018	Dodge Cara	2C7WDGCGXR176591	Ramp	3 + 1	Gasolene	15,231	14
9021-12	2018	Dodge Cara	2C7WDGCGXR176574	Ramp	3 + 1	Gasolene	12,165	14
9022-12	2018	Dodge Cara	2C7WDGCGXR176575	Ramp	3 + 1	Gasolene	14,166	14
9023-12	2018	Dodge Cara	2C7WDGCGXR176578	Ramp	3 + 1	Gasolene	12,605	14
9024-12	2018	Dodge Cara	2C7WDGCGXR176583	Ramp	3 + 1	Gasolene	11,913	14
9025-12	2018	Dodge Cara	2C7WDGCGXR176592	Ramp	3 + 1	Gasolene	8,340	14
9026-12	2018	Dodge Cara	2C7WDGCGXR176599	Ramp	3 + 1	Gasolene	7,588	14
9027-12	2018	Dodge Cara	2C7WDGCGXR176600	Ramp	3 + 1	Gasolene	8,103	14
9028-12	2018	Dodge Cara	2C7WDGCGXR176593	Ramp	3 + 1	Gasolene	7,069	14
9029-12	2018	Dodge Cara	2C7WDGCGXR176591	Ramp	3 + 1	Gasolene	5,804	14
9030-12	2018	Dodge Cara	2C7WDGCGXR176597	Ramp	3 + 1	Gasolene	7,426	14
9031-12	2018	Dodge Cara	2C7WDGCGXR176591	Ramp	3 + 1	Gasolene	5,248	14
9032-12	2018	Dodge Cara	2C7WDGCGXR176596	Ramp	3 + 1	Gasolene	7,177	14
9033-12	2018	Dodge Cara	2C7WDGCGXR176598	Ramp	3 + 1	Gasolene	6,144	14
9034-12	2018	Dodge Cara	2C7WDGCGXR176604	Ramp	3 + 1	Gasolene	7,021	14
9035-12	2018	Dodge Cara	2C7WDGCGXR176592	Ramp	3 + 1	Gasolene	3,636	14
9036-12	2018	Dodge Cara	2C7WDGCGXR176599	Ramp	3 + 1	Gasolene	5,429	14
9037-12	2018	Dodge Cara	2C7WDGCGXR176593	Ramp	3 + 1	Gasolene	5,633	14
9038-12	2018	Dodge Cara	2C7WDGCGXR176598	Ramp	3 + 1	Gasolene	6,134	14
9039-12	2018	Dodge Cara	2C7WDGCGXR176605	Ramp	3 + 1	Gasolene	4,825	14
9040-12	2018	Dodge Cara	2C7WDGCGXR176591	Ramp	3 + 1	Gasolene	5,087	14
9041-12	2018	Dodge Cara	2C7WDGCGXR176594	Ramp	3 + 1	Gasolene	5,178	14
9042-12	2018	Dodge Cara	2C7WDGCGXR176595	Ramp	3 + 1	Gasolene	5,159	14
9043-12	2018	Dodge Cara	2C7WDGCGXR176597	Ramp	3 + 1	Gasolene	5,628	14
9044-12	2018	Dodge Cara	2C7WDGCGXR176599	Ramp	3 + 1	Gasolene	4,143	14
9045-12	2018	Dodge Cara	2C7WDGCGXR176621	Ramp	3 + 1	Gasolene	4,431	14
9046-12	2018	Dodge Cara	2C7WDGCGXR176596	Ramp	3 + 1	Gasolene	5,466	14
9047-12	2018	Dodge Cara	2C7WDGCGXR176598	Ramp	3 + 1	Gasolene	3,229	14
9048-12	2018	Dodge Cara	2C7WDGCGXR176620	Ramp	3 + 1	Gasolene	4,420	14

## 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**

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



STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	certified and, upon completion, is provided with photo identification.
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
<b>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.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Passenger/Trip Database</b>	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history
<b>Pick-up windows</b>	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>
<b>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>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Two-Way Communications</b>	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
<b>Unscheduled Stops</b>	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.
<b>Use and Responsibility of Child Restraint Devices</b>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
<b>Vehicle Cleanliness</b>	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

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

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella. (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to please wait until we are outside that window before a call is placed regarding the pick up.
<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, ADA customers should call as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
<b>Accidents</b>	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
<b>Call Hold Time (If applicable)</b>	It is LYNX' goal to have average hold times for inbound telephone of no more than three minutes (3:00) for any given hourly period of the day. This three minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.

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>	<ol style="list-style-type: none"> <li>a. A customer may have no more than 5 no-shows within any 30-day period, which will result in an offense. To exceed this will result in customer suspension of three (3)-days, if the occurrence is more than 50% of their scheduled trips for the first offense. The second offense will result in a suspension of seven (7) days, if it is more than 25% of their scheduled trips. The third offense will result in a suspension of ten (10) days and possible loss of subscription service. After third offense, history may be reviewed and re-evaluated for termination of service.</li> <li>b. Four consecutive months in which the rider schedules trips without a single "no show", late cancellation, or cancel at the door occurrence will clear the rider from past offenses and start anew.</li> </ol> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No Show.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>
<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 for TD

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

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

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

### 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	\$32.15
Wheelchair	Per trip	\$55.12

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

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

The 2017 Evaluation was not completed as the new CTC was being selected that year. The 2018 Evaluation was not completed as a direct result of changes made to the funding process. Funds were sent directly to LYNX as a pass through. The evaluation was completed as a Customer Evaluation instead.

## **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	Formerly referred to as the "coordinated community transportation provider, the CTC is recommended by the appropriate local

Coordinator (CTC)	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 10 miles, 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	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the

Service Plan (TDSP)	provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.
Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.
Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by

	the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.
U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

## Attachment 2

### LYNX Eligibility Application



#### ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES

**Instructions to Applicant or Proxy:**

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

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

**Other accessible formats available upon request.**

## Attachment 4

### ACCESS LYNX Request for Appeal

**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 14, 2019*

## **GRIEVANCE PROCEDURE**

### **I. CREATION OF A GRIEVANCE PROCEDURE**

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

### **II. DEFINITIONS**

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

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

### **III. OBJECTIVE**

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

#### **IV. MEMBERS**

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

#### **V. GRIEVANCE PROCEDURES**

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

#### **C. STEP ONE**

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

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

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

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

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

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

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

## STEP TWO

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

## GRIEVANCE TRACKING FORM FOR OFFICE USE ONLY

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

### Step 1 of the Grievance Process

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

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

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

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

### Step 2 of the Grievance Process

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

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

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

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

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

### Step 3 of the Grievance Process

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

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

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

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

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



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

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

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

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

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

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

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

Please send completed form and any supporting documentation to:

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

=====

[illegible]

=====

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on its right side, suggesting it's resting on a surface.

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

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

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

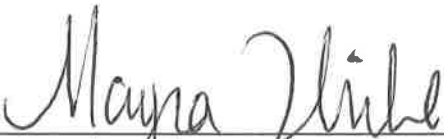
- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within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

#### **D. STEP THREE**

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

#### **CERTIFICATION**

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

*for* 

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

## Attachment 6

### Results of 2018 ACCESS LYNX Customer Survey

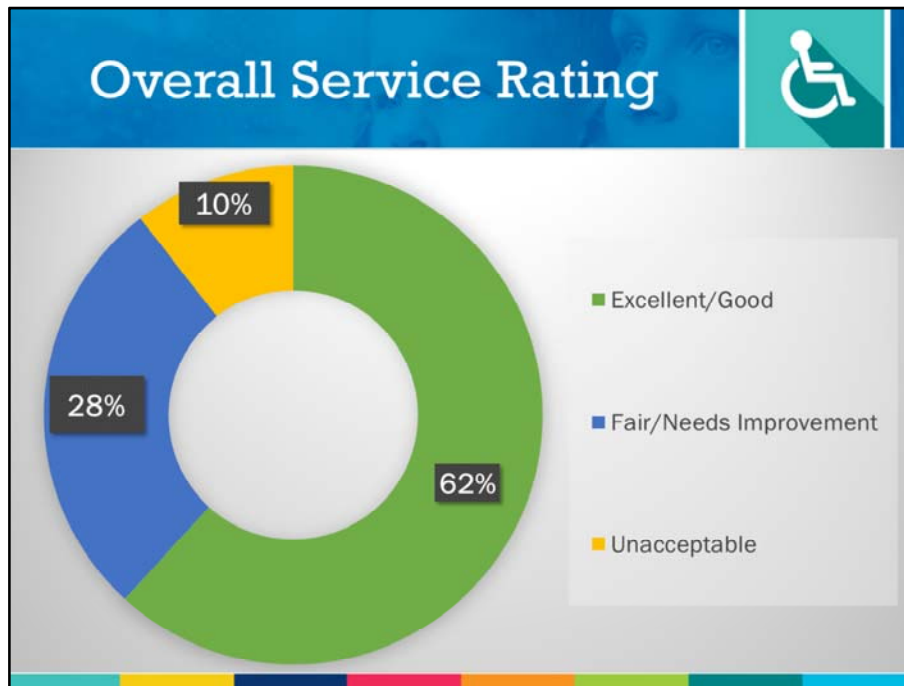
# Results of 2018 ACCESS LYNX Customer Survey

Mary Ann Horne  
Community Outreach Specialist





The survey was open through the month of October on Survey Monkey. We reached out to potential users through GoLynx.com, MetroPlanOrlando.org, with general email blast and through social media.



Questions on the ACCESS LYNX survey mirrored much of what is contained in the usual Community Transportation Coordinator Evaluations, which are done by the TDLCB. This year, we are not doing a formal evaluation of the CTC because of a paperwork issue with the legislature.

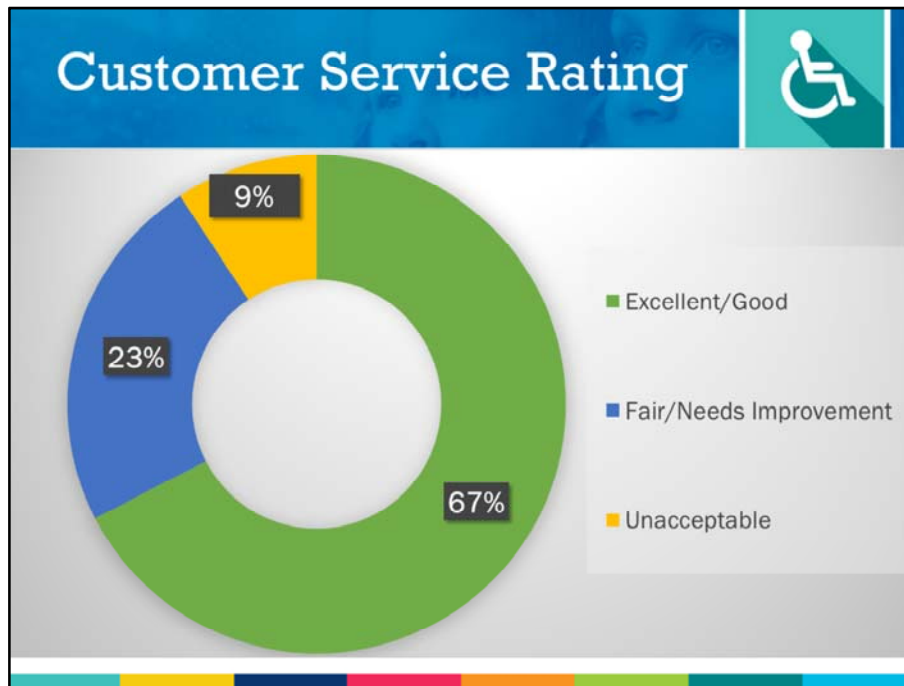
We asked survey respondents to base their answers on their most recent trip, and for many of the questions we offered a place to write comments. Many of the comments were general, based on all their experiences. Others mentioned that their most recent trip was atypical from their usual trips.

Beginning with the overall evaluations, well over half – 62% -- of respondents rated ACCESS as either excellent or good. About 28% thought performance needed some improvement; and 10% thought the system was unacceptable.

Comments here ran the gamut – from stories of thanks for a great service to some very sharp critiques. But overall, most folks seem to think they are getting at least acceptable service from ACCESS LYNX.

*Based on your most recent trip, how would you rate ACCESS LYNX service overall?*





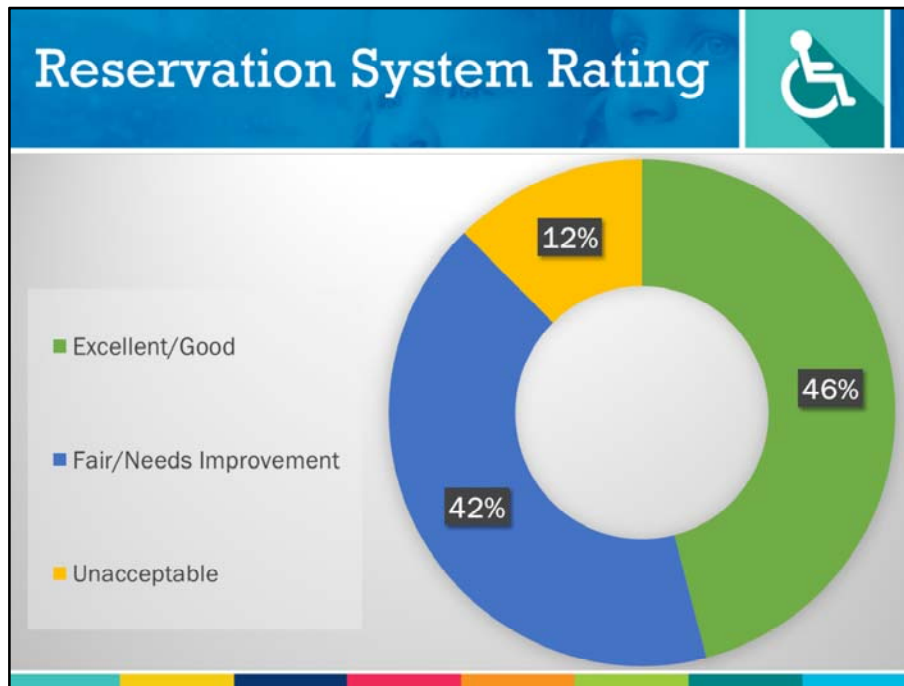
As we do on the CTC evaluation, we asked for an overall Customer Service rating, and 68% said customer service was Excellent or Good.

In general, negative comments centered on one of 3 things: a rude employee, an unusual call hold-time on the reservation line, or a very late pickup that caused a problem with an appointment or employer.

But again, most folks felt they had a decent customer service experience, and some were very complimentary. Treatment by employees generated a lot of comments here. More than 40 had positive things to say, like this rider: ***On my return trip the driver was so nice. I am in a wheelchair and he was very careful and helpful with all my needs and I felt safe. He also is very knowledgeable about his job and the equipment.***

On the flip side, riders had some harsh words, especially for the reservation system. Many of them were like this rider who said: ***Hold time is ridiculous!!*** Others cited hold times of 45 minutes or more, phone disconnections, etc., which made it difficult. And there were stories of rude employees. Although several people made a point of mentioning that their bad customer service was related to system problems, and that the employees were helpful and doing all they could to make things better.

*How would you rate the overall customer service -- including interactions with the reservationist and/or the driver -- during your most recent trip using ACCESS LYNX?*

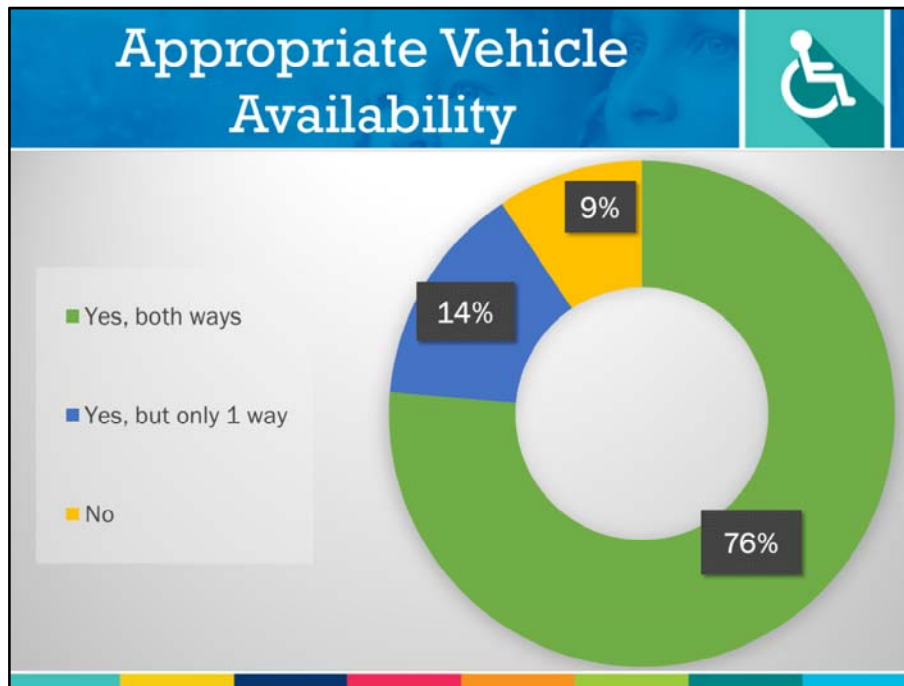


When the reservation system itself was spotlighted, respondents were less positive. While 46% rated it excellent or good, about 54% said it either needed some improvement or was unacceptable.

More than 170 respondents weighed in on this question, and words like “frustrating,” “inconvenient” and “confusing” were used often.

Again, the call-hold times on the phone line were criticized, as well as some unhelpful or rude employees. Users of the online system also expressed frustration with how they booked their trips and said they encountered a variety of problems that often caused them to have to place a telephone call after all. Plenty of these riders said they would prefer to use an online system and not deal with the phone line – which would probably help free up time for those who really need to use it.

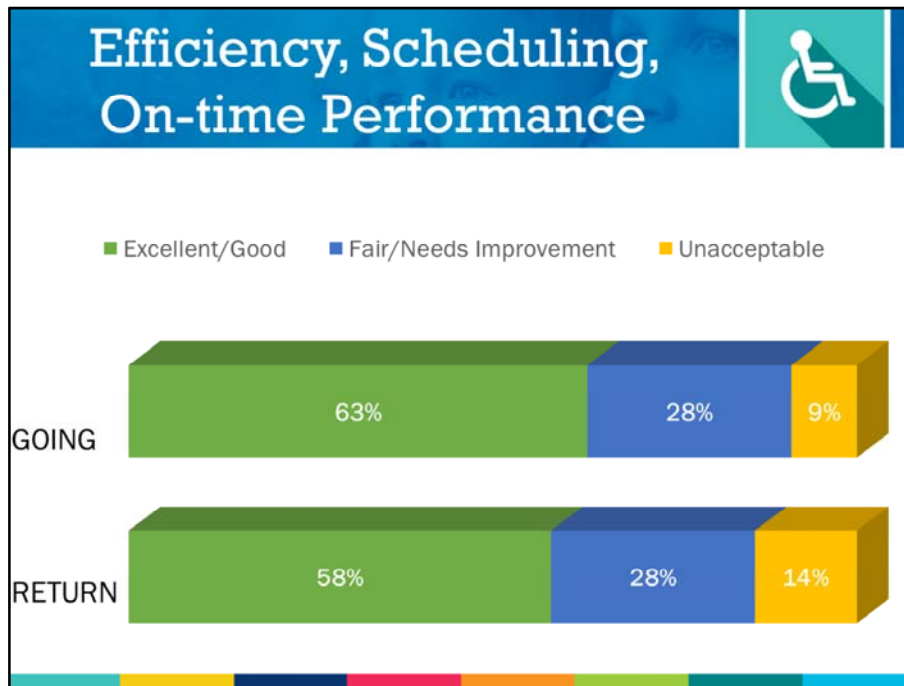
*How would you rate the user-friendliness of the ACCESS LYNX reservation system -- including call hold time or online reservation -- for your most recent trip?*



This is a question that we have asked before, but it took on new meaning this year with the use of Mobility Management through the Transportation Network Companies. We'll talk specifically about those users in a couple of minutes. However, the comments here included some positive and a few negative experiences with the vehicles that are not the regular ACCESS LYNX vans.

In general, as you can see, more than three-quarters of the respondents felt the vehicle they used met their needs during the trip. About 14% felt their was a problem on one leg of the trip – and the comments showed that this dissatisfaction was sometimes related to the timing of the vehicle pickup, rather than the vehicle itself.

*During your most recent trip, was an appropriate vehicle available when you needed it to travel to and return from your destination?*




On this question, we separated out the trip to the destination and the return trip and asked the participants to rate each one. As you can see, the rating for the return trip was somewhat lower than for the first leg. Some of the respondents complained of waits more than 30 minutes, of drivers being unable to find locations, faulty GPS directions and that they had trouble getting in contact with ACCESS LYNX to report these problems.

However, more than half the riders still rated the service Excellent or Good for both legs of the trip.

***How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home on your most recent trip?***

## Mobility Management Services



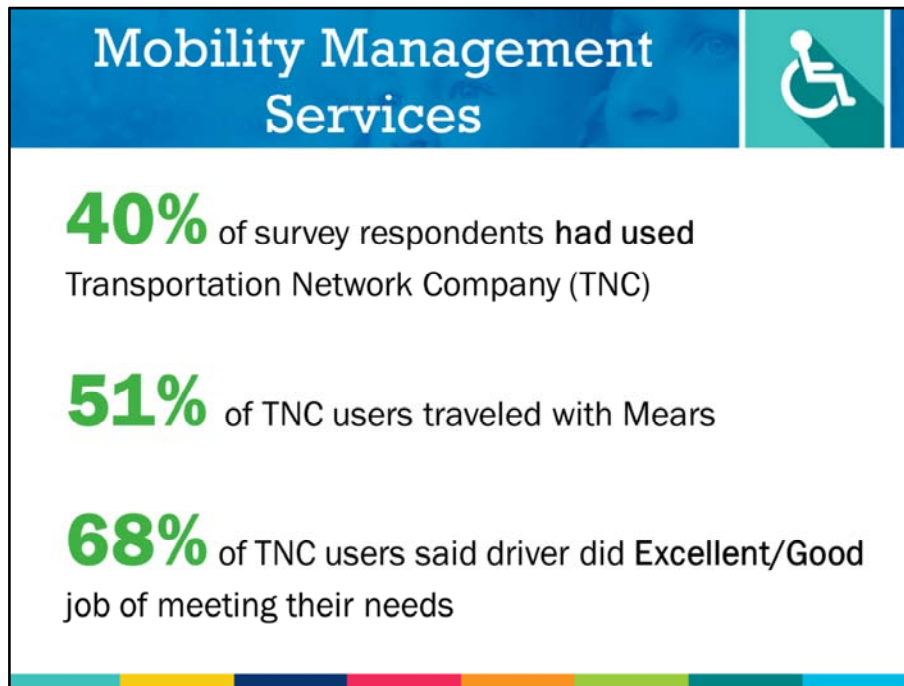
- Respondents were asked whether they used Transportation Network Companies– Mears, Lyft, Owl – during their most recent trips.
- If they answered **YES**, they got 3 additional questions before returning to the rest of the survey.
- If they answered **NO** or **DON'T KNOW**, they skipped ahead to finish the survey.

Early in the survey, we asked folks about Mobility Management – a service ACCESS Lynx started in late 2017 that sends taxis, Lyft ride-share vehicles or Owl Inc. shuttles on some trips instead of the regular ACCESS LYNX vans.

We asked whether their rides had been handled by any of the companies used for Mobility Management with ACCESS LYNX – called Transportation Network Companies. If they said they had, we routed them to 3 follow-up questions:

We asked which service they used – Mears, Lyft or Owl Inc. – and which parts of the trip that company handled. Then, we asked: “How well did the driver from the Transportation Network Company meet your needs.”

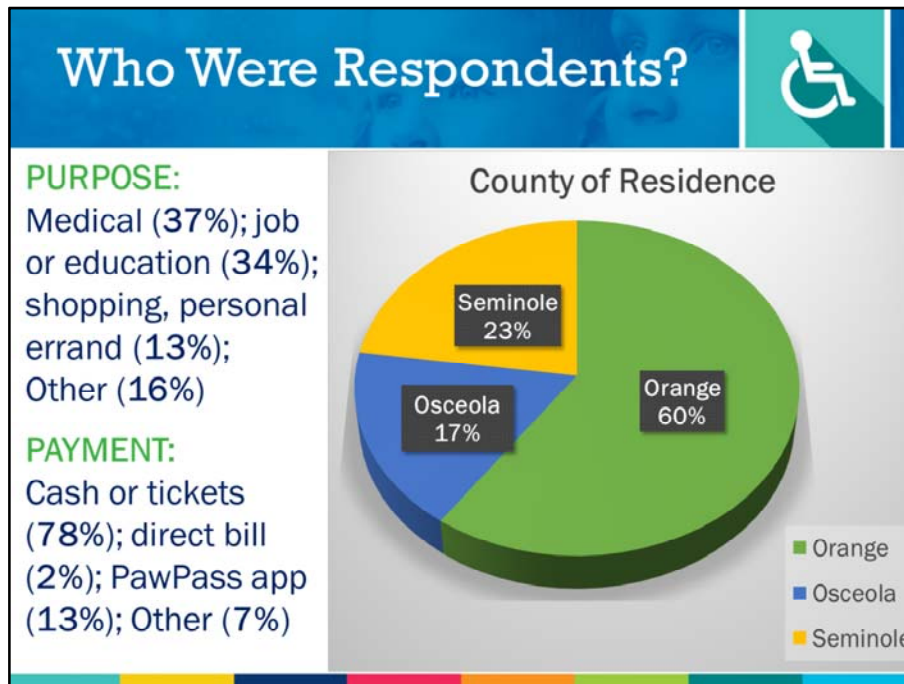
Respondents who said they had not used the service or were not sure were skipped over the extra questions and routed on to the rest of the ACCESS LYNX survey.



This is what we found out. A little less than half the respondents had tried the service, and about half of those were transported by Mears.

Reactions were overall fairly favorable, with 68% rating their drivers in these services as Excellent or Good. About 24% said improvements were needed, and 8% thought the service was unacceptable. Those numbers track about the same percentages as overall ratings for ACCESS LYNX rides, as you have seen here.

We left an option for comments and 50 people submitted feedback. Of those, only 8 were negative comments about the vehicle that was used to pick them up – not properly equipped, too small, difficult to get in, etc. And 11 were negative comments about the drivers. People also complained that they weren't informed what kind of vehicle was coming for them and might have prepared differently if they had known.



And, finally, here's what we know about the people who took our survey. As you can see most of the respondents were from Orange County, which does have the most system users in the 3-county area.

The 2 main reasons people were making their trips were for medical reasons and to get to work or school. Then 13% performing personal errands, and 16% names other reasons. Among those was using ACCESS LYNX as a connection to other transportation services, such as going to OIA.

By far the most used method of payment was cash or pre-purchased tickets, but 13% reported using PawPass.

**Most of our survey takers were:**

- 46-65 years old (43%); 28% were 25-45; 21% were older than 65; and 8% were younger than 25
- Female (59%)
- Eligible for ACCESS LYNX through ADA (58%), while 7% said they were eligible through Transportation Disadvantaged. However, 34% were not actually sure

## Possible Future Discussions



- Some **suggestions** from system users
- Role of **technology** in making the system work
- Further evaluation of **Transportation Network Companies**

I've hit the highlights on the survey, but after going over it and especially looking at the user comments, I think we can have some more discussions about the information we received – possibly at our QATF meetings where we can look a little more deeply into what the system does well and what we might recommend for the future.

Here are a few ideas. Many of the comments from users actually contained suggestions for changes or adjustments to the system and some very cogent explanations about what is going wrong for them. In some cases, there might already be a fix in place that they don't know about, or we might be able to explain some things about the system to riders that would help them. And there might be some small changes that could wind up impacting riders.

I also think there are some comments and stories from the survey respondents that can help us think more about how technology can make ACCESS LYNX a better experience. And, I think we can examine some of the early feedback we have here about Mobility Management to help us as we move forward with the Transportation Network Companies.





Thank you for letting me present this to you today. I can take questions from any of the TDLCB members.

## Attachment 7

### 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 8**  
**Transportation Disadvantaged**  
**Rate Review Worksheet**

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA/LYNX

**County** (Service Area): Orange, Osceola, and Seminole

**Contact Person:** Bill Hearndon

**Phone #** 407-254-6129

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

**NETWORK TYPE:**

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Current Year's <b>APPROVED</b> Budget, as amended 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%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services	\$ 7,306,829	\$ 8,864,204	\$ 9,140,296	21.3%	3.1%	
County Cash	\$ 1,999,965	\$ 2,199,129	\$ 2,276,098	10.0%	3.5%	
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	\$ 4,340,072	\$ 4,759,082	\$ 4,909,809	9.7%	3.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### 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%	
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						



# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Current Year's <b>APPROVED</b> Budget, as amended 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)						
<b>Bus Pass Program Revenue</b>						

## DJJ

(specify in explanation)						
<b>Bus Pass Program Revenue</b>						

## Other Fed or State

xxx						
xxx						
<b>Bus Pass Program Revenue</b>						

## Other Revenues

Interest Earnings						
xxxx						
xxxx						
<b>Bus Pass Program Revenue</b>						

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 5,364,006	\$ 4,219,310	\$ 6,551,353			
---------------------------------------	--------------	--------------	--------------	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$21,209,934	\$22,384,551	\$25,630,840	5.5%	14.5%	

## 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	\$ 20,954,325	-0.3%	16.7%	
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	\$25,630,840	5.5%	14.5%	
----------------------	--------------	--------------	--------------	------	-------	--

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"



# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>
<u>1</u>	<u>2</u>

## APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## DJJ

DJJ	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Other Fed or State

0	\$ -
xxx	\$ -
xxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Other Revenues

Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ 6,551,353
<b>Total Revenues =</b>	<b>\$ 25,630,840</b>

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<u>3</u>	<u>4</u>	<u>5</u>

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ 6,551,353	
\$ 5,455,343	\$ 20,175,497	\$ -

## EXPENDITURES (CTC/Operators ONLY)

### Operating Expenditures

Labor	\$ 955,827
Fringe Benefits	\$ 658,343
Services	\$ 407,000
Materials and Supplies	\$ 2,368,402
Utilities	\$ 23,000
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 20,954,325
Other	\$ -
Miscellaneous	\$ 263,943
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	\$ -

	\$ -
--	------

<b>Total Expenditures =</b>	<b>\$ 25,630,840</b>
minus EXCLUDED Subsidy Revenue =	\$ 20,175,497
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 5,455,343
Rate Base Adjustment <sup>1</sup> =	\$ 20,175,497
<b>Adjusted Expenditures Included in Rate</b>	
Base =	<b>\$ 25,630,840</b>

\$ 20,175,497

Amount of Budgeted  
Operating Rate  
Subsidy Revenue

## <sup>1</sup> Rate Base Adjustment Cell

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.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year:

2016 - 2017

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

## 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 = 9,712,399

Rate Per Passenger Mile = \$ 2.64

Total Projected Passenger Trips = 652,715

Rate Per Passenger Trip = \$ 39.27

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 = \$ 4.72

Rate Per Passenger Trip = \$ 70.18

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

#### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead  
Operator training, and  
Vehicle maintenance testing, as well as  
School bus and charter services.

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4  
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		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).....   
..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

Do NOT  
Complete  
Section IV

### 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) =	9,712,399	6,702,369	3,010,031	Leave Blank	0
Rate per Passenger Mile =		\$2.16	\$3.70	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	652,715	450,428	202,286	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$32.15	\$55.12	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		Leave Blank	Leave Blank	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.16	\$3.70	\$0.00	\$0.00
				per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

#### Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
\$3.86	\$6.62	\$0.00	\$0.00
		per passenger	per group
Ambul	Wheel Chair	Stretcher	Group
\$57.46	\$98.50	\$0.00	\$0.00
		per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

**Attachment 9**  
**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.

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<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.

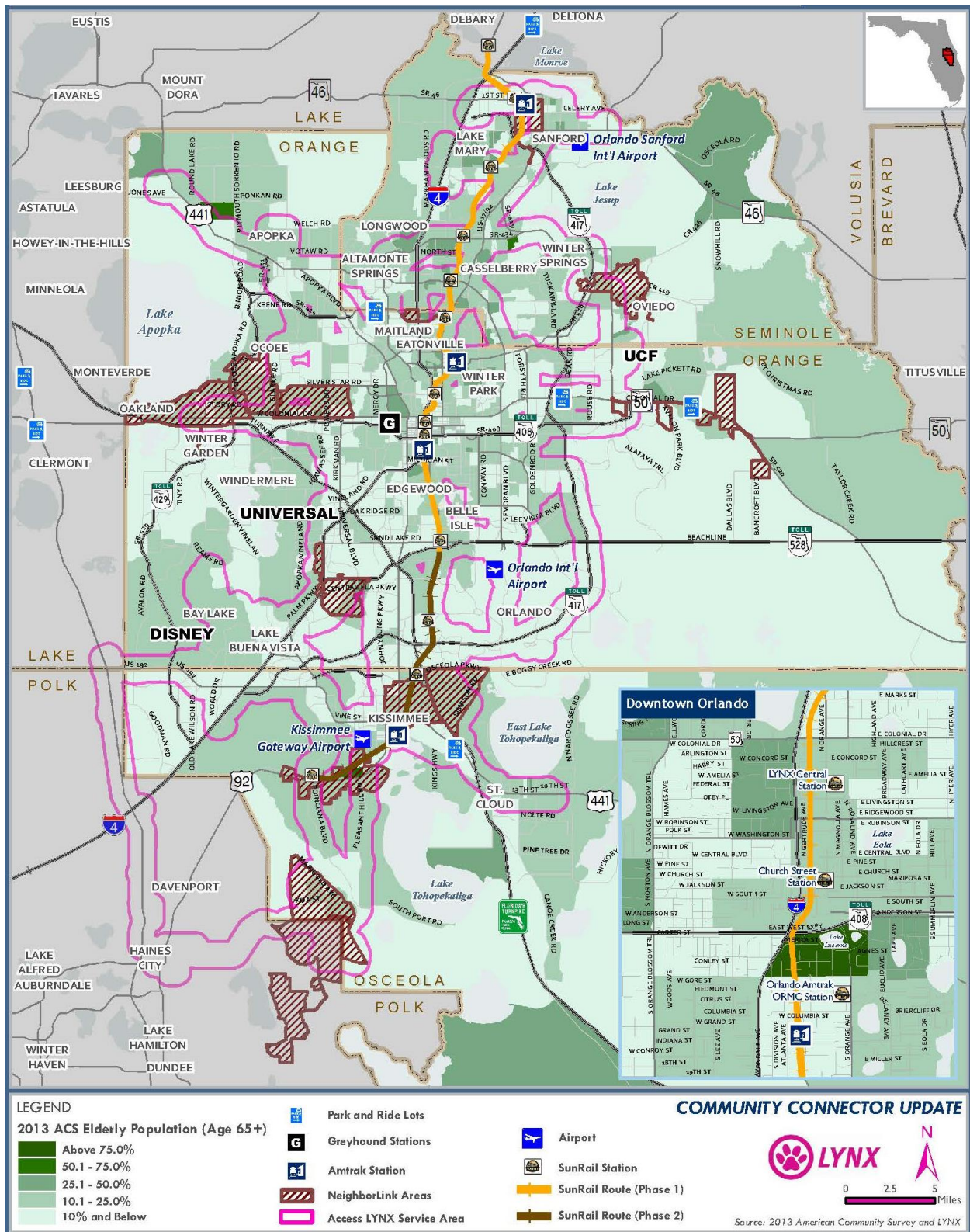
### E. Minority Populations

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).

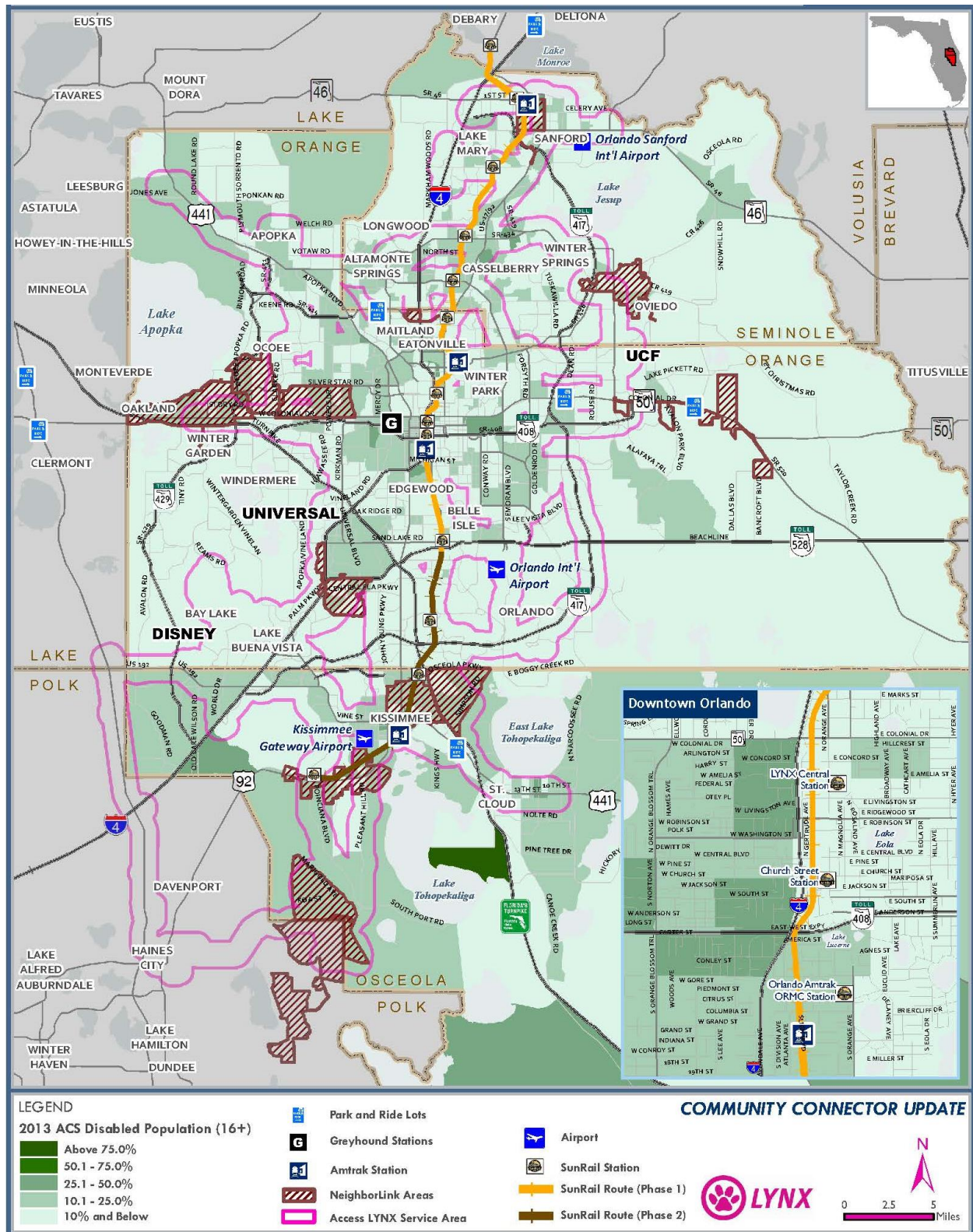
**Figure 5** displays the distribution of minority populations in the LYNX CTC service area.

**Figure I: Elderly Population**



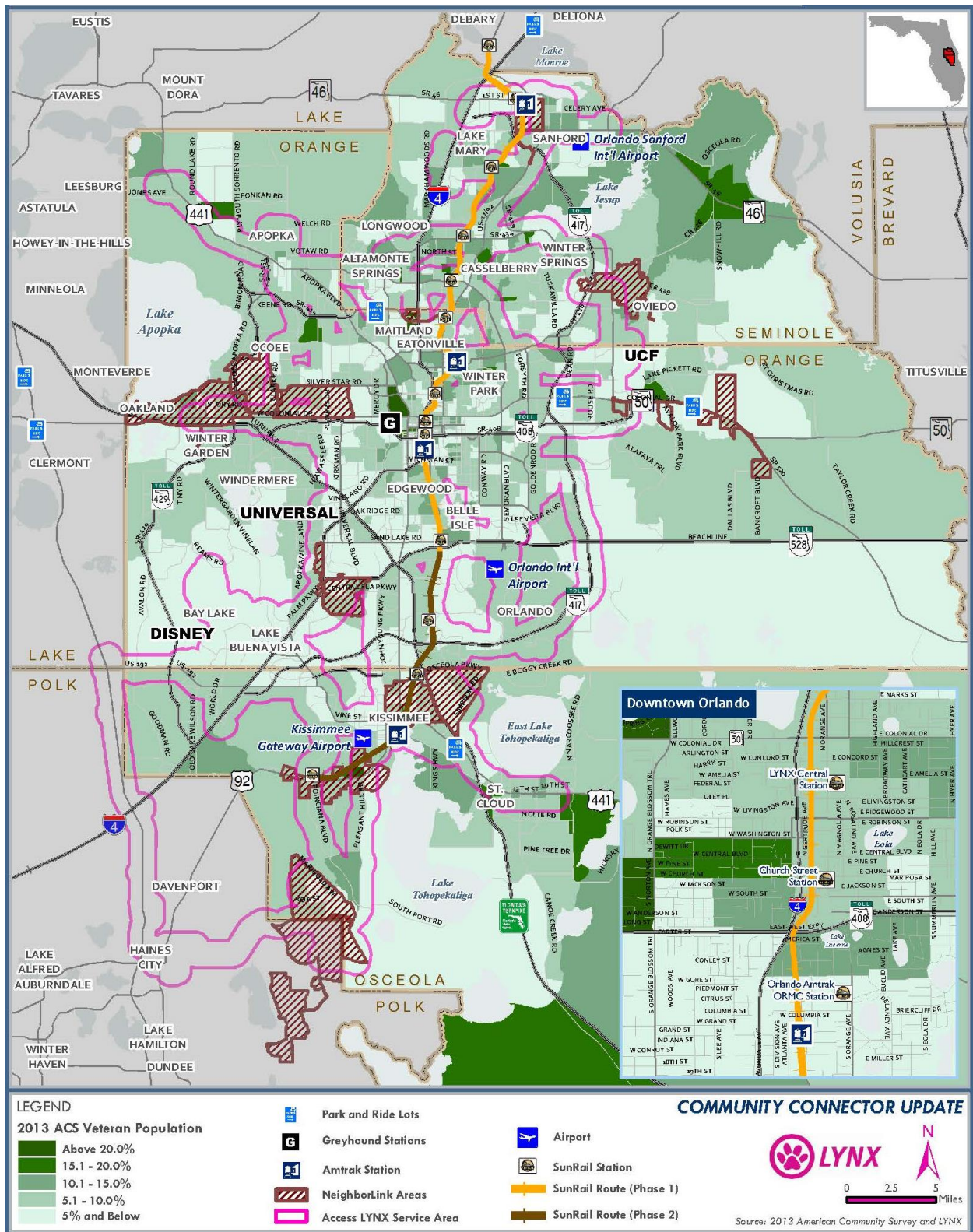


**Figure 2: Individuals with Disabilities Population**



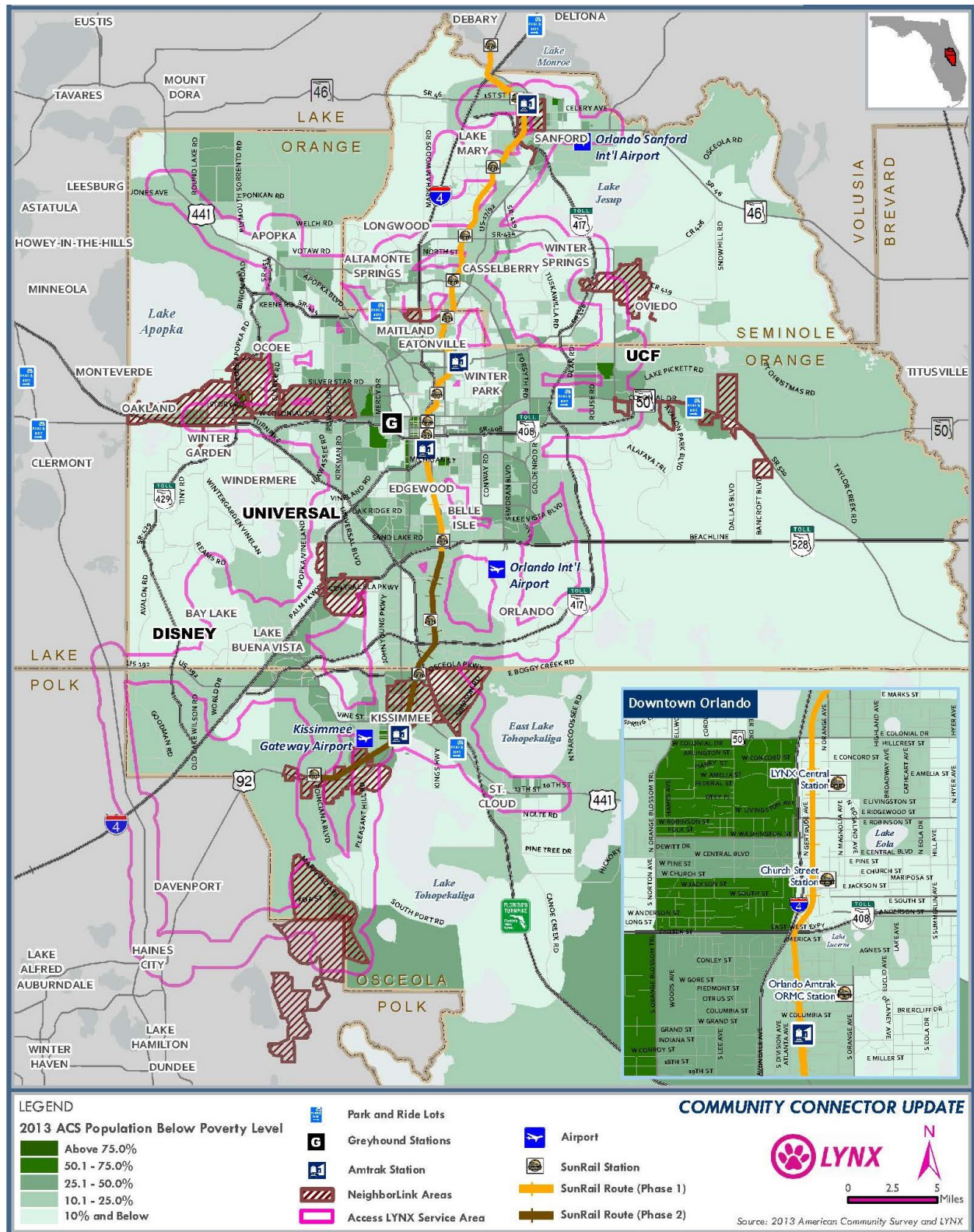


**Figure 3: Veteran Population**



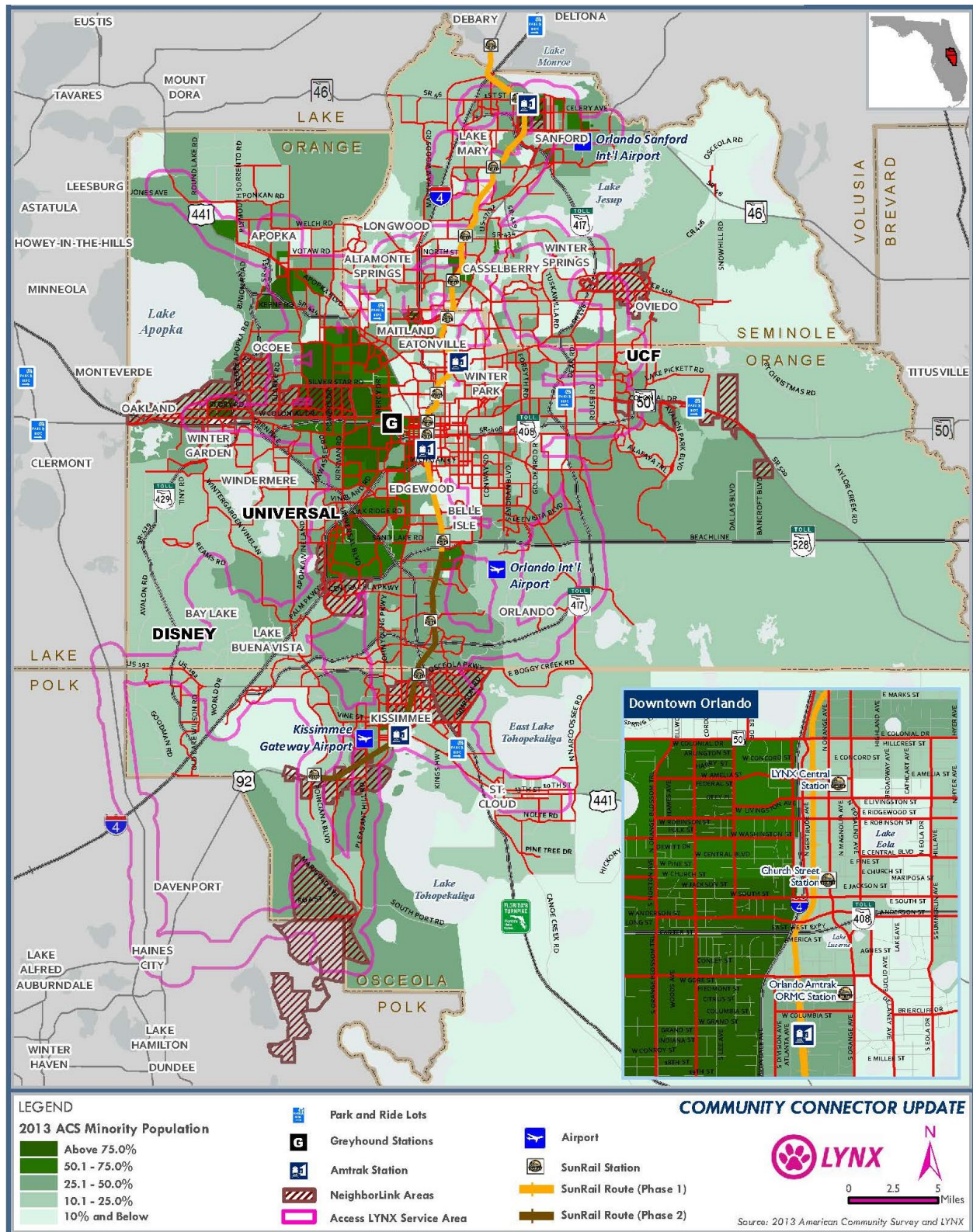


**Figure 4: Populations Below Poverty Level**





**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**

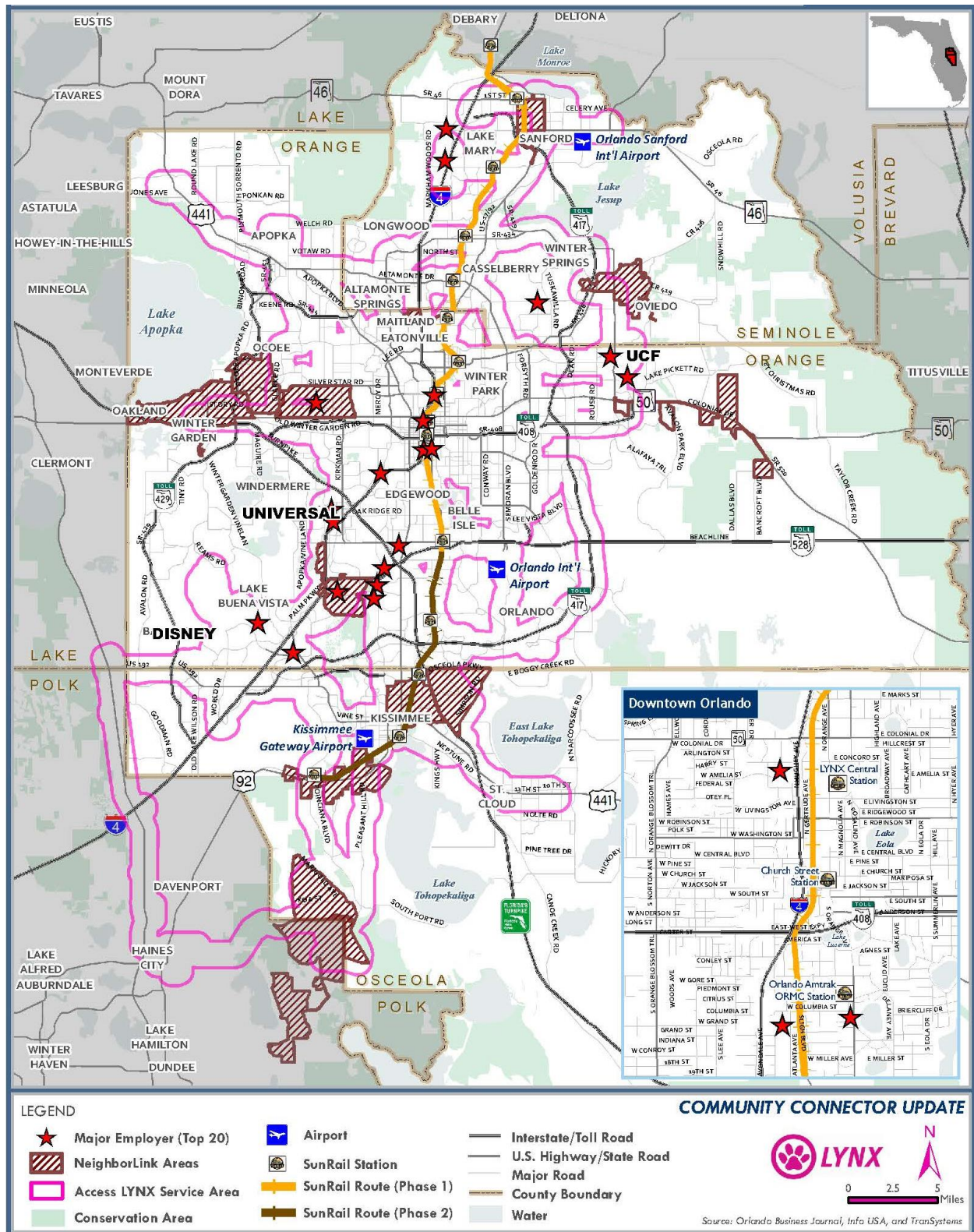
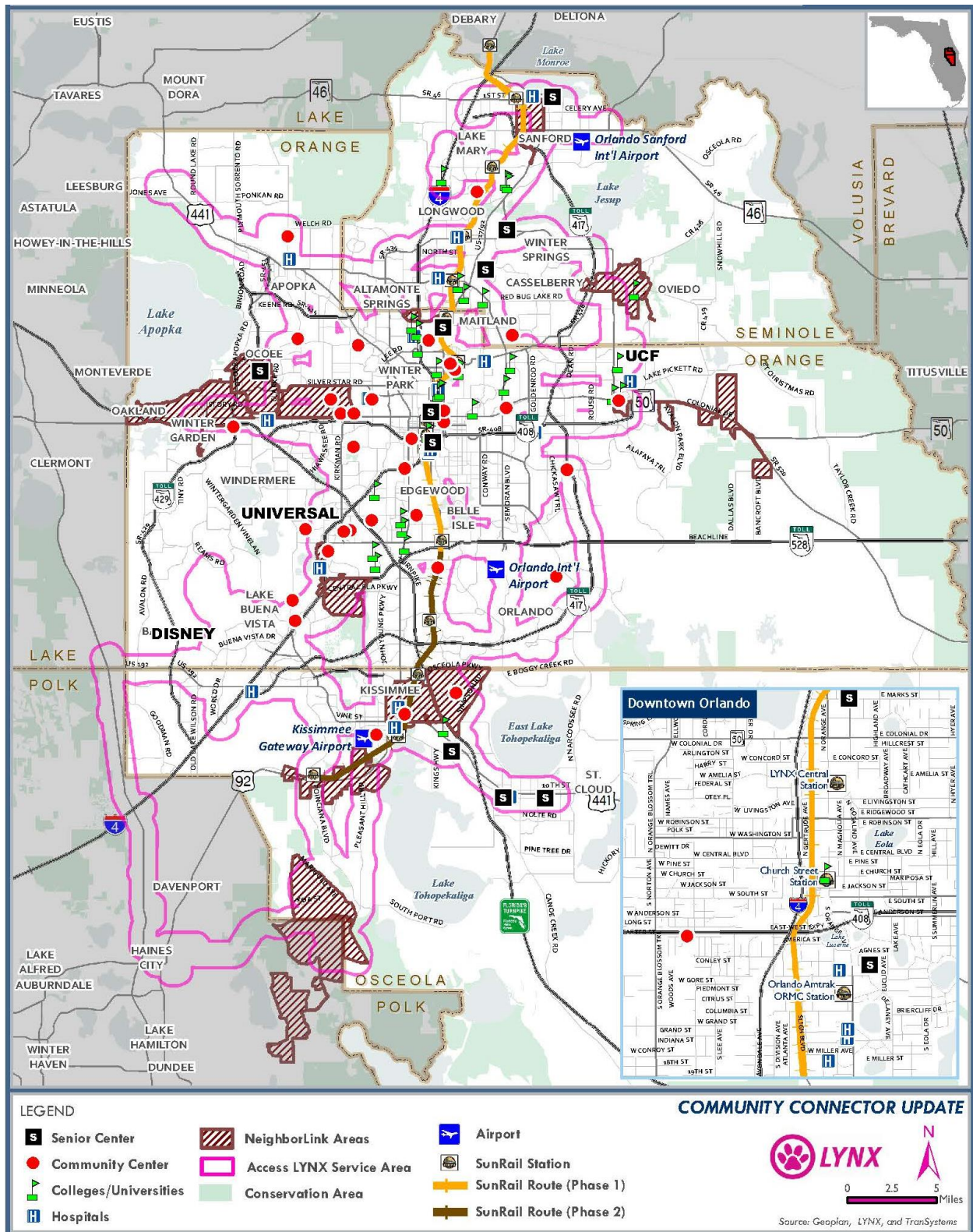




Figure 7: Activity Centers



**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.

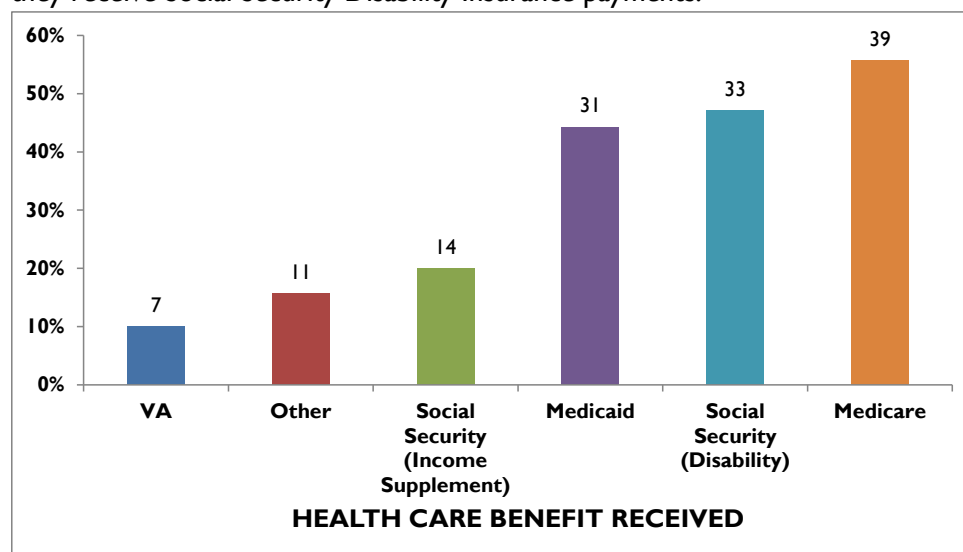
### **2. Summary of Responses**

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.



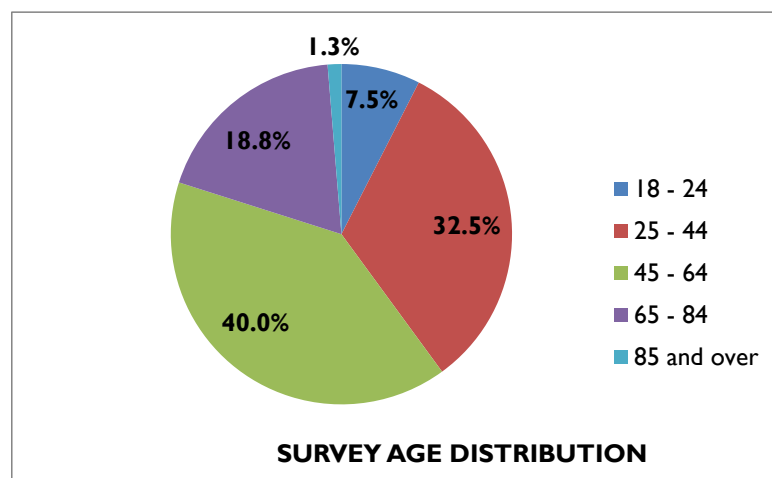
The first noteworthy finding was regarding receipt of transportation funding assistance from employers (Q #4). Of 78 recorded responses, approximately 90% indicated they received no funding assistance, including bus passes, vouchers, reimbursement, or a stipend. This lack of funding assistance may be 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.

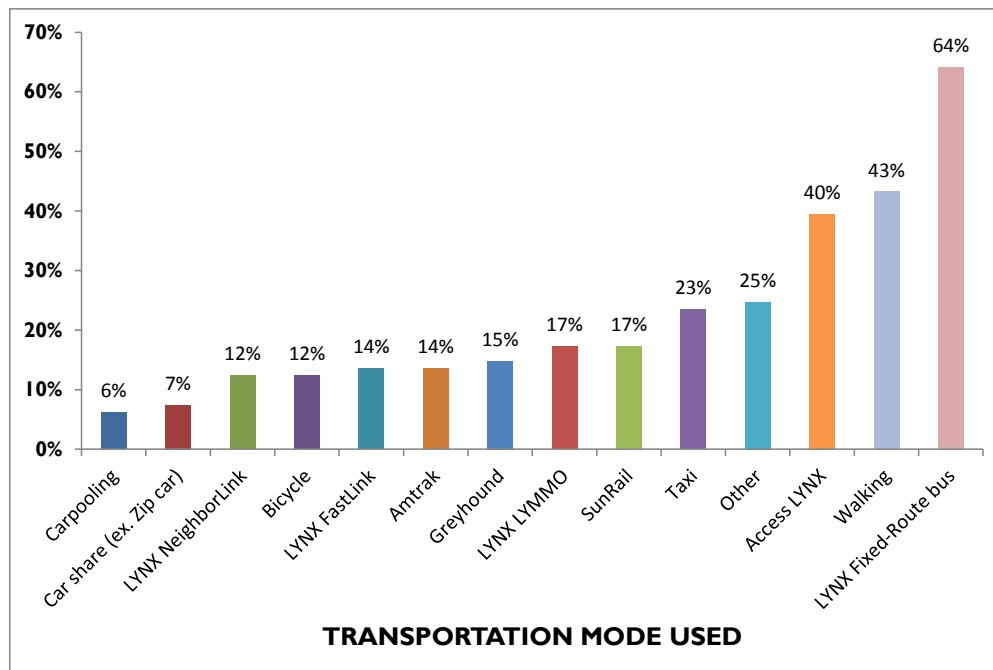


Eighty three percent of total respondents indicated they had some type of disability with almost 30% mobility impaired, 31% with a visual impairment, 25% with psychological or cognitive impairment, and 23% with a physical disability. Of those respondents noting they had a mobility impairment or a physical disability, 20% use a cane, 15% use a walker, and 14% use a wheelchair.

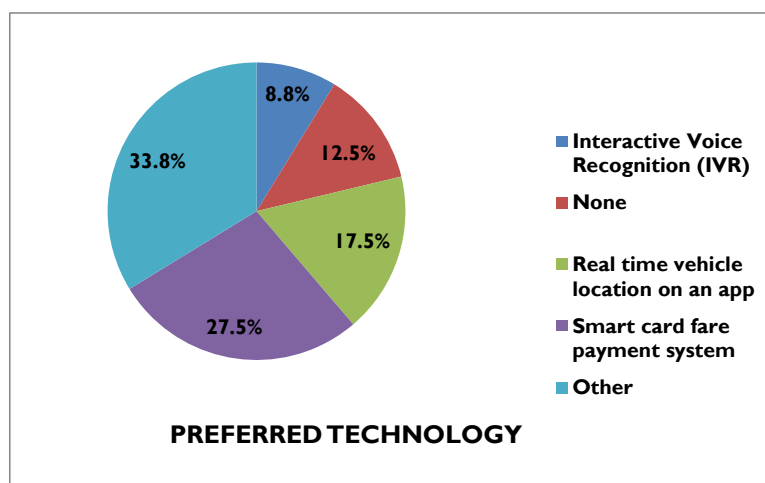
Of 80 recorded responses on Question #13, the age distribution showed that 40% of the respondents are aged 45 to 64, and 20% are aged 65 and older.



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.

### **I. 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

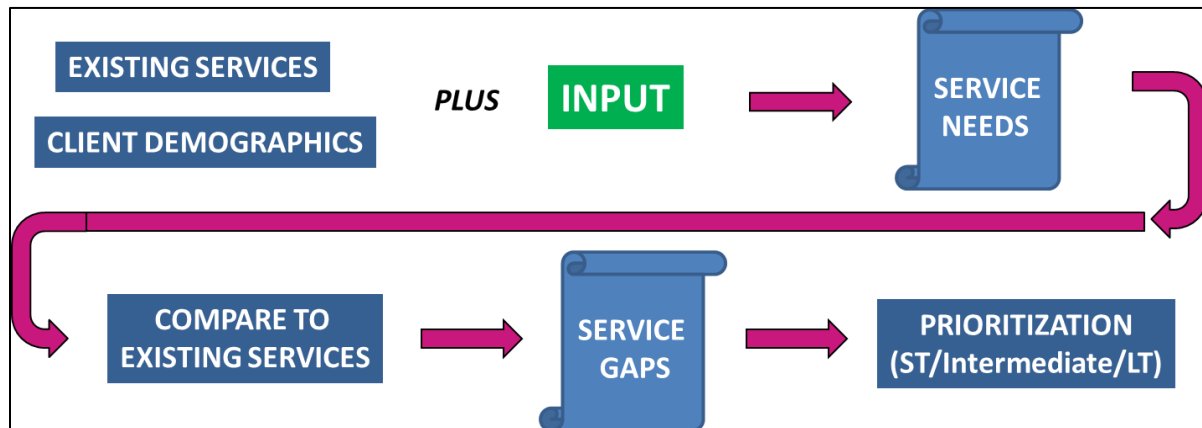
The public involvement activities associated with the 2016 CCP Update process included perspectives from not only the target audience of seniors and individuals with disabilities, but also from human resource agency providers, transportation providers, and advocacy groups. We identified specific central 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

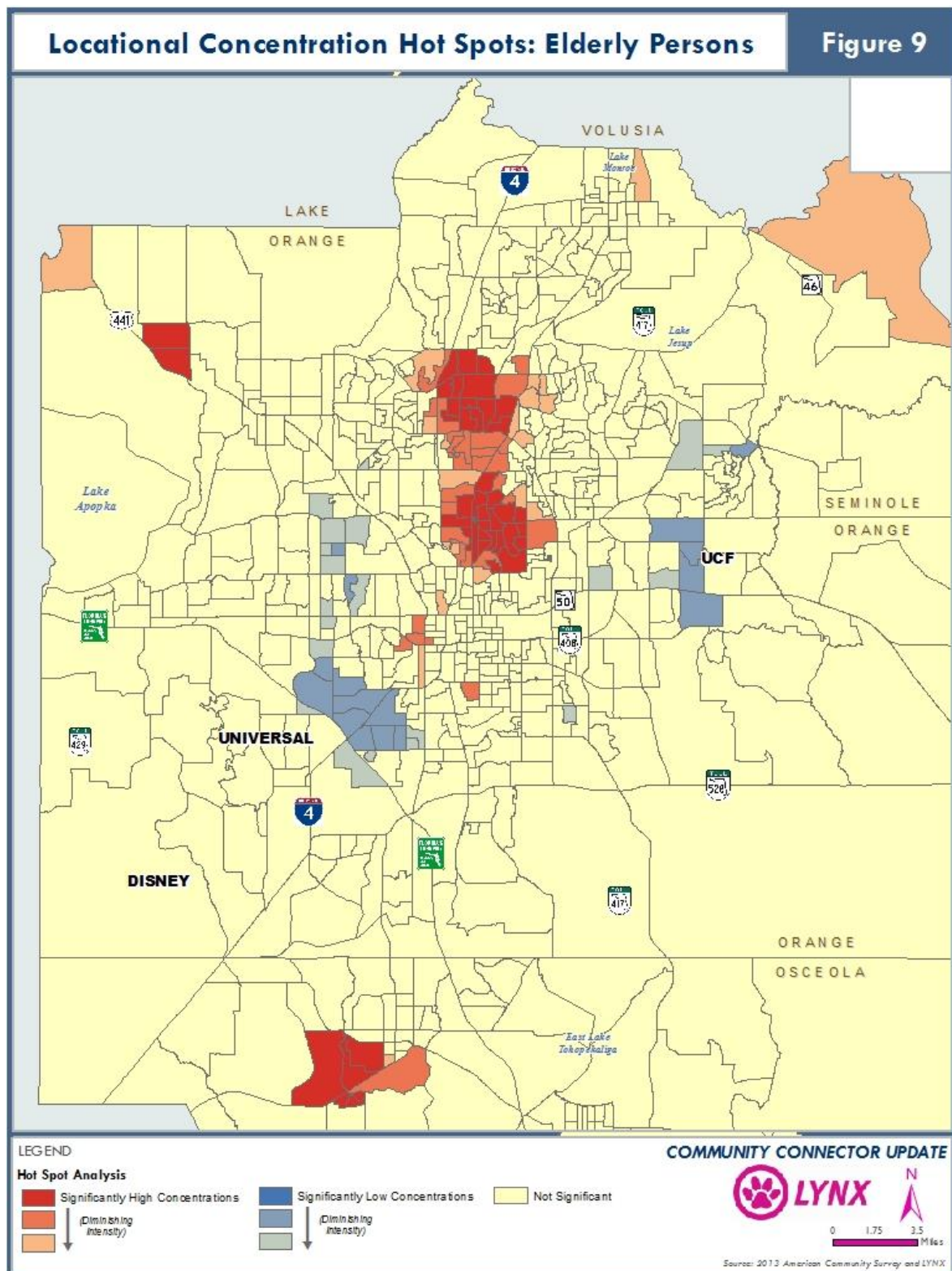
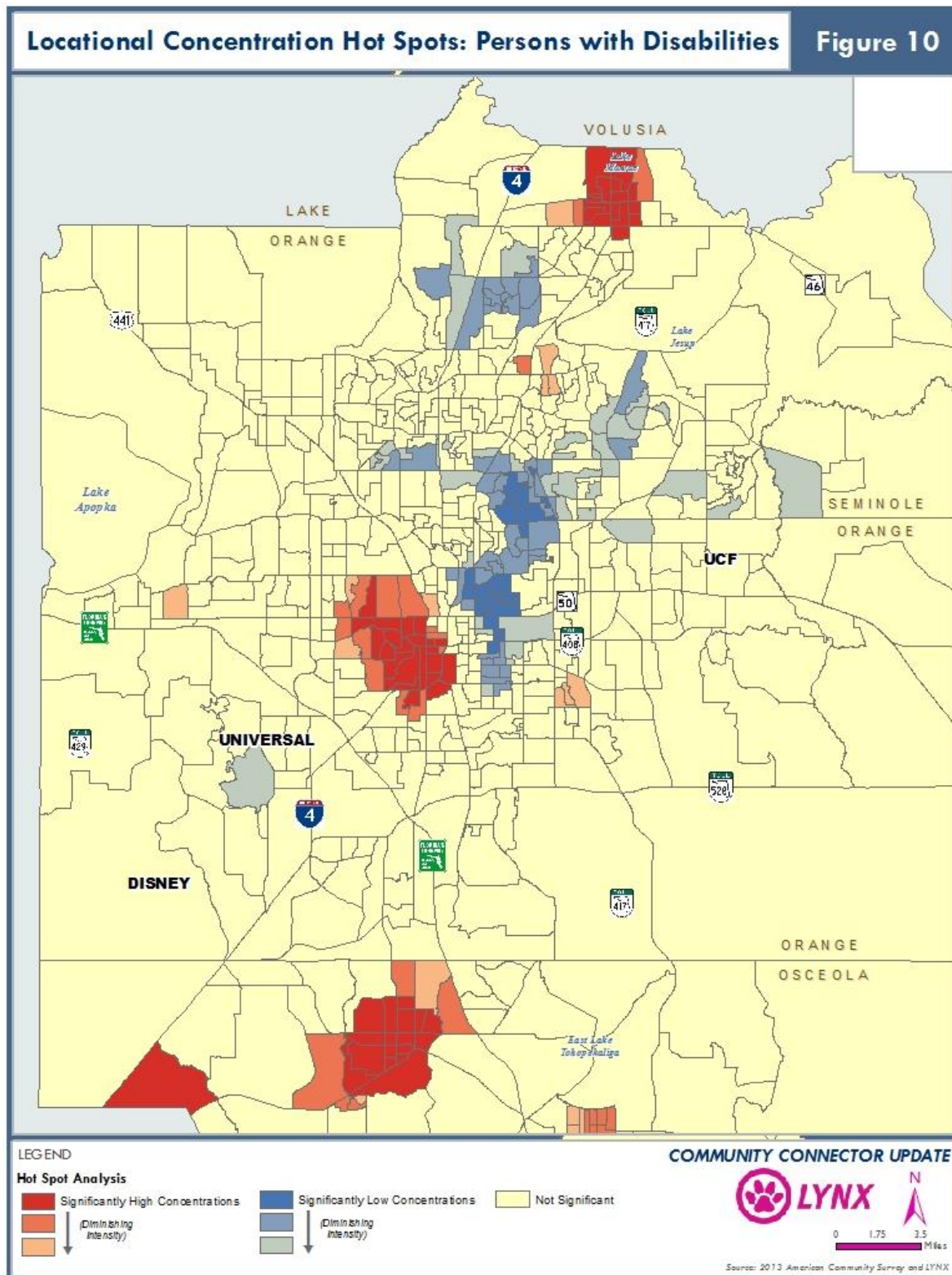


Figure 10 – Hot Spot Map – Persons with Disabilities





**Figure 11 – Hot Spot Map – Persons of Minority**

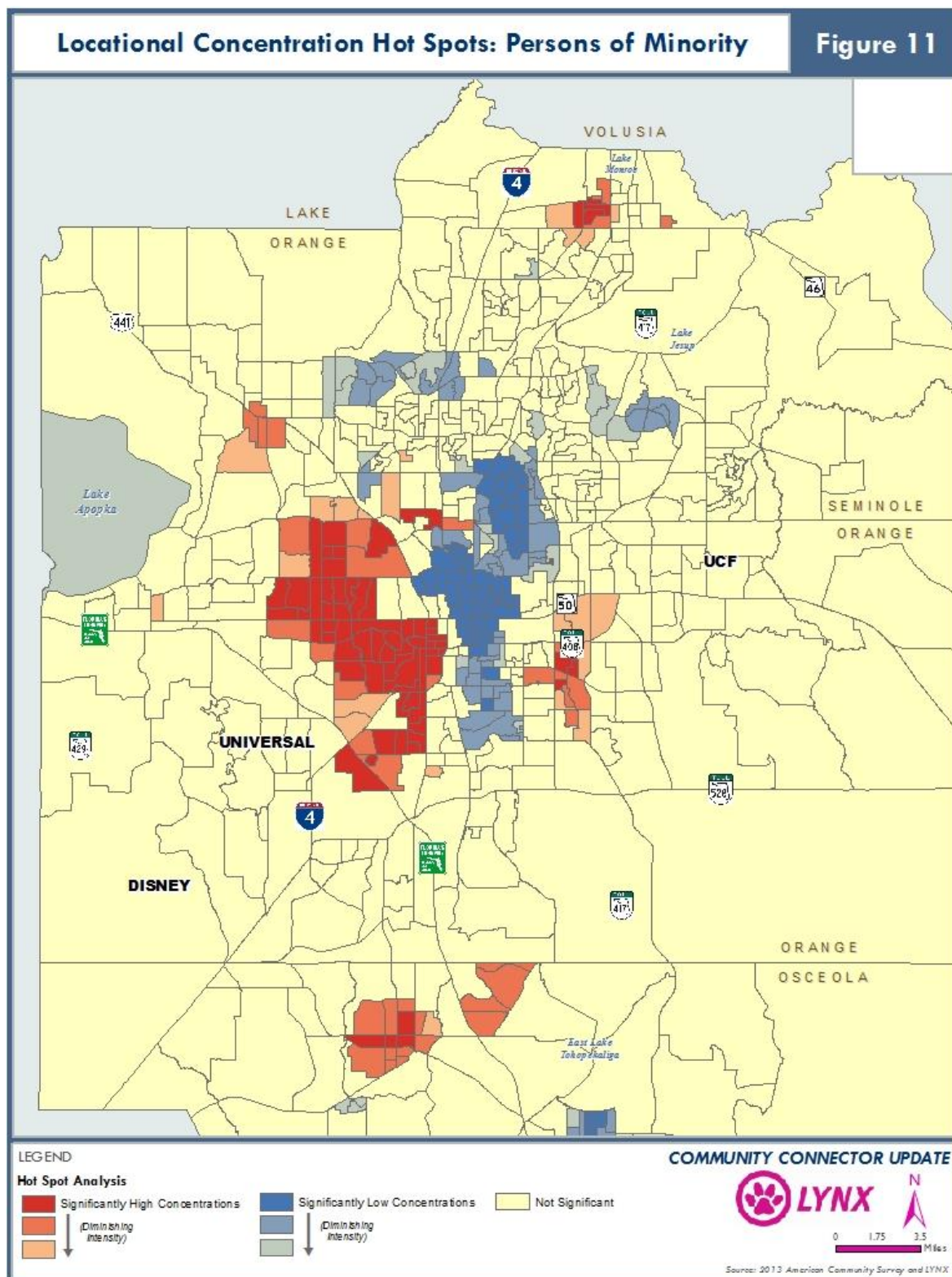
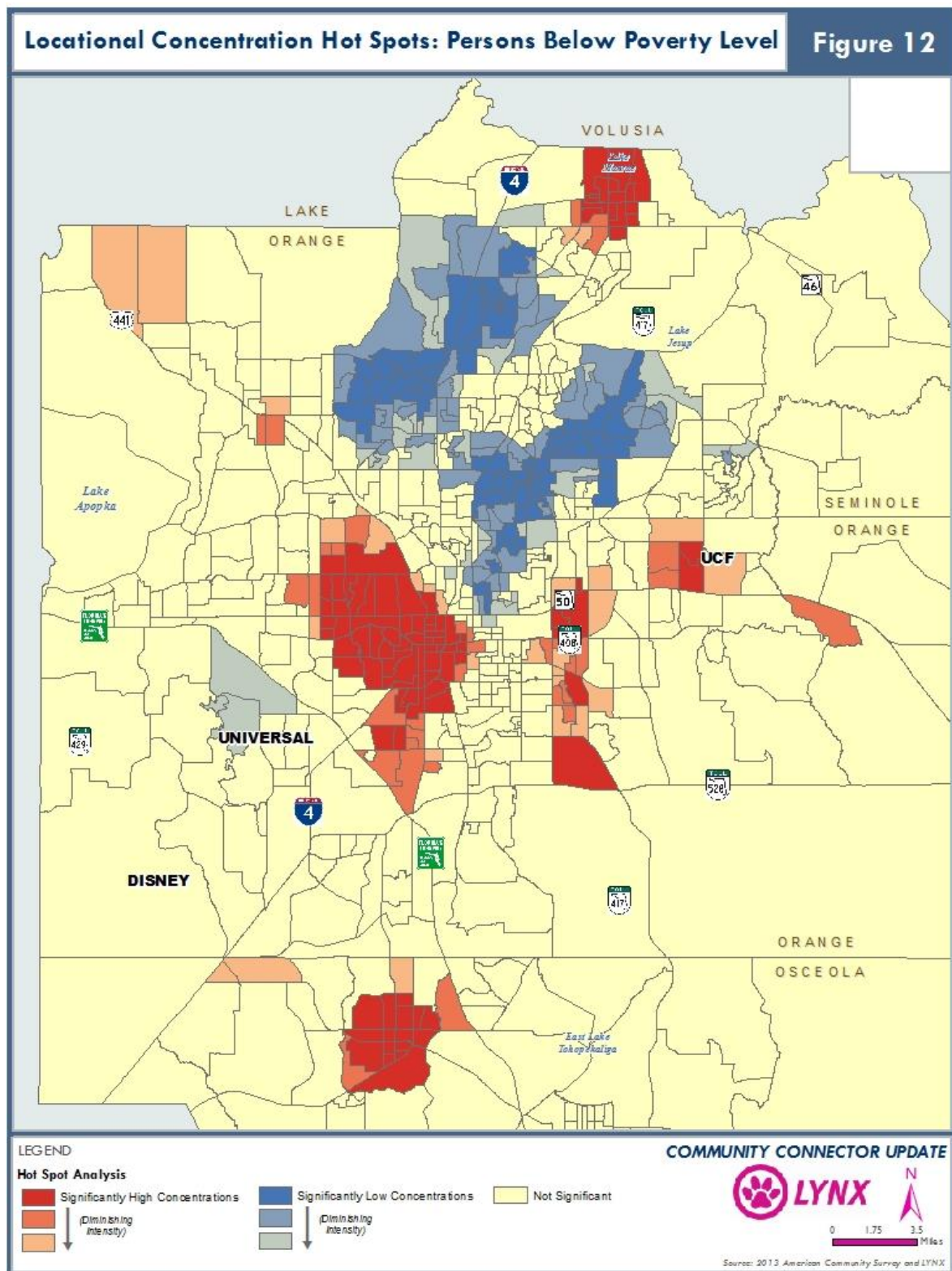


Figure 12 – Hot Spot Map – Persons Below Poverty Level



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.



**TAB 2**





## Quality Assurance Task Force

April 23, 2019

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### Review of FY 2019-2020 Rate Calculation Worksheet (Tab 2)

Each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model spreadsheet. The information put into the spreadsheet considers past, current, and projected costs and revenues associated with the area's transportation services.

The rate model spreadsheet is updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses.

The following is ACCESS LYNX's TD rates per trip for FY 2019-2020. At the request of the CTD, these rates do not include ADA expenses.

ACCESS LYNX TD RATES			
Type of Trip	FY 2018-19 Rates	FY 2019-20 Rates	Percentage Change
Ambulatory	\$32.15	\$38.81	21%+
Wheelchair	\$55.12	\$66.53	21%+

## Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4  
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services **TOTALLY** in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		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 <b>Contracted Services:</b> per <b>Passenger Mile</b> =			
per <b>Passenger Trip</b> =			
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).....   
..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

Do NOT  
Complete  
Section IV

### 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: 2019 - 2020					
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank	Leave Blank	0	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 9,345,013	= 6,634,957	+ 2,710,056	+ Leave Blank		
Rate per Passenger Mile =	\$2.76	\$4.74	\$0.00	\$0.00	\$0.00
			per passenger	per group	
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank	Leave Blank		
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 665,289	= 472,355	+ 192,934	+ Leave Blank		
Rate per Passenger Trip =	\$38.81	\$66.53	\$0.00	\$0.00	\$0.00
			per passenger	per group	
Combination Trip and Mile Rate					
Ambul	Wheel Chair	Stretcher	Group		
		Leave Blank	Leave Blank		\$0.00
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				\$0.00	
Rate per Passenger Mile for Balance =	\$2.76	\$4.74	\$0.00	\$0.00	\$0.00
			per passenger	per group	

Rate per Passenger Mile =

Rate per Passenger Trip =

#### Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group	
\$5.04	\$8.65	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$70.84	\$121.44	\$0.00	\$0.00	\$0.00
			per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA/LYNX  
**County** (Service Area): Orange, Osceola, and Seminole  
**Contact Person:** Norm Hickling  
**Phone #** 407-254-6169

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

#### NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"***

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</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	\$ 1,343,510	\$ 1,787,966	\$ 1,266,000	33.1%	-29.2%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 774,094	\$ 803,860	\$ 792,300	3.8%	-1.4%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services	\$ 8,864,204	\$ 8,045,799	\$ 13,832,488	-9.2%	71.9%	
County Cash	\$ 2,199,129	\$ 3,210,539	\$ 6,251,830	46.0%	94.7%	
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	\$ 3,698,529	\$ 4,833,368	\$ 4,902,000	30.7%	1.4%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)	\$ 406,560	\$ 280,208	\$ 324,000	-31.1%	15.6%	
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)	\$ 143,435	\$ 49,972	\$ 448	-65.2%	-99.1%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

Other DOT is Unified Planning Work Program funding provided for TD Planning services.

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2017 to Sept 30th of 2018	Current Year's APPROVED Budget, as amended from Oct 1st of 2018 to Sept 30th of 2019	Upcoming Year's PROPOSED Budget from Oct 1st of 2019 to Sept 30th of 2020	% 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

Fed. Operating Assistance - JARC, NFP	\$ 127,948	\$ 481,349	\$ 800,000	276.2%	66.2%	
Operating Assistance from Grants	\$ 2,960,647	\$ 2,949,999	\$ 3,000,000	-0.4%	1.7%	
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		\$ 6,815,535	\$ -			
---------------------------------------	--	--------------	------	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$20,518,056	\$29,258,595	\$31,169,066	42.6%	6.5%	

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 708,696	\$ 971,233	\$ 1,012,737	37.0%	4.3%	
Fringe Benefits	\$ 463,003	\$ 642,937	\$ 639,860	38.9%	-0.5%	
Services	\$ 601,700	\$ 407,000	\$ 472,047	-32.4%	16.0%	
Materials and Supplies	\$ 2,375,029	\$ 2,368,402	\$ 2,666,770	-0.3%	12.6%	
Utilities	\$ 35,624	\$ 23,000	\$ 29,120	-35.4%	26.6%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 23,951,087	\$ 24,582,080	\$ 26,197,992	2.6%	6.6%	
Other						
Miscellaneous	\$ 20,131	\$ 11,943	\$ 11,940	-40.7%	0.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 252,000	\$ 252,000	\$ 138,600	0.0%	-45.0%	
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						

ACTUAL YEAR LOSS	(\$7,889,214)					
Total Expenditures =	\$28,407,270	\$29,258,595	\$31,169,066	3.0%	6.5%	

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

# Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX  
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2018</b> to Sept 30th of <b>2019</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2019</b> to Sept 30th of <b>2020</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

Actual year **LOSSES** are shown as Balancing Revenue or Local Non-Government revenue.



# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2019
	to
	Sept 30th of
	2020
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$ 1,266,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 792,300
<b>Bus Pass Program Revenue</b>	\$ -

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ 13,832,488
County Cash	\$ 6,251,830
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	\$ 4,902,000
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ 324,000
<b>Bus Pass Program Revenue</b>	\$ -

### USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ 448
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

### DCF

Alcohol, 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>	\$ -

\$ 544,667	\$ 721,333	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ 792,300	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ 13,832,488	
\$ -	\$ 6,251,830	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ 4,902,000	\$ -	\$ -	\$ 544,667
\$ -	\$ -	\$ -	\$ -
\$ -	\$ -	\$ -	\$ -
\$ -	\$ 324,000	\$ -	\$ -
\$ -	\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	\$ -
\$ -	\$ 448	
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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.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

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>2019</b>
	to
	Sept 30th of
	<b>2020</b>
<b>1</b>	<b>2</b>

## APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## DJJ

DJJ	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Other Fed or State

0	\$ -
Fed. Operating Assistance - JARC, NFP	\$ 800,000
Operating Assistance from Grants	\$ 3,000,000
<b>Bus Pass Program Revenue</b>	\$ -

## Other Revenues

Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ -
---------------------------------------	------

**Total Revenues = \$ 31,169,066**

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 Subsidy Revenue <b>EXCLUDED</b> from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
<b>3</b>	<b>4</b>	<b>5</b>

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ 800,000	\$ 800,000	
\$ 3,000,000	\$ 3,000,000	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
------	------	--

**\$ 5,446,667 \$ 25,722,399 \$ -**

## EXPENDITURES (CTC/Operators ONLY)

### Operating Expenditures

Labor	\$ 1,012,737
Fringe Benefits	\$ 639,860
Services	\$ 472,047
Materials and Supplies	\$ 2,666,770
Utilities	\$ 29,120
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 26,197,992
Other	\$ -
Miscellaneous	\$ 11,940
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 138,600
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 = \$ 31,169,066**

minus EXCLUDED Subsidy Revenue = \$ 25,722,399

Budgeted Total Expenditures INCLUDED in

Rate Base = \$ 5,446,667

Rate Base Adjustment<sup>1</sup> = \$ 25,722,399

Adjusted Expenditures Included in Rate

Base = \$ 31,169,066

**\$ 25,722,399**

Amount of Budgeted  
Operating Rate  
Subsidy Revenue

### <sup>1</sup> Rate Base Adjustment Cell

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.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year:

**2017 - 2018**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

## 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 = 9,345,013

Rate Per Passenger Mile = \$ 3.34

Total Projected Passenger Trips = 665,289

Rate Per Passenger Trip = \$ 46.85

Fiscal Year

2019 - 2020

Avg. Passenger Trip Length = 14.0 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 6.09

Rate Per Passenger Trip = \$ 85.51

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

#### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead  
Operator training, and  
Vehicle maintenance testing, as well as  
School bus and charter services.

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**TAB 3**



**Metroplan 4.12.19****4/12/2019****Sorted by Bill Number**

<b>Bill</b>	<b>Title</b>	<b>Sponsor</b>	<b>Summary</b>	<b>Committee of Reference</b>	<b>Actions</b>
HB 5	Discretionary Sales Surtax	DiCeglie	Discretionary Sales Surtax: Requires two-thirds vote of certain county governing boards to authorize discretionary sales surtax; requires local government discretionary sales surtax referenda to be held on specified date; requires such referenda to be approved by specified percentage of voters for passage; revises requirements & procedures for discretionary sales surtax performance audits; requires OPPAGA, upon receiving certain notice, to procure certified public accountant for performance audit; requires supervisor of elections to verify petition signatures & retain signature forms in specified manner; provides that an initiative sponsor's failure to comply with specified requirements renders any referendum held void. Effective Date: on becoming a law	No Current Committee	2/13/2019 HOUSE Filed 2/20/2019 HOUSE Referred to Local, Federal & Veterans Affairs Subcommittee; Ways & Means Committee; State Affairs Committee 2/20/2019 HOUSE Now in Local, Federal & Veterans Affairs Subcommittee 3/1/2019 HOUSE On Committee agenda - Local, Federal & Veterans Affairs Subcommittee, 03/05/19, 1:00 pm, 12 H - PCS 3/5/2019 HOUSE Favorable with CS by Local, Federal & Veterans Affairs Subcommittee; 9 Yeas, 3 Nays 3/7/2019 Bill to be Discussed During the Office of EDR's Revenue Estimating Impact Conference, 03/08/19, 1:00 pm, 117 K (No Votes Will Be Taken) 3/7/2019 HOUSE Committee Substitute Text (C1) Filed 3/7/2019 HOUSE Now in Ways & Means Committee 3/8/2019 HOUSE On Committee agenda - Ways & Means Committee, 03/12/19,

HB 45	Use of Wireless Communications Devices While Driving	Slosberg	Use of Wireless Communications Devices While Driving: Revises short title & legislative intent; prohibits operation of motor vehicle while holding or touching wireless communications device; provides exceptions; requires law enforcement officer to record certain information on citation; requires law enforcement agencies to provide such information to DHSMV; requires report to Governor & Legislature; removes requirement that enforcement be accomplished only as secondary action. Effective Date: October 1, 2019	No Current Committee	11/26/2018 HOUSE Filed 1/3/2019 HOUSE Referred to Transportation & Infrastructure Subcommittee; Transportation & Tourism Appropriations Subcommittee; State Affairs Committee 1/3/2019 HOUSE Now in Transportation & Infrastructure Subcommittee 1/10/2019 HOUSE Withdrawn prior to introduction
SB 68	Transportation Disadvantaged	Book	Transportation Disadvantaged; Requiring community transportation coordinators, in cooperation with the coordinating board, to plan for and use any available and cost-effective regional fare payment systems that enhance cross-county mobility for specified purposes for the transportation disadvantaged; requiring each coordinating board to evaluate multicounty or regional transportation opportunities to include any available regional fare payment systems that enhance cross-county mobility for specified purposes for the transportation disadvantaged, etc. Effective Date: 7/1/2019	Infrastructure and Security	11/20/2018 SENATE Filed 12/13/2018 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations

HB 71	Traffic Offenses	McClain	Traffic Offenses: Provides criminal penalties for person who commits moving violation that causes serious bodily injury to or death of vulnerable road user; requires person to pay specified fine, serve minimum period of house arrest, & attend driver improvement course; requires court to revoke person's driver license for minimum specified period; defines "vulnerable road user". Effective Date: July 1, 2019	Transportation & Infrastructure Subcommittee	12/4/2018 HOUSE Filed 1/3/2019 HOUSE Referred to Transportation & Infrastructure Subcommittee; Criminal Justice Subcommittee; State Affairs Committee 1/3/2019 HOUSE Now in Transportation & Infrastructure Subcommittee 2/26/2019 Bill to be Discussed During the Office of EDR's Criminal Justice Impact Conference, 02/27/19, 1:30 pm, 117 K (No Votes Will Be Taken)
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HB 75	Expanded Uses of Unmanned Aircraft	Yarborough	Expanded Uses of Unmanned Aircraft: Permits use of drones by law enforcement agencies & other specified entities for specified purposes. Effective Date: July 1, 2019	No Current Committee	<p>12/4/2018 HOUSE Filed</p> <p>1/3/2019 HOUSE Now in Criminal Justice Subcommittee</p> <p>1/3/2019 HOUSE Referred to Criminal Justice Subcommittee; State Affairs Committee; Judiciary Committee</p> <p>1/30/2019 HOUSE On Committee agenda - Criminal Justice Subcommittee, 02/06/19, 9:00 am, 404 H</p> <p>2/6/2019 HOUSE Favorable by Criminal Justice Subcommittee; 14 Yeas, 1 Nay</p> <p>2/6/2019 HOUSE Now in State Affairs Committee</p> <p>2/12/2019 HOUSE On Committee agenda - State Affairs Committee, 02/19/19, 3:00 pm, 17 H</p> <p>2/19/2019 HOUSE Favorable with CS by State Affairs Committee; 22 Yeas, 0 Nays</p> <p>2/20/2019 HOUSE Committee Substitute Text (C1) Filed</p> <p>2/25/2019 HOUSE Now in Judiciary Committee</p> <p>3/5/2019 HOUSE On Committee agenda - Judiciary Committee, 03/07/19, 3:00 pm, 404 H</p>
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SB 76	Texting While Driving	Simpson	Texting While Driving; Authorizing law enforcement officers, during a specified timeframe, to stop motor vehicles to issue verbal or written warnings to persons who are texting while driving; authorizing law enforcement officers, after a specified date, to stop motor vehicles and issue citations to persons who are texting while driving; authorizing participation in a distracted driving safety program in lieu of the specified penalties for first-time offenders; deleting a provision requiring that enforcement be accomplished only as a secondary action, etc. Effective Date: Except as otherwise expressly provided in this act, this act shall take effect July 1, 2019	Rules	11/20/2018 SENATE Filed 12/13/2018 SENATE Referred to Infrastructure and Security; Innovation, Industry, and Technology; Judiciary; Rules 2/12/2019 SENATE On Committee agenda - Infrastructure and Security, 02/19/19, 4:30 pm, 110 S 2/19/2019 SENATE Favorable with CS by Infrastructure and Security; 8 Yeas, 0 Nays 2/21/2019 SENATE Committee Substitute Text (C1) Filed 2/22/2019 SENATE Now in Innovation, Industry, and Technology 3/1/2019 SENATE On Committee agenda - Innovation, Industry, and Technology, 03/06/19, 10:30 am, 110 S 3/6/2019 SENATE Favorable with CS by Innovation, Industry, and Technology; 9 Yeas, 0 Nays 3/7/2019 SENATE Committee Substitute Text (C2) Filed 3/8/2019 SENATE Now in Judiciary 3/20/2019 SENATE On
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HB 107	Texting While Driving	Toledo	Texting While Driving: Requires law enforcement officer to inform motor vehicle operator of certain rights; prohibits certain actions by officer; requires officer to record race & ethnicity of violator when issuing citation; requires law enforcement agencies to report such information to DHSMV; requires DHSMV to annually report certain data to Governor & Legislature; removes requirement that enforcement be accomplished as secondary action. Effective Date: July 1, 2019	No Current Committee	12/17/2018 HOUSE Filed 1/3/2019 HOUSE Referred to Transportation & Infrastructure Subcommittee; Appropriations Committee; State Affairs Committee 1/3/2019 HOUSE Now in Transportation & Infrastructure Subcommittee 3/22/2019 HOUSE On Committee agenda - Transportation & Infrastructure Subcommittee, 03/26/19, 12:00 pm, 102 H - PCS 3/26/2019 HOUSE Favorable with CS by Transportation & Infrastructure Subcommittee; 13 Yeas, 0 Nays 3/27/2019 HOUSE Committee Substitute Text (C1) Filed 3/28/2019 HOUSE Reference to Appropriations Committee removed; Remaining reference State Affairs Committee 3/28/2019 HOUSE Now in State Affairs Committee 4/2/2019 HOUSE On Committee agenda - State Affairs Committee, 04/04/19, 8:00 am, 17 H 4/4/2019 HOUSE Favorable by
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SB 116	Motor Vehicle Racing	Stewart	Motor Vehicle Racing; Increasing the criminal penalty for a third or subsequent violation related to motor vehicle racing within a specified period after the date of a prior violation that resulted in a conviction, etc. Effective Date: 10/1/2019	Rules	<p>11/30/2018 SENATE Filed</p> <p>1/10/2019 SENATE Referred to Infrastructure and Security; Criminal Justice; Judiciary; Rules</p> <p>2/12/2019 SENATE On Committee agenda - Infrastructure and Security, 02/19/19, 4:30 pm, 110 S</p> <p>2/19/2019 SENATE Favorable by Infrastructure and Security; 8 Yeas, 0 Nays</p> <p>2/20/2019 SENATE Now in Criminal Justice</p> <p>2/25/2019 SENATE On Committee agenda - Criminal Justice, 03/04/19, 1:00 pm, 37 S</p> <p>2/26/2019 Bill to be Discussed During the Office of EDR's Criminal Justice Impact Conference, 02/27/19, 1:30 pm, 117 K (No Votes Will Be Taken)</p> <p>3/4/2019 SENATE Favorable by Criminal Justice; 5 Yeas, 0 Nays</p> <p>3/5/2019 SENATE Now in Judiciary</p> <p>3/13/2019 SENATE On Committee agenda - Judiciary,</p>
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SB 132	Drones	Rouson	Drones; Defining the terms dangerous or deadly weapon and large-scale event; authorizing the use of a drone by a law enforcement agency to prepare for or monitor safety and security at a large-scale event; prohibiting a law enforcement agency using a drone in an authorized manner from equipping it with specified attachments or using it to fire projectiles, etc. Effective Date: 7/1/2019	Infrastructure and Security	12/6/2018 SENATE Filed 1/10/2019 SENATE Referred to Criminal Justice; Infrastructure and Security; Rules 2/4/2019 SENATE On Committee agenda - Criminal Justice, 02/11/19, 2:30 pm, 37 S 2/11/2019 SENATE Favorable with CS by Criminal Justice; 5 Yeas, 0 Nays 2/12/2019 SENATE Committee Substitute Text (C1) Filed 2/13/2019 SENATE Now in Infrastructure and Security
SB 158	Traffic Offenses	Baxley	Traffic Offenses; Citing this act as the "Vulnerable Road User Act"; providing criminal penalties for a person who commits a moving violation that causes serious bodily injury to, or causes the death of, a vulnerable road user; requiring that the person pay a specified fine, serve a minimum period of house arrest, and attend a driver improvement course; requiring that the court revoke the persons driver license for a minimum specified period, etc. Effective Date: 7/1/2019	Infrastructure and Security	12/14/2018 SENATE Filed 1/10/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Criminal and Civil Justice; Appropriations 2/26/2019 Bill to be Discussed During the Office of EDR's Criminal Justice Impact Conference, 02/27/19, 1:30 pm, 117 K (No Votes Will Be Taken)

SB 306	Traffic Infraction Detectors	Brandes	Traffic Infraction Detectors; Repealing provisions relating to the installation and use of traffic infraction detectors to enforce specified provisions when a driver fails to stop at a traffic signal, provisions that authorize the Department of Highway Safety and Motor Vehicles, a county, or a municipality to use such detectors, and the distribution of penalties collected for specified violations; amending provisions relating to distribution of proceeds, enforcement by traffic infraction enforcement officers using such detectors, procedures for disposition of citations, preemption of additional fees or surcharges, compliance, amount of penalties, registration and renewal of license plates, and points assessed for certain violations, to conform provisions to changes made by the act, etc. Effective Date: 7/1/2019	No Current Committee	1/11/2019 SENATE Filed 1/23/2019 Bill to be Discussed During the Office of EDR's Revenue Estimating Impact Conference, 01/24/19, 3:30 pm, 117 K (No Votes Will Be Taken) 1/25/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations 1/31/2019 SENATE Withdrawn from Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations 1/31/2019 SENATE Withdrawn prior to introduction
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HB 311	Autonomous Vehicles	Fischer	Autonomous Vehicles: Exempts autonomous vehicles & operators from certain prohibitions; provides that human operator is not required to operate fully autonomous vehicle; authorizes fully autonomous vehicle to operate regardless of presence of human operator; provides that automated driving system is deemed operator of autonomous vehicle operating with system engaged; authorizes Florida Turnpike Enterprise to fund & operate test facilities; provides requirements for operation of on-demand autonomous vehicle networks; revises registration requirements for autonomous vehicles. Effective Date: July 1, 2019	No Current Committee	1/17/2019 HOUSE Filed 1/23/2019 HOUSE Referred to Transportation & Infrastructure Subcommittee; Transportation & Tourism Appropriations Subcommittee; State Affairs Committee 1/23/2019 HOUSE Now in Transportation & Infrastructure Subcommittee 3/4/2019 HOUSE On Committee agenda - Transportation & Infrastructure Subcommittee, 03/06/19, 3:00 pm, 102 H 3/6/2019 HOUSE Favorable by Transportation & Infrastructure Subcommittee; 14 Yeas, 0 Nays 3/6/2019 HOUSE Now in Transportation & Tourism Appropriations Subcommittee 3/15/2019 HOUSE On Committee agenda - Transportation & Tourism Appropriations Subcommittee, 03/19/19, 8:00 am, 102 H 3/19/2019 HOUSE Favorable by Transportation & Tourism Appropriations Subcommittee; 9 Yeas, 0 Nays
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SB 336	Local Tax Referenda	Brandes	Local Tax Referenda; Providing that a referendum to adopt or amend a local discretionary sales surtax must be held at a general election, etc. Effective Date: 7/1/2019	Rules	1/15/2019 SENATE Filed 1/25/2019 SENATE Referred to Ethics and Elections; Finance and Tax; Rules 2/4/2019 SENATE On Committee agenda - Ethics and Elections, 02/13/19, 1:30 pm, 412 K 2/13/2019 SENATE Favorable by Ethics and Election; 5 Yeas, 2 Nays 2/13/2019 SENATE Now in Finance and Tax 2/21/2019 Bill to be Discussed During the Office of EDR's Revenue Estimating Impact Conference, 02/22/19, 1:30 pm, 117 K (No Votes Will Be Taken) 3/15/2019 SENATE On Committee agenda - Finance and Tax, 03/20/19, 1:30 pm, 401 S 3/20/2019 SENATE Favorable with CS by Finance and Tax; 6 Yeas, 2 Nays 3/21/2019 SENATE Committee Substitute Text (C1) Filed 3/25/2019 SENATE Now in Rules
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SB 350	Affordable Housing	Hutson	Affordable Housing; Authorizing local governments to provide exceptions or waivers for impact fees for affordable housing developments; revising the criteria used by a review committee when evaluating and selecting specified applications for state apartment incentive loans; creating the Community Workforce Housing Loan Program in the place of the Community Workforce Housing Innovation Pilot Program to provide workforce housing for essential services personnel affected by the high cost of housing, etc. Effective Date: 7/1/2019	Infrastructure and Security	1/16/2019 SENATE Filed 1/25/2019 SENATE Referred to Community Affairs; Infrastructure and Security; Appropriations 2/28/2019 SENATE On Committee agenda - Community Affairs, 03/05/19, 2:30 pm, 301 S 3/5/2019 SENATE Favorable with CS by Community Affairs; 5 Yeas, 0 Nays 3/7/2019 SENATE Committee Substitute Text (C1) Filed 3/7/2019 SENATE Now in Infrastructure and Security
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HB 385	Transportation	Avila	Transportation: Requires certain authority or agency members to comply with financial disclosure requirements; revises authorized uses of certain surtaxes; revives Pilot Rebuilt motor vehicle inspection program; revises provisions relating to DOT design plan approval, transportation project programs, toll collection & use, & M.P.O. membership; repeals Florida Expressway Authority Act & Osceola County Expressway Authority Law; creates Greater Miami Expressway Agency Act. Effective Date: July 1, 2019	No Current Committee	1/22/2019 HOUSE Filed 1/30/2019 HOUSE Referred to Transportation & Infrastructure Subcommittee; Ways & Means Committee; State Affairs Committee 1/30/2019 HOUSE Now in Transportation & Infrastructure Subcommittee 1/30/2019 Bill to be Discussed During the Office of EDR's Revenue Estimating Impact Conference, 02/01/19, 9:00 am, 117 K (No Votes Will Be Taken) 2/6/2019 HOUSE On Committee agenda - Transportation & Infrastructure Subcommittee, 02/13/19, 1:30 pm, 102 H 2/13/2019 HOUSE Favorable with CS by Transportation & Infrastructure Subcommittee; 15 Yeas, 0 Nays 2/18/2019 HOUSE Committee Substitute Text (C1) Filed 2/20/2019 HOUSE Now in Ways & Means Committee 3/4/2019 HOUSE On Committee agenda - Ways & Means Committee; 03/06/19,
HB 481	Opportunity Zones	Omphroy	Opportunity Zones: Revives & renames Florida Enterprise Act as Florida Opportunity Act; revives & amends substantive procedures formerly related to enterprise zones; defines "opportunity zone"; provides mechanisms for opportunity zones to receive specified state incentives. Effective Date: July 1, 2019	Workforce Development & Tourism Subcommittee	1/22/2019 HOUSE Filed 1/30/2019 HOUSE Referred to Workforce Development & Tourism Subcommittee; Ways & Means Committee; Commerce Committee 1/30/2019 HOUSE Now in Workforce Development & Tourism Subcommittee

SB 622	Traffic Infraction Detectors	Brandes	Traffic Infraction Detectors; Repealing provisions relating to the installation and use of traffic infraction detectors to enforce specified provisions when a driver fails to stop at a traffic signal, provisions that authorize the Department of Highway Safety and Motor Vehicles, a county, or a municipality to use such detectors, and the distribution of penalties collected for specified violations; repealing provisions relating to the authorization to use traffic infraction detectors, etc. Effective Date: 7/1/2022	Infrastructure and Security	1/30/2019 SENATE Filed 2/15/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations 3/28/2019 SENATE On Committee agenda - Infrastructure and Security, 04/02/19, 2:00 p.m., 110 S 4/2/2019 SENATE Temporarily Postponed by Infrastructure and Security 4/4/2019 SENATE On Committee agenda - Infrastructure and Security, 04/09/19, 10:00 am, 110 S 4/9/2019 SENATE Temporarily Postponed by Infrastructure and Security
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SB 660	Transportation	Brandes	Transportation; Requiring the Department of Transportation to consist of a central office that establishes policies and procedures and districts that carry out projects as authorized or required under the policies and procedures of the central office; prohibiting the driver of any vehicle from following another vehicle more closely than is reasonable and prudent given certain circumstances; revising the number of times that certain persons may elect to attend a basic driver improvement course; providing requirements, beginning on a specified date, for license plates, cab cards, and validation stickers for vehicles registered in accordance with the International Registration Plan; directing the department to implement protocols for issuing an optional electronic credential and to procure a related technology system, etc. Effective Date: Except as otherwise expressly provided in this act and except for this section, which shall take effect upon this act becoming a law, this act shall take effect October 1, 2019	Infrastructure and Security	2/1/2019 SENATE Filed 2/15/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations
HB 793	Discretionary Sales Surtaxes	Stone	Discretionary Sales Surtaxes: Excludes small county surtax from inclusion in calculation of rate cap applicable to local governments levying specified surtaxes; authorizes specified local governments to use local government infrastructure surtaxes for operating purposes if certain conditions are met; requires reduction in budget for ad valorem tax levies; authorizes adjustment to budget for ad valorem tax levy to compensate for reduction in state sales tax base; excludes local government infrastructure surtax rate from inclusion in calculation of rate cap applicable to local governments levying specified surtaxes. Effective Date: July 1, 2019	Local, Federal & Veterans Affairs Subcommittee	2/13/2019 HOUSE Filed 2/20/2019 HOUSE Referred to Local, Federal & Veterans Affairs Subcommittee; Ways & Means Committee; State Affairs Committee 2/20/2019 HOUSE Now in Local, Federal & Veterans Affairs Subcommittee 3/12/2019 Bill to be Discussed During the Office of EDR's Revenue Estimating Impact Conference, 03/15/19, 1:30 pm, 117 K (No Votes Will Be Taken)

SB 898	Transportation	Diaz	Transportation; Revising the authorized uses of proceeds from charter county and regional transportation system surtaxes; revising the preservation goals of the Department of Transportation to include ensuring that all work on the State Highway System meets department standards; requiring the department to approve design plans for all transportation projects relating to department-owned rights-of-way under certain circumstances; prohibiting the department from using toll revenues from high-occupancy toll lanes or express lanes to offset certain funding, etc. Effective Date: Except as otherwise expressly provided in this act, this act shall take effect July 1, 2019	Appropriations	2/8/2019 SENATE Filed 2/19/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations 3/7/2019 SENATE On Committee agenda - Infrastructure and Security, 03/12/19, 4:00 pm, 110 S 3/12/2019 SENATE Favorable with CS by Infrastructure and Security; 7 Yeas, 1 Nay 3/14/2019 SENATE Committee Substitute Text (C1) Filed 3/14/2019 SENATE Now in Appropriations Subcommittee on Transportation, Tourism, and Economic Development 4/1/2019 SENATE On Committee agenda - Appropriations Subcommittee on Transportation, Tourism, and Economic Development, 04/04/19, 12:30 pm, 110 S 4/4/2019 SENATE Subcommittee Recommendation: Favorable with CS by Appropriations Subcommittee on
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SB 932	Autonomous Vehicles	Brandes	Autonomous Vehicles; Authorizing the Department of Transportation, in consultation with the Department of Highway Safety and Motor Vehicles, to conduct pilot or demonstration programs to explore the efficient implementation of innovative transportation technologies; authorizing the Florida Turnpike Enterprise to enter into one or more agreements to fund, construct, and operate facilities for the advancement of autonomous and connected innovative transportation technologies for certain purposes; exempting a vehicle being operated with the automated driving system engaged from a prohibition on the active display of television or video; exempting a motor vehicle operator who is operating an autonomous vehicle from a prohibition on the use of wireless communications devices, etc. Effective Date: 7/1/2019	Appropriations	2/11/2019 SENATE Filed 2/19/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations 3/15/2019 SENATE On Committee agenda - Infrastructure and Security, 03/20/19, 4:00 pm, 110 S 3/20/2019 SENATE Favorable with CS by Infrastructure and Security; 8 Yeas, 0 Nays 3/22/2019 SENATE Committee Substitute Text (C1) Filed 3/25/2019 SENATE Now in Appropriations Subcommittee on Transportation, Tourism, and Economic Development 4/1/2019 SENATE On Committee agenda - Appropriations Subcommittee on Transportation, Tourism, and Economic Development, 04/04/19, 12:30 pm, 110 S 4/4/2019 SENATE Subcommittee Recommendation: Favorable with CS by Appropriations Subcommittee on
SB 1404	Fuel Taxes	Mayfield	Fuel Taxes; Requiring a specified percentage of certain state motor and diesel fuel taxes to be transferred to the Florida Forever Trust Fund; authorizing county and municipal governments to use certain local option motor and diesel fuel taxes to build, operate, and maintain stormwater systems, etc. Effective Date: 7/1/2019	No Current Committee	2/26/2019 SENATE Filed 2/26/2019 SENATE Withdrawn prior to introduction

SB 1406	Expressway Tolls	Flores	Expressway Tolls; Prohibiting a person operating a motor vehicle on an expressway from being charged a toll if the average speed of traffic on the expressway falls below 40 miles per hour; defining the term expressway, etc. Effective Date: 7/1/2019	Infrastructure and Security	2/26/2019 SENATE Filed 3/4/2019 SENATE Referred to Infrastructure and Security; Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations
HB 3453	Quiet Zones SunRail Southern Expansion	Cortes	Quiet Zones SunRail Southern Expansion: Provides an appropriation for the Quiet Zones SunRail Southern Expansion. Effective Date: July 1, 2019	Transportation & Tourism Appropriations Subcommittee	2/11/2019 HOUSE Filed 2/13/2019 HOUSE Referred to Transportation & Tourism Appropriations Subcommittee; Appropriations Committee 2/13/2019 HOUSE Now in Transportation & Tourism Appropriations Subcommittee

HB 6003	Traffic Infraction Detectors	Sabatini	Traffic Infraction Detectors: Repeals provisions relating to Mark Wandall Traffic Safety Program & authorization to use traffic infraction detectors; repeals provisions relating to distribution of penalties, transitional implementation, & placement & installation; conforms cross-references & provisions to changes made by act. Effective Date: July 1, 2022	Appropriations Committee	12/20/2018 HOUSE Filed 1/9/2019 HOUSE Referred to Transportation & Infrastructure Subcommittee; Appropriations Committee; State Affairs Committee 1/9/2019 HOUSE Now in Transportation & Infrastructure Subcommittee 1/16/2019 HOUSE On Committee agenda - Transportation & Infrastructure Subcommittee, 01/23/19, 1:30 pm, 102 H 1/23/2019 Bill to be Discussed During the Office of EDR's Revenue Estimating Impact Conference, 01/24/19, 3:30 pm, 117 K (No Votes Will Be Taken) 1/23/2019 HOUSE Favorable by Transportation & Infrastructure Subcommittee; 12 Yeas, 1 Nay 1/23/2019 HOUSE Now in Appropriations Committee
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SB 7068	Transportation	Infrastructure and Security	<p>Transportation; Creating the Multi-use Corridors of Regional Economic Significance Program within the Department of Transportation; specifying that projects undertaken in the corridors are tolled facilities and certain approved turnpike projects, and are considered as Strategic Intermodal System facilities; requiring the department to identify certain opportunities to accommodate or co-locate multiple types of infrastructure-addressing issues during the project development phase, etc.</p> <p>Effective Date: Except as otherwise provided, this act shall take effect July 1, 2019</p>	Appropriations	<p>2/28/2019 SENATE Filed</p> <p>2/28/2019 SENATE On Committee agenda - Infrastructure and Security, 03/05/19, 2:30 pm, 110 S</p> <p>3/5/2019 SENATE Submitted as Committee Bill and Reported Favorably by Infrastructure and Security; 7 Yeas, 0 Nays</p> <p>3/6/2019 SENATE Committee Bill Text Filed</p> <p>3/8/2019 SENATE Referred to Appropriations Subcommittee on Transportation, Tourism, and Economic Development; Appropriations</p> <p>3/14/2019 SENATE On Committee agenda - Appropriations Subcommittee on Transportation, Tourism, and Economic Development, 03/19/19, 1:30 pm, 110 S</p> <p>3/19/2019 SENATE Subcommittee Recommendation: CS by Appropriations Subcommittee on Transportation, Tourism, and Economic Development; 8 Yeas, 0 Nays</p> <p>3/21/2019 SENATE Now in</p>
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