



metroplan orlando  
*A REGIONAL TRANSPORTATION PARTNERSHIP*

# **QUALITY ASSURANCE TASK FORCE AGENDA**

**October 29, 2019 @ 10:00 a.m.**

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# **QUALITY ASSURANCE TASK FORCE MEETING NOTICE**

**DATE:** Tuesday, October 29, 2019  
**TIME:** 10:00 a.m.  
**LOCATION:** 250 S. Orange Avenue, Suite 200  
Harry Barley Conference Room  
Orlando, Florida 32801

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Ms. Marilyn Baldwin, Chairperson, Presiding

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## **AGENDA**

- I. CALL TO ORDER – Ms. Baldwin**
- II. CONFIRMATION OF QUORUM – Ms. Lisa Smith**
- III. AGENDA REVIEW & ANNOUNCEMENTS – Ms. Virginia Whittington**
- IV. PUBLIC COMMENTS ON ACTION ITEMS**

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a “Speakers Introduction Card” at the reception desk. Each speaker is limited to two minutes.

- V. ACTION ITEMS**

- A. Approval of 2020 QATF Proposed Meeting Schedule** Tab 1
- B. Request to recommend extension of M. Baldwin and R. Melia through March 2020**
- C. Review and Recommend of Approval of Annual Expenditure Report (AER) and Annual Operating Report (AOR)** Tab 2

## **VI. DISCUSSION/PRESENTATIONS**

**A. ACCESS LYNX Mobility Services Update**

**B. Functional Assessment Vendor – ADARide**

## **VII. Member Comments/Discussion**

## **VIII. Public Comments**

## **IX. Next Meeting – January 28, 2020**

## **X. Adjournment**

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at [info@metroplanorlando.org](mailto:info@metroplanorlando.org) at least three business days prior to the event.

La participación pública se lleva a cabo sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión o estado familiar. Las personas que deseen expresar inquietudes, que requieran asistencia especial bajo la Ley de Americanos con Discapacidad (ADA) o que requieran servicios de traducción (sin cargo) deben ponerse en contacto con MetroPlan Orlando por teléfono (407) 481-5672 (marcar 0) o por correo electrónico [info@metroplanorlando.org](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.

**TAB 1**



## Quality Assurance Task Force 2020 Quarterly Meeting Schedule

(All meetings are scheduled to begin at 10:00 a.m.  
and are subject to change upon reasonable notice.)

**LOCATION:** MetroPlan Orlando  
250 S. Orange Avenue, Suite 200  
Orlando, FL 32801

### Date

January 28, 2020

April 28, 2020

July 28, 2020

October 27, 2020

**TAB 2**





250 SOUTH ORANGE AVENUE  
SUITE 200  
ORLANDO, FLORIDA 32801

PH: 407.481.5672  
FX: 407.481.5680  
[WWW.METROPLANORLANDO.ORG](http://WWW.METROPLANORLANDO.ORG)

September 10, 2019

Mr. Kyle Mills  
Area 4 Project Manager  
Florida Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS 49  
Tallahassee, FL 32399-0450

Dear Mr. Mills,

Enclosed with this letter, please find our submission of the Actual Expenditure Report (AER) for Orange, Osceola and Seminole Counties.

The report reflects actual trips and expenses for the FY 2018-19 service year as reported by LYNX. The first page shows our system wide numbers (Orange, Osceola, and Seminole combined), while the pages which follow show county by county.

Feel free to contact me if you have any questions or concerns.

Sincerely,

Virginia L. Whittington  
Director of Regional Partnerships & TDLCB Staff Liaison

Enclosures



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
ACTUAL EXPENDITURE REPORT FORM**  
(One form for each county  
Do not report funds from state agency sources)

**COUNTY:** ORANGE, OSCEOLA AND SEMINOLE COUNTIES

**DUE:** September 15, 2019

**Coordinated Transportation**

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
16,194,448	211,613	3,209,539	459,667

**Transportation Alternatives**

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

**Other**

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital





**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**  
**ACTUAL EXPENDITURE REPORT FORM**  
 (One form for each county)  
 Do not report funds from state agency sources)

COUNTY: Orange County  
 DUE: September 15, 2019

<b>Coordinated Transportation</b>			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
11,040,336	137,743	1,989,914	311,387

<b>Transportation Alternatives</b>			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

<b>Other</b>			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED**  
**ACTUAL EXPENDITURE REPORT FORM**  
 (One form for each county)  
 Do not report funds from state agency sources)

COUNTY: Osceola County  
 DUE: September 15, 2019

<b>Coordinated Transportation</b>			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
2,699,161	38,006	545,622	61,253

<b>Transportation Alternatives</b>			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

<b>Other</b>			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital





**COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
ACTUAL EXPENDITURE REPORT FORM**  
(One form for each county)  
Do not report funds from state agency sources)

COUNTY: Seminole County  
DUE: September 15, 2019

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
2,454,951	35,864	674,003	87,027

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital



## CTC Organization

**County:** Orange

**Fiscal Year:** 7/1/2018 - 6/30/2019

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 7/9/2019

**CTC Organization Name:** Central Florida Regional Transportation Authority

**Address:** 455 N GARLAND AVE

**City:** ORLANDO

**State:** FL

**Zip Code:** 32801

**Organization Type:** Public Transit Authority

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 5

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 15

**Provide Out of County Trips:** No

**Local Coordinating Board (LCB) Chairperson:** Mayor Jose Alvarez

**CTC Contact:** Norman L. Hickling

**CTC Contact Title:** Director of Mobility Services

**CTC Contact Email:** NHickling@golynx.com

**Phone:** (407) 254-6169

### CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

### LCB Certification

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



## CTC Trips

County: Orange

CTC Status: Submitted

CTC Organization: Central Florida Regional  
Transportation  
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	180,629	N/A	180,629	160,182	0	160,182
Weekly Pass Trips	36,952	N/A	36,952	53,148	0	53,148
Monthly Pass Trips	141,018	N/A	141,018	180,070	0	180,070
Deviated Fixed Route Service	59,875	N/A	59,875	101,695	0	101,695
Complementary ADA Service	188,634	N/A	188,634	0	0	0
Paratransit						
Ambulatory	79,833	237,338	317,171	282,895	249,339	532,234
Non-Ambulatory	54,019	25,717	79,736	78,925	0	78,925
Stretcher	0	0	0	0	0	0
Transportation Network Companies	5,154	N/A	5,154	0	0	0
Taxi	121,490	N/A	121,490	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
<b>Total - Service Type</b>	<b>867,604</b>	<b>263,055</b>	<b>1,130,659</b>	<b>856,915</b>	<b>249,339</b>	<b>1,106,254</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	867,604	N/A	867,604	0	0	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>867,604</b>	<b>0</b>	<b>867,604</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	11,901	11,901	12,958	0	12,958
Agency for Persons with Disabilities (APD)	0	181,318	181,318	141,703	0	141,703
Comm for the Transportation Disadvantaged (CTD)	135,322	N/A	135,322	114,509	0	114,509
Dept of Economic Opportunity (DEO)	0	0	0	1	0	1
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	46,326	46,326	47,259	0	47,259
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	204	204	0	0	0
Local Government	34,154	14,986	49,140	263,958	0	263,958
Local Non-Government	363,390	8,320	371,710	404,503	0	404,503
Other Federal & State Programs	334,738	0	334,738	121,363	0	121,363
<b>Total - Revenue Source</b>	<b>867,604</b>	<b>263,055</b>	<b>1,130,659</b>	<b>1,106,254</b>	<b>0</b>	<b>1,106,254</b>



## CTC Trips (cont'd)

County: Orange

CTC Status: Submitted

CTC Organization: Central Florida Regional  
Transportation  
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	218,092	70,899	288,991	644,933	0	644,933
Children At Risk	34,372	33	34,405	144,467	0	144,467
Persons With Disabilities	185,976	188,507	374,483	178,436	0	178,436
Low Income	0	3,616	3,616	41,318	0	41,318
Other	429,164	0	429,164	97,100	0	97,100
<b>Total - Passenger Type</b>	<b>867,604</b>	<b>263,055</b>	<b>1,130,659</b>	<b>1,106,254</b>	<b>0</b>	<b>1,106,254</b>
<b>Trip Purpose - One Way</b>						
Medical	193,390	20,786	214,176	430,417	0	430,417
Employment	119,767	0	119,767	217,690	0	217,690
Education/Training/Daycare	50,398	147,984	198,382	237,599	0	237,599
Nutritional	135	62,377	62,512	61,832	0	61,832
Life-Sustaining/Other	503,914	31,908	535,822	158,716	0	158,716
<b>Total - Trip Purpose</b>	<b>867,604</b>	<b>263,055</b>	<b>1,130,659</b>	<b>1,106,254</b>	<b>0</b>	<b>1,106,254</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	5,806	3,881	9,687	25,986	0	25,986
<b>Total - UDPHC</b>	<b>5,806</b>	<b>3,881</b>	<b>9,687</b>	<b>25,986</b>	<b>0</b>	<b>25,986</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	27	N/A	27	5,513	0	5,513
No Shows	31,068	N/A	31,068	29,870	0	29,870
<b>Customer Feedback</b>						
Complaints	972	N/A	972	616	0	616
Commendations	112	N/A	112	89	17	106

County: Orange  
 CTC: Central Florida Regional Transportation Authority  
 Contact: Norman L. Hickling  
 455 N GARLAND AVE  
 ORLANDO, FL 32801  
 407-254-6169

Demographics	Number
Total County Population	1,348,975
Unduplicated Head Count	9,687



Email: NHickling@golynx.com

Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	525,508	393,400	358,599	Vehicle Miles	8,221,253	8,561,384	5,312,238
Deviated FR	109,405	101,695	59,875	Roadcalls	327	236	241
Complementary ADA	0	0	188,634	Accidents	92	48	51
Paratransit	645,670	611,159	396,907	Vehicles	241	246	349
TNC	0	0	5,154	Drivers	484	471	759
Taxi	0	0	121,490				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>1,280,583</b>	<b>1,106,254</b>	<b>1,130,659</b>				

#### Passenger Trips By Trip Purpose

Medical	494,813	430,417	214,176
Employment	270,415	217,690	119,767
Ed/Train/DayCare	224,171	237,599	198,382
Nutritional	83,998	61,832	62,512
Life-Sustaining/Other	207,186	158,716	535,822
<b>TOTAL TRIPS</b>	<b>1,280,583</b>	<b>1,106,254</b>	<b>1,130,659</b>

#### Passenger Trips By Revenue Source

CTD	121,535	114,509	135,322
AHCA	26,391	12,958	11,901
APD	156,839	141,703	181,318
DOEA	56,570	47,259	46,326
DOE	0	0	0
Other	919,248	789,825	755,792
<b>TOTAL TRIPS</b>	<b>1,280,583</b>	<b>1,106,254</b>	<b>1,130,659</b>

#### Trips by Provider Type

CTC	997,684	856,915	0
Transportation Operator	0	0	867,604
Coordination Contractor	282,899	249,339	263,055
<b>TOTAL TRIPS</b>	<b>1,280,583</b>	<b>1,106,254</b>	<b>1,130,659</b>

#### Financial and General Data

Expenses	\$17,925,496	\$20,819,053	\$24,849,183
Revenues	\$18,139,415	\$16,216,712	\$23,146,389
Commendations	128	106	112
Complaints	555	616	972
Passenger No-Shows	47,395	29,870	31,068
Unmet Trip Requests	147,037	5,513	27

#### Performance Measures

Accidents per 100,000 Miles	1.12	0.56	1.15
Miles between Roadcalls	25,141	36,277	18,432
Avg. Trips per Passenger	36.56	42.57	116.72
Cost per Trip	\$14.00	\$18.82	\$21.98
Cost per Paratransit Trip	\$23.74	\$29.21	\$34.74
Cost per Total Mile	\$2.18	\$2.43	\$5.59
Cost per Paratransit Mile	\$2.18	\$2.43	\$5.13



## CTC Organization

County: Osceola

Fiscal Year: 7/1/2018 - 6/30/2019

CTC Status: Submitted

CTD Status: Under Review

Date Initiated: 7/9/2019

**CTC Organization Name:** Central Florida Regional Transportation Authority

**Address:** 455 N GARLAND AVE

**City:** ORLANDO

**State:** FL

**Zip Code:** 32801

**Organization Type:** Public Transit Authority

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 5

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 6

**Provide Out of County Trips:** No

**Local Coordinating Board (LCB) Chairperson:** Mayor Jose Alvarez

**CTC Contact:** Norman L. Hickling

**CTC Contact Title:** Director of Mobility Services

**CTC Contact Email:** NHickling@golynx.com

**Phone:** (407) 254-6169

### CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

### LCB Certification

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_





# CTC Trips

County: Osceola

CTC Status: Submitted

CTC Organization: Central Florida Regional  
Transportation  
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	49,527	N/A	49,527	38,754	0	38,754
Weekly Pass Trips	10,132	N/A	10,132	12,858	0	12,858
Monthly Pass Trips	38,666	N/A	38,666	43,565	0	43,565
Deviated Fixed Route Service	45,453	N/A	45,453	24,604	0	24,604
Complementary ADA Service	48,919	N/A	48,919	0	0	0
Paratransit						
Ambulatory	27,919	67,933	95,852	68,442	60,324	128,766
Non-Ambulatory	15,424	5,539	20,963	19,095	0	19,095
Stretcher	0	0	0	0	0	0
Transportation Network Companies	1,019	N/A	1,019	0	0	0
Taxi	5,978	N/A	5,978	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
<b>Total - Service Type</b>	<b>243,037</b>	<b>73,472</b>	<b>316,509</b>	<b>207,318</b>	<b>60,324</b>	<b>267,642</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	243,037	N/A	243,037	0	0	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>243,037</b>	<b>0</b>	<b>243,037</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	2,929	2,929	3,135	0	3,135
Agency for Persons with Disabilities (APD)	0	32,204	32,204	34,283	0	34,283
Comm for the Transportation Disadvantaged (CTD)	37,543	N/A	37,543	27,703	0	27,703
Dept of Economic Opportunity (DEO)	0	1	1	1	0	1
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	19,304	19,304	11,434	0	11,434
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	1,267	1,267	0	0	0
Local Government	37,279	11,673	48,952	63,861	0	63,861
Local Non-Government	99,690	5,640	105,330	97,863	0	97,863
Other Federal & State Programs	68,525	454	68,979	29,362	0	29,362
<b>Total - Revenue Source</b>	<b>243,037</b>	<b>73,472</b>	<b>316,509</b>	<b>267,642</b>	<b>0</b>	<b>267,642</b>



## CTC Trips (cont'd)

County: Osceola

CTC Status: Submitted

CTC Organization: Central Florida Regional  
Transportation  
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	51,759	32,191	83,950	155,786	0	155,786
Children At Risk	8,882	7	8,889	34,952	0	34,952
Persons With Disabilities	35,630	36,804	72,434	43,416	0	43,416
Low Income	0	2,100	2,100	9,996	0	9,996
Other	146,766	2,370	149,136	23,492	0	23,492
<b>Total - Passenger Type</b>	<b>243,037</b>	<b>73,472</b>	<b>316,509</b>	<b>267,642</b>	<b>0</b>	<b>267,642</b>
<b>Trip Purpose - One Way</b>						
Medical	46,761	4,222	50,983	104,133	0	104,133
Employment	26,917	0	26,917	52,667	0	52,667
Education/Training/Daycare	9,373	37,323	46,696	57,484	0	57,484
Nutritional	27	25,841	25,868	14,959	0	14,959
Life-Sustaining/Other	159,959	6,086	166,045	38,399	0	38,399
<b>Total - Trip Purpose</b>	<b>243,037</b>	<b>73,472</b>	<b>316,509</b>	<b>267,642</b>	<b>0</b>	<b>267,642</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	1,567	857	2,424	6,287	0	6,287
<b>Total - UDPHC</b>	<b>1,567</b>	<b>857</b>	<b>2,424</b>	<b>6,287</b>	<b>0</b>	<b>6,287</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	7	N/A	7	1,335	0	1,335
No Shows	6,523	N/A	6,523	7,227	0	7,227
<b>Customer Feedback</b>						
Complaints	266	N/A	266	150	0	150
Commendations	31	N/A	31	22	4	26

County: Osceola  
 CTC: Central Florida Regional Transportation Authority  
 Contact: Norman L. Hickling  
 455 N GARLAND AVE  
 ORLANDO, FL 32801  
 407-254-6169

Demographics	Number
Total County Population	352,180
Unduplicated Head Count	2,424



Email: NHickling@golynx.com

<b>Trips By Type of Service</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>Vehicle Data</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Fixed Route (FR)	105,734	95,177	98,325	Vehicle Miles	1,654,145	2,071,303	1,371,033
Deviated FR	22,013	24,604	45,453	Roadcalls	66	57	52
Complementary ADA	0	0	48,919	Accidents	18	12	7
Paratransit	129,911	147,861	116,815	Vehicles	48	60	241
TNC	0	0	1,019	Drivers	97	114	394
Taxi	0	0	5,978				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>257,658</b>	<b>267,642</b>	<b>316,509</b>				

#### Passenger Trips By Trip Purpose

Medical	99,558	104,133	50,983
Employment	54,408	52,667	26,917
Ed/Train/DayCare	45,104	57,484	46,696
Nutritional	16,901	14,959	25,868
Life-Sustaining/Other	41,687	38,399	166,045
<b>TOTAL TRIPS</b>	<b>257,658</b>	<b>267,642</b>	<b>316,509</b>

#### Passenger Trips By Revenue Source

CTD	24,453	27,703	37,543
AHCA	5,310	3,135	2,929
APD	31,556	34,283	32,204
DOEA	11,382	11,434	19,304
DOE	0	0	0
Other	184,957	191,087	224,529
<b>TOTAL TRIPS</b>	<b>257,658</b>	<b>267,642</b>	<b>316,509</b>

#### Trips by Provider Type

CTC	200,738	207,318	0
Transportation Operator	0	0	243,037
Coordination Contractor	56,920	60,324	73,472
<b>TOTAL TRIPS</b>	<b>257,658</b>	<b>267,642</b>	<b>316,509</b>

#### Financial and General Data

Expenses	\$3,606,673	\$5,036,870	\$6,670,494
Revenues	\$3,649,712	\$3,923,397	\$6,065,409
Commendations	26	26	31
Complaints	112	150	266
Passenger No-Shows	9,536	7,227	6,523
Unmet Trip Requests	29,584	1,335	7

#### Performance Measures

Accidents per 100,000 Miles	1.09	0.58	0.53
Miles between Roadcalls	25,063	36,339	25,475
Avg. Trips per Passenger	36.55	42.57	130.57
Cost per Trip	\$14.00	\$18.82	\$21.08
Cost per Paratransit Trip	\$23.74	\$29.21	\$28.43
Cost per Total Mile	\$2.18	\$2.43	\$5.04
Cost per Paratransit Mile	\$2.18	\$2.43	\$4.58



## CTC Organization

**County:** Seminole

**Fiscal Year:** 7/1/2018 - 6/30/2019

**CTC Status:** Submitted

**CTD Status:** Under Review

**Date Initiated:** 7/9/2019

**CTC Organization Name:** Central Florida Regional Transportation Authority

**Address:** 445 N GARLAND AVE

**City:** ORLANDO

**State:** FL

**Zip Code:** 32801

**Organization Type:** Public Transit Authority

**Network Type:** Partial Brokerage

**Operating Environment:** Urban

**Transportation Operators:** Yes

**Number of Transportation Operators:** 5

**Coordination Contractors:** Yes

**Number of Coordination Contractors:** 8

**Provide Out of County Trips:** No

**Local Coordinating Board (LCB) Chairperson:** Mayor Jose Alvarez

**CTC Contact:** Norman L. Hickling

**CTC Contact Title:** Director of Mobility Services

**CTC Contact Email:** NHickling@golynx.com

**Phone:** (407) 254-6169

### CTC Certification

I, Norman L. Hickling, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): \_\_\_\_\_

### LCB Certification

I, Mayor Jose Alvarez, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): \_\_\_\_\_



# CTC Trips

County: Seminole

CTC Status: Submitted

CTC Organization: Central Florida Regional  
Transportation  
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Service Type - One Way</b>						
Fixed Route/Fixed Schedule						
Daily Pass Trips	61,181	N/A	61,181	59,422	0	59,422
Weekly Pass Trips	12,516	N/A	12,516	19,716	0	19,716
Monthly Pass Trips	47,764	N/A	47,764	66,800	0	66,800
Deviated Fixed Route Service	23,469	N/A	23,469	37,726	0	37,726
Complementary ADA Service	54,598	N/A	54,598	0	0	0
Paratransit						
Ambulatory	25,553	45,347	70,900	104,945	92,497	197,442
Non-Ambulatory	15,266	1,848	17,114	29,279	0	29,279
Stretcher	0	0	0	0	0	0
Transportation Network Companies	2,339	N/A	2,339	0	0	0
Taxi	25,135	N/A	25,135	0	0	0
School Board (School Bus)	0	N/A	0	0	0	0
Volunteers	0	N/A	0	0	0	0
<b>Total - Service Type</b>	<b>267,821</b>	<b>47,195</b>	<b>315,016</b>	<b>317,888</b>	<b>92,497</b>	<b>410,385</b>
<b>Contracted Transportation Operator</b>						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	267,821	N/A	267,821	0	0	0
<b>Total - Contracted Transportation Operator Trips</b>	<b>267,821</b>	<b>0</b>	<b>267,821</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Revenue Source - One Way</b>						
Agency for Health Care Administration (AHCA)	0	6,581	6,581	4,807	0	4,807
Agency for Persons with Disabilities (APD)	0	10,683	10,683	52,567	0	52,567
Comm for the Transportation Disadvantaged (CTD)	34,117	N/A	34,117	42,479	0	42,479
Dept of Economic Opportunity (DEO)	0	0	0	1	0	1
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	13,342	13,342	17,532	0	17,532
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	11,001	11,001	0	0	0
Local Government	16,766	1,340	18,106	97,920	0	97,920
Local Non-Government	122,870	4,248	127,118	150,057	0	150,057
Other Federal & State Programs	94,068	0	94,068	45,022	0	45,022
<b>Total - Revenue Source</b>	<b>267,821</b>	<b>47,195</b>	<b>315,016</b>	<b>410,385</b>	<b>0</b>	<b>410,385</b>



## CTC Trips (cont'd)

County: Seminole

CTC Status: Submitted

CTC Organization: Central Florida Regional  
Transportation  
Authority

Fiscal Year: 07/01/2018 - 06/30/2019

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
<b>Passenger Type - One Way</b>						
Older Adults	62,223	22,787	85,010	238,873	0	238,873
Children At Risk	10,715	41	10,756	53,593	0	53,593
Persons With Disabilities	51,241	24,367	75,608	66,670	0	66,670
Low Income	0	0	0	15,328	0	15,328
Other	143,642	0	143,642	35,921	0	35,921
<b>Total - Passenger Type</b>	<b>267,821</b>	<b>47,195</b>	<b>315,016</b>	<b>410,385</b>	<b>0</b>	<b>410,385</b>
<b>Trip Purpose - One Way</b>						
Medical	49,042	22,747	71,789	159,671	0	159,671
Employment	35,334	0	35,334	80,756	0	80,756
Education/Training/Daycare	13,747	8,089	21,836	88,141	0	88,141
Nutritional	20	8,799	8,819	22,938	0	22,938
Life-Sustaining/Other	169,678	7,560	177,238	58,879	0	58,879
<b>Total - Trip Purpose</b>	<b>267,821</b>	<b>47,195</b>	<b>315,016</b>	<b>410,385</b>	<b>0</b>	<b>410,385</b>
<b>Unduplicated Passenger Head Count (UDPHC)</b>						
UDPHC	1,590	3,186	4,776	9,640	0	9,640
<b>Total - UDPHC</b>	<b>1,590</b>	<b>3,186</b>	<b>4,776</b>	<b>9,640</b>	<b>0</b>	<b>9,640</b>
<b>Unmet &amp; No Shows</b>						
Unmet Trip Requests	9	N/A	9	2,044	0	2,044
No Shows	7,227	N/A	7,227	11,081	0	11,081
<b>Customer Feedback</b>						
Complaints	329	N/A	329	229	0	229
Commendations	38	N/A	38	33	6	39

County: Seminole  
 CTC: Central Florida Regional Transportation Authority  
 Contact: Norman L. Hickling  
 445 N GARLAND AVE  
 ORLANDO, FL 32801  
 407-254-6169

Demographics	Number
Total County Population	462,659
Unduplicated Head Count	4,776



Email: NHickling@golynx.com

Trips By Type of Service	2017	2018	2019	Vehicle Data	2017	2018	2019
Fixed Route (FR)	139,976	145,938	121,461	Vehicle Miles	2,189,842	3,175,997	1,458,606
Deviated FR	29,141	37,726	23,469	Roadcalls	87	88	56
Complementary ADA	0	0	54,598	Accidents	25	18	8
Paratransit	171,986	226,721	88,014	Vehicles	64	91	239
TNC	0	0	2,339	Drivers	129	175	492
Taxi	0	0	25,135				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
<b>TOTAL TRIPS</b>	<b>341,103</b>	<b>410,385</b>	<b>315,016</b>				

#### Passenger Trips By Trip Purpose

Medical	131,800	159,671	71,789
Employment	72,029	80,756	35,334
Ed/Train/DayCare	59,711	88,141	21,836
Nutritional	22,374	22,938	8,819
Life-Sustaining/Other	55,189	58,879	177,238
<b>TOTAL TRIPS</b>	<b>341,103</b>	<b>410,385</b>	<b>315,016</b>

#### Passenger Trips By Revenue Source

CTD	32,373	42,479	34,117
AHCA	7,029	4,807	6,581
APD	41,776	52,567	10,683
DOEA	15,068	17,532	13,342
DOE	0	0	0
Other	244,857	293,000	250,293
<b>TOTAL TRIPS</b>	<b>341,103</b>	<b>410,385</b>	<b>315,016</b>

#### Trips by Provider Type

CTC	265,749	317,888	0
Transportation Operator	0	0	267,821
Coordination Contractor	75,354	92,497	47,195
<b>TOTAL TRIPS</b>	<b>341,103</b>	<b>410,385</b>	<b>315,016</b>

#### Financial and General Data

Expenses	\$4,774,694	\$7,723,199	\$8,008,794
Revenues	\$4,831,677	\$6,020,072	\$6,348,391
Commendations	34	39	38
Complaints	148	229	329
Passenger No-Shows	12,624	11,081	7,227
Unmet Trip Requests	39,165	2,044	9

#### Performance Measures

Accidents per 100,000 Miles	1.14	0.57	0.62
Miles between Roadcalls	25,171	36,091	23,012
Avg. Trips per Passenger	36.56	42.57	65.96
Cost per Trip	\$14.00	\$18.82	\$25.42
Cost per Paratransit Trip	\$23.74	\$29.21	\$43.27
Cost per Total Mile	\$2.18	\$2.43	\$6.21
Cost per Paratransit Mile	\$2.18	\$2.43	\$5.70