



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

QUALITY ASSURANCE TASK FORCE AGENDA

April 27, 2021 @ 10:00 a.m.

QUALITY ASSURANCE TASK FORCE

VIRTUAL WORKSHOP NOTICE

DATE: Tuesday, April 27, 2021 at 10:00 a.m.

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link:

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Agenda

- I. **Call to Order** – Ms. Marilyn Baldwin, Chairwoman
- II. **Pledge of Allegiance (On Mute)**
- III. **Chairperson's Comments** – Ms. Marilyn Baldwin
- IV. **Roll Call/Confirmation of Quorum** – Ms. Lisa Smith
- V. **Agenda Review** – Ms. Virginia Whittington
- VI. **Public Comments**

Comments from the public will be heard pertaining to Items for Review and Discussion on the agenda for this virtual workshop. Public comments submitted in advance of the meeting, by email to Comment@MetroPlanOrlando.org or phone to **407-906-2347**, will be read into the record by a meeting moderator. People wishing to speak during the virtual meeting should use the Raise Hand feature on the Zoom platform, and a meeting host will unmute your microphone to speak. Each speaker should state name and address for the record and is limited to two minutes. People wishing to speak on other items will be acknowledged in the same way, under Agenda Item XII.

VII. Items for Review and Discussion

A. Review and Recommendation of Draft TDSP Minor Updates (TAB 1) Presenter: Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed minor updates to the 2020-2025 Transit Development Services Plan (TDSP) and request QATF recommend approval to the full TDLCB.

B. Review of Rate Calculation Worksheet (TAB 2) Presenter: Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed Rate Calculation worksheet and request QATF recommendation to accept the rate calculations to the full TDLCB.

| ACCESS LYNX TD RATES | | | |
|-----------------------------|------------------|--------------------|-------------------|
| Type of Trip | FY 2020-21 Rates | FY 2021 - 22 Rates | Percentage Change |
| Ambulatory | \$39.53 | \$41.94 | .06% |
| Wheelchair | \$67.77 | \$71.90 | .06% |

VIII. Presentations

A. LYNX/Community Transportation Coordinator (CTC) Update (Tab 3) Presenter: Mr. Norm Hickling

Mr. Norm Hickling, ACCESS LYNX, will provide an update on current and ongoing ACCESS LYNX operations.

IX. Member Comments

X. Public Comments (General)

Comments from the public of a general nature will be heard at this time. People wishing to speak must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes.

XI. Adjournment

In accordance with the Americans with Disabilities Act (ADA), if any person with a disability as defined by 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 at least three business days prior to the event.

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TAB 1

Central Florida Regional Transportation Authority dba LYNX

Transportation Disadvantaged Service Plan

2021 Annual Update Plan Revisions

Listed below are the revisions to the TDSP Annual Update, including a brief description of the modification and the associated page number. In addition to the revisions listed below, the document was also revised to reflect minor formatting changes.

1. Updated TDSP Certification Chairperson Signature Page (p.1)
2. Transportation Disadvantaged Local Coordinating Board Roster updated to reflect March 2021 version (p. 2-5)
3. Added COVID-related actions to introduction (p. 8-9)
4. LYNX Organization Charts updated to March 2021 version (p. 18-19)
5. Figure 4 – Service Area Map replaced (p. 20)
6. Consistency Review of Other Plans section updated (p. 22-23)
7. TDLCB Certification updated to March 2021 version (p. 25-26)
8. Table 1 – LYNX Service Area Demographics Summary table and associated text updated (p. 27-33)

9. Labor Force and Unemployment updated (p. 33-36)
10. Table 4 – Major Trip Generators – Trips by Location for Calendar Year 2020 updated (p. 36-38)
11. Needs Assessment updated to include description of the revised TD eligibility process and new bus stop accessibility technology that is being tested (p. 48-49)
12. Goal, Objectives, and Strategies – status section updated for the goals to provide information on latest progress (p. 52-56)
13. Table 8 – Implementation Schedule, updated timelines (p. 57-61)
14. TD Program Eligibility section updated (p. 68-69)
15. Trip prioritization – Breakdown of subscription and demand response trips updated to reflect 2020 breakdown for TD trips (p. 75)
16. Number of vehicles replaced FY21 updated (p. 78)
17. Table 10 – Most recent provider information updated (p. 82-83)
18. Table 11 and 12 – Paratransit and NeighborLink vehicle inventories updated (p. 85-91)
19. Safety Program certifications updated to most recent (p. 94-96)
20. Call Hold Time discussion updated (p. 111)
21. Table 14 – CTD Calculated Rates updated for FY21/22 (p. 113-114)
22. CTC and Planning Agency Evaluation Process sections updated to discuss latest efforts (p. 115-116)

- 23. Attachment 2 – New ACCESS LYNX TD application added (p. 146-150)
- 24. Attachment 5 – Most recent Grievance Procedures included (p. 166-174)
- 25. Attachment 7 – Updated rate model calculation spreadsheets added (p. 275)

Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties

Minor Update 2021



Central Florida Regional Transportation Authority



Prepared by:

Norman Hickling, Director of Mobility Services
Selita Stubbs, Senior Manager of Mobility Services
Nanette Stephens, Manager of Mobility Services
April 2021

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TDSP Certification

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board will approve the TDSP and rates at an official meeting held on May 13, 2021.

Honorable Mayra Uribe,
Local Coordinating Board Chairperson

Date

**ROSTER
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Insert Roll Call Voting Sheet

INTRODUCTION

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

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

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

As part of this TDSP annual update, the Development Plan has been revised to include the latest needs assessment relating to TD services and progress updates for the goals, objectives, and strategies as well as the implementation plan. The rate model summary and worksheets have also been updated and included to reflect FY 2022.

This annual update also highlights some of the progress and accomplishments over the last year while providing transportation services during the COVID-19 pandemic. In the role of the CTC, LYNX staff implemented policies and procedures quickly in response to the needs resulting from the pandemic. Some of the services that were provided by ACCESS LYNX over the past year are listed below and highlighted throughout this annual report.

- Provided special COVID-19 quarantine trips in support of the Florida Department of Transportation (FDOT) to transport passengers to residences throughout state.
- Performed more than 600 trips to vaccination sites in the service area, including the Orange County Convention Center, Osceola County vaccination site, and the Valencia College West Campus.
- Established "Social Distancing" guidelines and practices for scheduling and performing all Mobility Services Trips.

- Loaned two paratransit vehicles to Orange County Emergency Medical Services for transport of individuals requiring COVID-19 testing trips.
- Assisted with manpower for 100 percent bus fleet sanitization.
- Provide 20 paratransit vehicles and operators for strategic bus standby in support of transportation fixed routes.
- Established separate contract agreements for specialized COVID-19 testing trips for both Access LYNX clients and Emergency Operations Center requests.
- Developed process to transport COVID-19 positive unhoused population to rehabilitation facilities.
- Peer Agency communication sharing remote call center operation - Pinellas Suncoast Transit Authority.
- Developed Standard Operating Procedures to facilitate COVID-19 trips in cooperation with dialysis center located in the service area.
- Supported employees at Advent Health and Orlando Health facilities.

I. Development Plan

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

programming, and plans for the continued delivery of quality TD services.

A. Introduction to Service Area

1. Background of the Transportation Disadvantaged Program

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

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

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

Federal Level Roles and Responsibilities

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

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

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

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

the provision that projects selected for funding must be included in the Locally Developed and Coordinated Human Services Transportation Plan.

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

Local Level Roles and Responsibilities

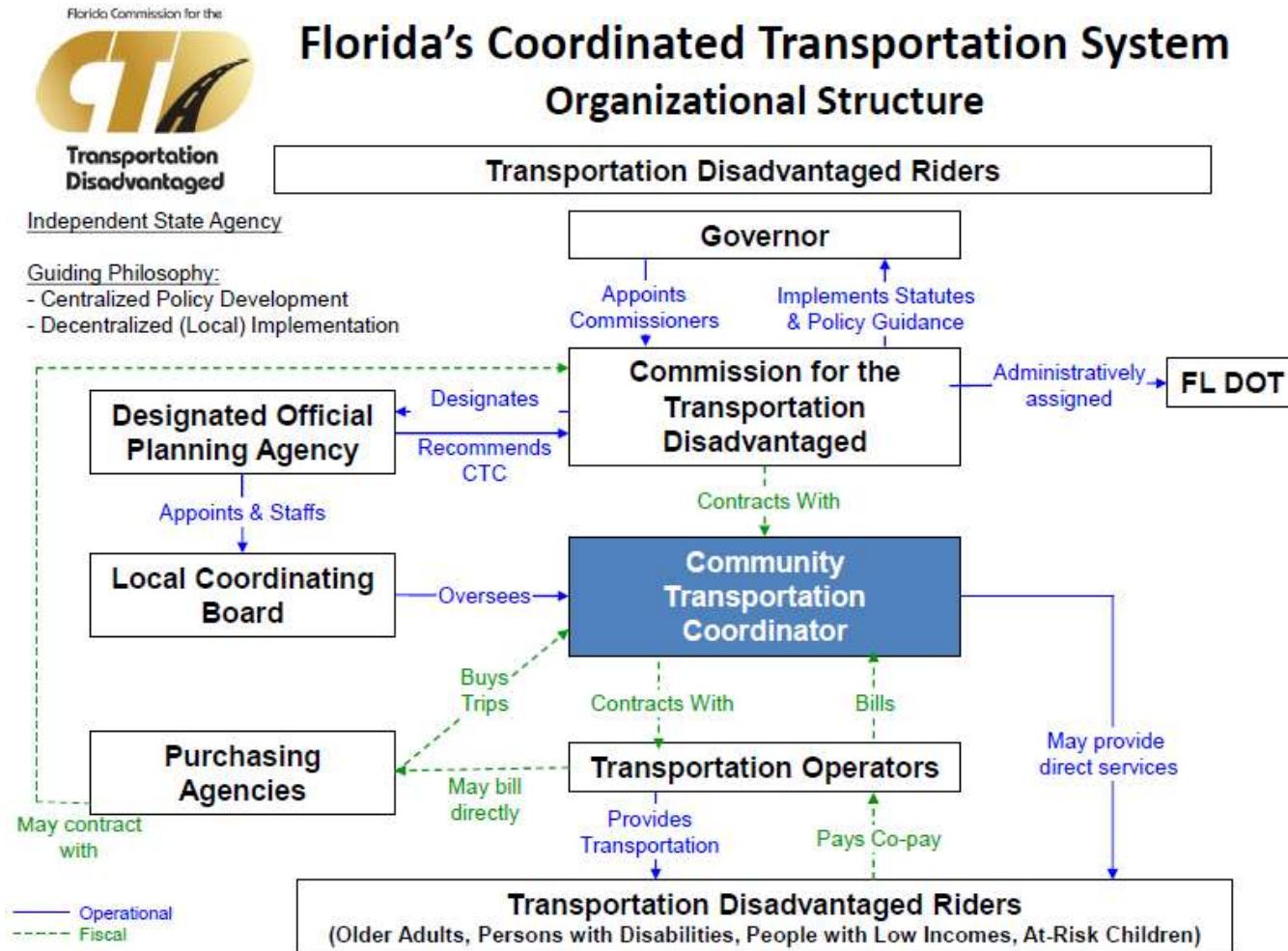
MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish the TDLCB to provide information, advice, and direction to the CTC. MetroPlan Orlando performs this role with its TDLCB which reviews and makes recommendations on the delivery of TD services for Orange, Osceola, and Seminole counties. The TDLCB meets quarterly, at a minimum, to review and provide recommendations on service, safety, eligibility, and grievances which may be brought to them regarding the service delivery. The TDLCB is also responsible for reviewing and approving the five-year TDSP and the associated annual updates at the local level. After TDLCB approval, the CTC completes the TDSP review and approval process.

Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for

short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area. The CTC reviews all Transportation Operator contracts annually before renewal, to ensure the effectiveness and efficiency of the operator and to determine compliance with the standards of the Commission. Community Transportation Coordinators also have the following powers and duties:

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

Figure 1: Transportation Disadvantaged Program Concept Chart



2. Community Transportation Coordinator Designation Date and History

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

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

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

3. Organizational Charts

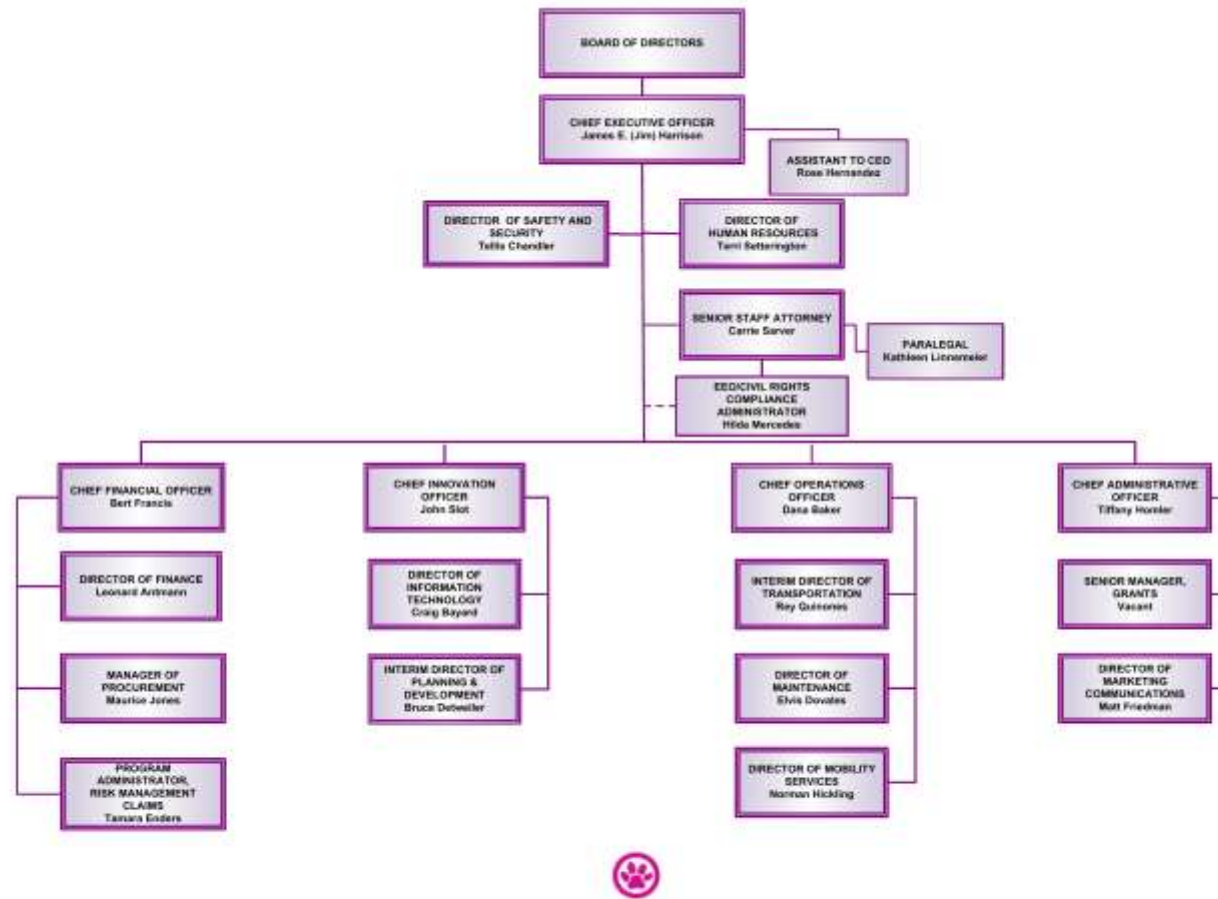
LYNX' paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area.

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

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

Figure 4 presents the LYNX service area.

Figure 2: LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART
April 5, 2021

Figure 3: Mobility Services Organizational Chart

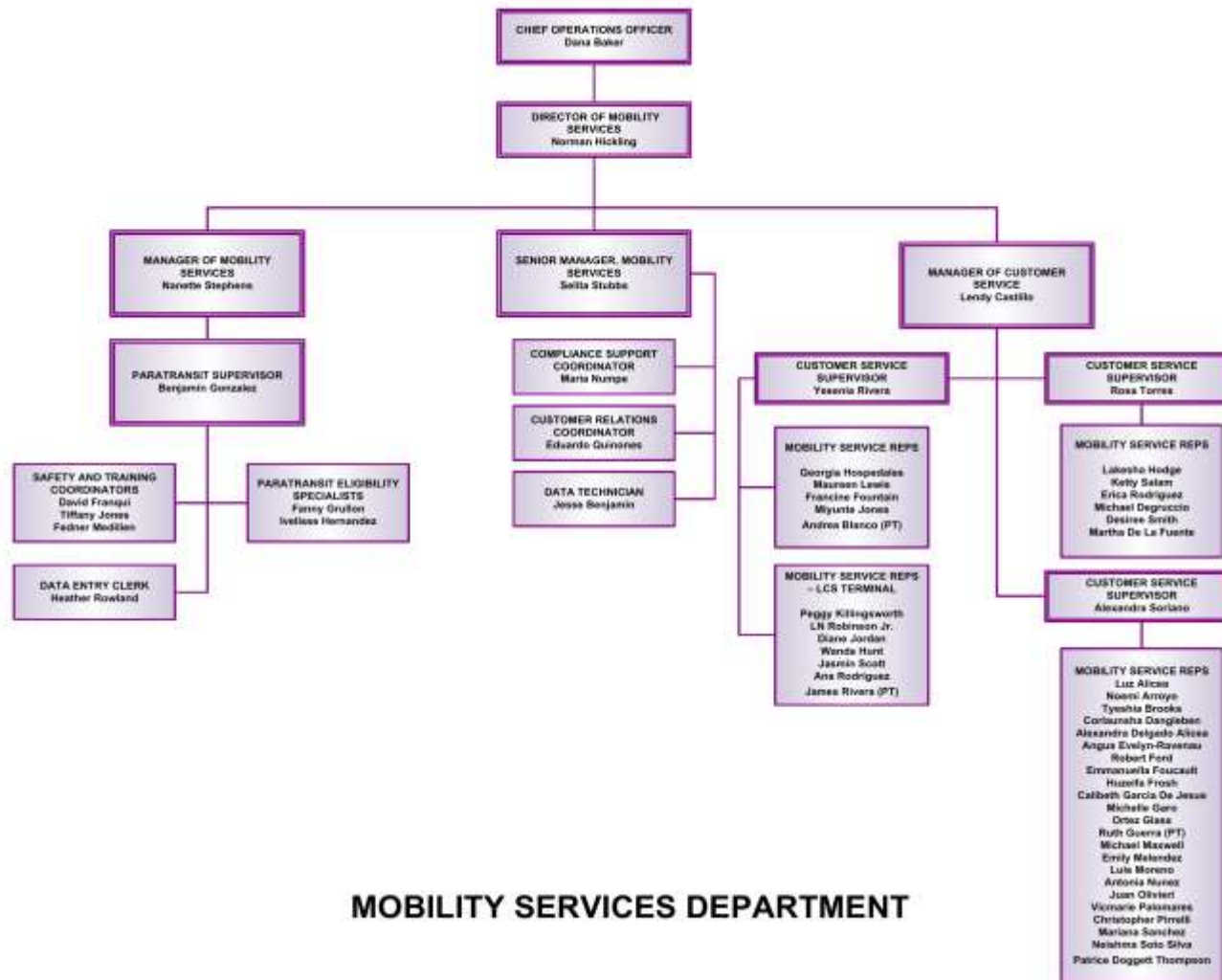
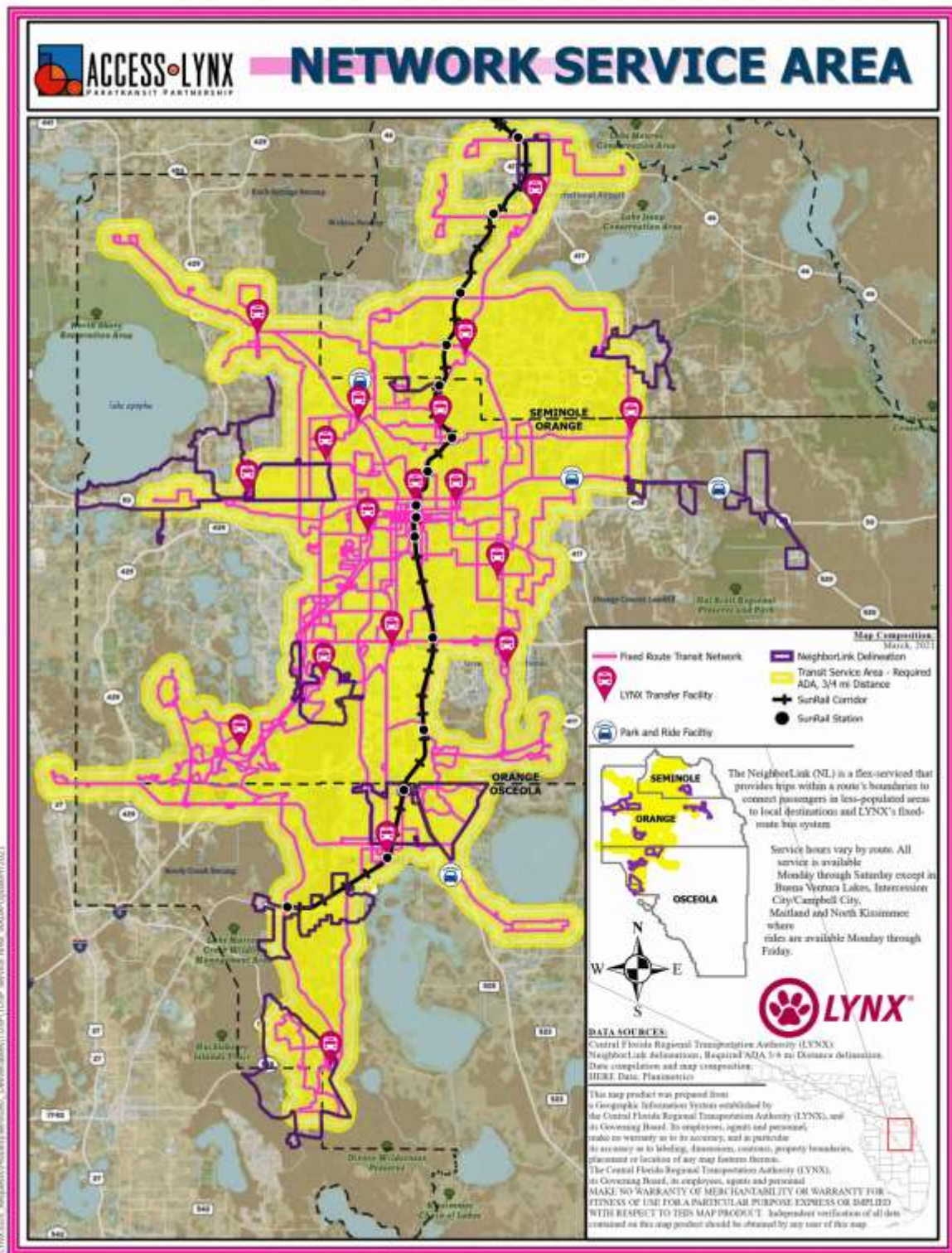


Figure 4: Service Area



4. Consistency Review of Other Plans

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

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

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

- LYNX Transit Development Plan (Annual Update completed in 2020), which presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP annual update covers fiscal years 2021 through 2030. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10th year.
- Commission for the Transportation Disadvantaged Five (5) Year/20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.
- MetroPlan Orlando's Long Range Transportation Plan (LRTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2045 LRTP was adopted in December 2020. The 2045 Plan will be guided by five overarching goals that together advance the vision for a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality.
 - Safety & Security - Provide a safe and secure transportation system for all users.
 - Reliability & Performance - Leverage innovative solutions to optimize system performance.

- Access & Connectivity - Enhance communities and lives through improved access to opportunities.
- Health & Environment - Protect and preserve our region's public health and environmentally sensitive areas.
- Investment & Economy - Support economic prosperity through strategic transportation investment.
- MetroPlan Orlando's Transportation Improvement Program (TIP), the five-year implementation plan for the region to support transportation projects. Projects included in the FY2020/21-2024/25 TIP were reviewed to ensure consistency with this TDSP annual update.

5. Local Coordinating Board Certification



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

Date: March 10, 2021

Name (DOPA): MetroPlan Orlando

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

APPROVED BY
METROPLAN ORLANDO
L. Smith 3/10/2021

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: *Viviana Janer*
Honorable Viviana Janer

Title: Chair 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. Jim Fisher (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 | Chad Ballard | - |
| 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 | Karla Radka | - |
| REPRESENTING THE ELDERLY (OVER SIXTY) | Dr. Linda Levine Silverman | One Year |
| REPRESENTING THE DISABLED | Marilyn Baldwin | Two Years |
| CITIZEN ADVOCATE | Neika Berry | Three Years |
| CITIZENS ADVOCATE (SYSTEM USER) | Bob Melia | Two Years |
| FOR-PROFIT OPERATOR | Vacant | N/A |
| NON-VOTING MEMBERS | Norm Hickling, ACCESS LYNX Alt: Selita Stubbs | - |
| | Crystal Ford, Orange County EMS Alt: Tom Daniels | - |
| | Jim Greszik, SunRail Customer Advisory Committee Chair | - |
| | | |

B. Service Area Profile and Demographics

1. Service Area Description

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

2. Demographics

Land Use

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

More recently, Florida is experiencing a housing crisis that has worsened due to the COVID-19 pandemic. According to the Florida Housing Coalition,

unemployment and the high-priced housing market have increased the need for affordable housing units. Two separate reports issued by the National Low Income Housing Coalition and the Home Matters Report indicate similar statistics on the housing shortage. One report stated that for every 100 Extremely Low-Income (ELI) renters there are only 37 units available and the other stated that for every 100 ELI renters there are only 25 units available for the renters who need them, respectively.

Population and Composition

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

Table 1: LYNX Service Area Demographic Summary

| | Orange County | | Osceola County | | Seminole County | | Total Service Area | |
|--|---------------|-----------------|----------------|----------------|-----------------|----------------|--------------------|----------------|
| Total Population | 1,393,452 | | 375,751 | | 471,826 | | 2,241,029 | |
| Population as a percent of the service area | 62% | | 17% | | 21% | | 100% | |
| | Persons | % of Total Pop. | Persons | % of Total Pop | Persons | % of Total Pop | Persons | % of Total Pop |
| Female | 710,286 | 51% | 189,095 | 50% | 244,363 | 52% | 1,143,744 | 51% |
| Male | 683,166 | 49% | 186,656 | 50% | 227,463 | 48% | 1,097,285 | 49% |
| Hispanic or Latino | 455,295 | 32.7% | 209,796 | 55.8% | 105,947 | 22.5% | 771,038 | 34% |
| Non-Hispanic or Latino | 938,157 | 67.3% | 165,955 | 44.2% | 365,879 | 77.5% | 1,469,991 | 66% |
| Under 18 Years Old | 306,014 | 22.0% | 90,599 | 24.1% | 98,971 | 21.0% | 495,584 | 22% |
| 20 to 24 years | 103,090 | 7.4% | 27,726 | 7.4% | 27,986 | 5.9% | 158,802 | 7% |
| 25 to 34 Years | 234,299 | 16.8% | 52,744 | 14.0% | 68,314 | 14.5% | 355,357 | 16% |
| 35 to 44 Years | 200,209 | 14.4% | 57,948 | 15.4% | 65,968 | 14.0% | 324,125 | 14% |
| 45 to 54 Years | 180,159 | 12.9% | 46,081 | 12.3% | 63,355 | 13.4% | 289,595 | 13% |
| 55 to 64 Years | 158,536 | 11% | 41,053 | 11% | 61,534 | 13% | 261,123 | 12% |
| 65 and Older | 170,997 | 12.3% | 50,781 | 13.5% | 75,115 | 15.9% | 296,893 | 13% |
| African American | 296,070 | 21% | 45,340 | 12.1% | 59,469 | 12.6% | 400,879 | 18% |
| American Indian & | 4,334 | 0.3% | 692 | 0.2% | 2,021 | 0.4% | 7,047 | <1% |

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| | Orange County | | Osceola County | | Seminole County | | Total Service Area | |
|---|---------------|------------------|----------------|------------------|-----------------|------------------|--------------------|------------------|
| Alaska Native | | | | | | | | |
| Asian | 75,180 | 5.4% | 10,167 | 2.7% | 22,594 | 4.8% | 107,941 | 5% |
| Native Hawaiian and Pacific Islander | 1,614 | 0.1% | 135 | 0.0% | 175 | 0.0% | 1,924 | <1% |
| White | 885,765 | 63.6% | 269,428 | 71.7% | 337,829 | 71.6% | 1,493,022 | 67% |
| Other | 78,188 | 5.6% | 38,838 | 10.3% | 36,774 | 7.8% | 153,800 | 7% |
| Identified by Two or More | 52,301 | 3.8% | 11,151 | 3.0% | 12,964 | 2.7% | 76,416 | 3% |
| | Housing Units | % of Total Units | Housing Units | % of Total Units | Housing Units | % of Total Units | Housing Units | % of Total Units |
| Total Units | 556,898 | | 162,677 | | 193,938 | | 913,513 | |
| Occupied Units | 457,949 | 82% | 111,539 | 69% | 181,142 | 93% | 750,630 | 79% |
| Owner-Occupied Units | 262,330 | 47% | 69,399 | 43% | 117,029 | 60% | 448,758 | 46% |
| Renter-Occupied Units | 195,619 | 35% | 42,140 | 26% | 64,113 | 33% | 301,872 | 33% |

Note: 2019 American Community Survey

As shown in Table 1, the total estimated population for the three counties is 2,241,029 an increase of 6 percent from the demographics included in the previous TDSP annual update that was based on 2018 ACS estimates. The total number of housing units increased by 6 percent.

When comparing the results of the population distribution by age group from the previous TDSP to

the demographic summary included in Table 1, the distribution remains consistent, with the age groups of 55 to 64 and 65 and over both showing slight increases of 1 percent, at 11 percent and 12 percent of the total population distribution, respectively.

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

Population below poverty is one of the primary components in determining underserved populations. The concentrations of residents in this situation are consistent with the underserved population. Income by itself is one of the leading influencers in travel decisions. According to the 2014 American Community Survey (ACS) 1-Year Public Use Microdata Sample (PUMS), transit and other forms of alternative transportation are critical for many Florida residents.

Thirty-five percent of renter households with incomes below 30% of the average median income (extremely low-income, or ELI) have no vehicle at home, including 58% of ELI renters age 75 and older. Due to less disposable income available, research shows that low income households are less likely to own one vehicle per licensed driver or able to make fewer discretionary trips, and therefore, may be more dependent on public transit, particularly for non-essential or recreational trips.

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

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

Table 2: Population Projections (BEBR Medium Series)

| Census | | | | Projected | | | | | |
|------------------------|-----------|-----------|---|-----------|-----------|-----------|-----------|-----------|---|
| <i>County</i> | 2010 | 2018 | % Change between 2010 and 2018 | 2019 | 2020 | 2025 | 2035 | 2045 | % Change between 2018 and 2045 |
| <i>Orange</i> | 1,145,956 | 1,321,194 | 15.3% | 1,386,080 | 1,418,900 | 1,573,000 | 1,797,400 | 1,972,200 | 49.3% |
| <i>Osceola</i> | 268,685 | 338,169 | 25.9% | 370,552 | 384,800 | 452,100 | 558,900 | 642,600 | 90.0% |
| <i>Seminole</i> | 422,718 | 455,086 | 7.7% | 471,735 | 478,800 | 510,700 | 556,900 | 590,400 | 29.7% |
| <i>Total</i> | 1,836,859 | 2,114,449 | 15.1% | 2,228,367 | 2,282,500 | 2,535,800 | 2,913,200 | 3,205,200 | 51.5% |

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

The 2020 population estimates BEBR compared to 2019 show a slight increase in population for the three-county service area. As reported in the last year's TDSP annual update, Osceola County continues to have the highest projected growth in comparison to Orange and Seminole counties. The latest report issued by BEBR, "Florida Estimates of Population 2020," ranked Osceola County with the 2nd largest percent change in population from 2010 to 2020 and Orange County with the 5th largest percent change in population compared to all other Florida counties.

LABOR FORCE AND EMPLOYMENT

In the past years, the Central Florida labor market has continued to improve from an unemployment rate of

9.1 percent in 2014 decreasing to 4.9 percent in 2018. The most recent data available is 2019 ACS data indicating another decrease in the unemployment rate from 4.9 percent in 2018 to 4.1 percent in 2019 for the Orlando-Kissimmee-Sanford Metropolitan Area. Prior to the pandemic, LYNX was experiencing an increase in transportation demand for employees in the region.

However, with the economic conditions that resulted from Covid-19, it is expected that there will be an increase in the number of unemployed persons and overall unemployment rate when 2020 data is released.

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

Table 3 shows the 2019 labor force and unemployment rates for the State of Florida and the Orlando-Kissimmee-Sanford Metropolitan Area.

Table 3: Labor Force and Unemployment

| Civilian Labor Force and Unemployment (April 2018) | | | |
|--|----------------------|-------------------|-------------------|
| Area | Civilian Labor Force | Number Unemployed | Unemployment Rate |
| Orlando-Kissimmee-Sanford Metropolitan Area | 1,369,329 | 56,237 | 4.1% |
| State of Florida | 10,500,485 | 471,449 | 4.5% |

Source: 2019 American Community Survey

3. Major Trip Generators

Prior to the COVID-19 pandemic, many major tourist attractions, shopping centers, and the Orlando International Airport were major trip generators on the LYNX system and reported in the TDSP. Some of the major destinations are listed below.

- Walt Disney World
- Sea World
- Universal Studios
- International Drive
- downtown Orlando
- Mall at Millenia
- Fashion Square Mall
- Altamonte Mall
- Florida Mall

- Oviedo Crossings
- Seminole Town Center
- West Oaks Mall
- Colonial Mall
- Winter Park Village
- Winter Garden Village at Fowler Groves

Major non-work related trip generators include dialysis, medical, personal/ recreational, education/ training/ adult daycare, and shopping. These trips account for approximately 75 percent of all trips transportation disadvantaged trips provided by ACCESS LYNX. Currently, there are more than 30 renal dialysis centers in the tri-county region. Table 4 contains a list of the major trip generators for TD trips provided in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period. While not typical, the number of trips to the dialysis centers has slightly declined from 2019 to 2020.

Table 4: Major Trip Generators by Location (2020)

| Facility | CY20 Trips |
|---|------------|
| LIGHTHOUSE KUNZE | 10,531 |
| DIALYSIS KISSIMMEE | 9,214 |
| DIALYSIS W COLONIAL | 7,698 |
| DIALYSIS DAVITA EAST | 7,474 |
| DIALYSIS DSCF SANFORD | 7,156 |
| ADVENT HEALTH HOSPITAL SOUTH ROLLINS ST | 6,687 |
| DIALYSIS POINCIANA | 6,650 |
| DIALYSIS DAVITA CENTRAL ORLANDO | 6,299 |
| DIALYSIS CENTRAL FL KIDNEY ERNESTINE | 6,117 |
| DIALYSIS FLORIDA CENTER | 5,548 |
| DIALYSIS DSCF EAST | 5,505 |
| DIALYSIS STURTEVANT | 5,297 |
| DIALYSIS DAVITA OCOEE | 5,037 |
| DIALYSIS WEST ORANGE WINTER GARDEN | 4,802 |
| WINTER GARDEN FAMILY HLTH | 4,802 |
| DIALYSIS E COLONIAL | 4,566 |
| DIALYSIS VINELAND | 4,287 |
| DIALYSIS DAVITA APOPKA | 4,285 |
| DIALYSIS CENTRAL FL KIDNEY CHICKASAW | 4,133 |
| DIALYSIS DAVITA AIRPORT | 4,111 |
| DIALYSIS TOWN LOOP | 3,745 |
| UNIVERSAL EMPLOYEE PARKING | 3,717 |
| DIALYSIS DAVITA LAKE MARY | 3,675 |
| DIALYSIS BUENA VENTURA | 3,641 |
| DIALYSIS OVIEDO | 3,629 |
| DIALYSIS WINTER PARK | 3,421 |
| ORLANDO HEALTH & REHAB | 3,336 |
| DIALYSIS WEST ORANGE MAITLAND | 3,296 |
| DIALYSIS ALT SPRINGS | 3,226 |
| DIALYSIS ST CLOUD | 3,136 |
| ADVENT HEALTH HOSPITAL NORTH ALTAMONTE DR | 3,104 |
| DIALYSIS LK ELLENOR | 3,052 |
| DIALYSIS DAVITA KIRKMAN | 2,995 |
| DIALYSIS LANDSTAR | 2,850 |
| DIALYSIS GOLDENROD | 2,847 |
| DIALYSIS DAVITA CASSELBERRY | 2,842 |
| DIALYSIS CELEBRATION | 2,816 |
| ADANSON CANCER REHAB | 2,748 |
| DIALYSIS DAVITA ADANSON | 2,748 |
| DIALYSIS APOPKA | 2,741 |

Service Analysis

Forecasts of TD Population

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

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

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

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

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

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

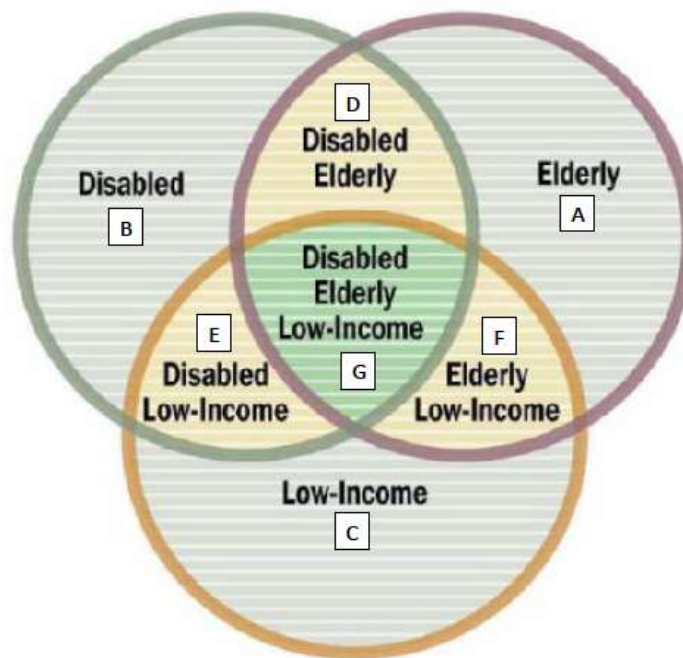


Table 6: Forecast of Transportation Disadvantaged Population by County (2018)

Orange County

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

Osceola County

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

Seminole County

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

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

Orange County

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

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

Osceola County

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

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

Seminole County

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

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

Summary

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

Needs Assessment

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

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

The need for transportation among all segments of the Transportation Disadvantaged population are constantly growing and are anticipated to grow even more. This growth rate is occurring at a much higher rate than the growth of funding for these services. For these reasons, LYNX in collaboration with the TDLCB and the TD application review working group, has updated the TD program eligibility process for screening customers. After researching and reviewing eligibility processes from other agencies, the working group established that TD eligibility will be based on meeting **two of the three** following criteria.

- Have no access to a fixed route.
- Have a disability.
- Have an income level at or below 185 percent of the Federal Poverty level.

LYNX will also continue efforts to transition customers off of the more costly paratransit service to fixed-route bus service and TNC trips, when appropriate and efficient. This is accomplished through incentive programs, needs assessments, and travel training efforts which will continue to be engaged by LYNX staff in response to the shift from a traditional paratransit model to the mobility management model.

As the Community Transportation Coordinator (CTC), LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) with TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit

eligibility process to include an assessment of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. Through a critical evaluation of services, LYNX determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation, patient evaluation and transit services. Accordingly, LYNX contracts with ADARide.com, which utilizes Select Physical Therapy to provide eligibility assessments for clients.

LYNX is also in the process of initiating a General Transit Feed Specification (GTFS) that will provide a real time and static feed of bus stop accessibility information to outside vendors, such as Google. The GTFS will provide passengers with data on sidewalk available and any changes to wheelchair accessibility at the bus stops ahead of their trip. The technology is in test mode and should be fully functional by May 2021.

In addition to the needs identified above, in coordination with the TDSP major update process, LYNX updates its Human Services Transportation Plan to identify the needs of older adults and individuals with disabilities. This plan is based on a comprehensive public outreach process and derived from public input relating to the coordination of transportation services.

The plan development process provides an opportunity to identify the needs and develop potential solutions/projects that may be considered as funding becomes available through the Section 5310 grant. The plan and public participation documentation is included as Attachment 6.

Barriers to Coordination

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

Goals, Objectives, and Strategies

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

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

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

Objectives provide the specific actions that will be taken by LYNX to achieve the goals while the strategies identify the tasks to be completed to meet the objectives. The goals and objectives have established targets based on measures which are quantifiable and qualified through regular review and analysis. The strategies in this section are the quality assurance measures listed in Section III of this document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form. Annual progress towards achieving each goal is also shown in this section.

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

Objective: Identify eligible TD riders for best transportation solution.

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

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

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

Status: The LYNX Mobility Management model helps to identify the most appropriate mode of transportation for each passenger. LYNX has also implemented a the ACCESS Plus+ program to help assist those able to use the fixed route system with learning how to access and navigate the routes. This program allows both the rider and a companion to ride the fixed route for free. The preliminary results of the pilot were extremely successful prior to the pandemic. However, following the COVID-19 public health crisis and decline in overall ridership, the program has slowed and has not been

expanded during this reporting period due to lower demand. As service returns to normal levels, LYNX will continue to pursue opportunities to enroll passengers in this ACCESS Plus+ program and look for ways to expand the program.

Goal 2: Customer outreach and education.

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

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

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

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

Status: Many events have been postponed over the last year due to safety concerns affecting LYNX's ability to participate. Attendance at various community events to provide information and training on the

ACCESS LYNX system will remain a top priority for the Mobility Services department.

Goal 3: Improve community perception of public transportation.

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

Strategy: Reduce turnaround time for concern resolution.

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

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

Status: The review of annual data indicates that on average complaints/cases were closed out within 9.29 days.

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

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

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

Target: Create basic Guidelines Documentation for Mobility Service Division

Measure: Complete project by August 2021

Status: LYNX is in the process of updating its How to Ride Guide and the document is currently in draft format.

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

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

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

Measure: Completed Communications meeting.

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

Implementation Plan

1. Five-Year Transportation Disadvantaged
Improvement Program

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

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

Table 8: Implementation Schedule

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

| Goal 2: Customer outreach and education. | | | |
|---|----------------|-------------|--------------------------------------|
| Identify target audiences (human service agencies, customers, other stakeholders) | July 2018 | Ongoing | Senior Manager of Mobility Services |
| Develop a standardized presentation package to include TD program | July 2020 | August 2021 | Mobility Service staff and Marketing |
| Schedule presentation opportunities | September 2018 | Ongoing | Customer Service Manager |

Goal 3: Improve community perception of public transportation.

| | | | |
|--|------------|---------|--|
| Obtain baseline status of key performance indicators | July 2018 | Ongoing | Supervisor – Mobility Services |
| Review trends of prior month TD customer concerns based on category volume | June 2020 | Ongoing | Manager of Mobility Services/ Manager of Customer Service |
| Develop a corrective action plan for recording TD concerns and timeline for implementation | April 2020 | Ongoing | Senior Manager of Mobility Services |

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

| | | | |
|--|----------------|-------------|-----------------------------------|
| Identify which service guidelines, standards, and processes and procedures are needed. | July 2018 | August 2021 | Mobility Services Leadership Team |
| Document TD service guidelines, standards, processes and procedures. | August 2018 | August 2021 | Mobility Services Leadership Team |
| Create a Mobility Services Division operating manual | September 2018 | August 2021 | Mobility Services Leadership Team |

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

| | | | |
|--|-----------|---------|---|
| On Going meetings with Mobility Services Leadership Team and the Service Planning Division | July 2018 | Ongoing | Senior Manager of Mobility Services/ Director of Mobility Services |
| Share TD requests with Service Planning | July 2020 | Ongoing | Senior Management Team |

II. SERVICE PLAN

A. Operations

Types, Hours, and Days of Service

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

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

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

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

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

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

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

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

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

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

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

Accessing Services

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

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

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

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

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

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

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

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

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

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

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

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

Table 9: Operating Policies

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

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969). Customers with hearing impairments may use the 711 Florida Relay Service.

Eligibility

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

Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible through the application process. The applicant must meet two of the three categories following categories to be eligible as developed by ACCESS LYNX and approved by the Local Coordinating Board (LCB).

- 1. Have no access to a fixed route.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment. 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.

2. Have a 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.

3. Have an income level at or below 185 percent of the Federal Poverty Level based on the individual applicant's income – not household income. The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income status will be requested. Acceptable forms of income verification are listed on the TD Program Application (presented in the appendices)

All eligible clients will be re-certified every two (2) years to ensure that ACCESS LYNX has the most recent information for each customer.

American with Disabilities Act of 1990 (ADA) Paratransit Service

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

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

Conditional Eligibility. Any individual who is able to use the fixed-route buses for *some* of their trips and qualify for paratransit service for other trips. Persons who cannot navigate *some* architectural or environmental barriers such as: lack of curb

cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

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

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

Functional Assessment and Travel Training for ADA

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

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

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

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

process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

Appeals Process For ADA

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

- Step 1. Customer must contact the Manager of Mobility Services to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.
- Step 2. Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal are located at Attachments 3 and 4, respectively.

Visitors (ADA customers visiting the area from another area)

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

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

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

Other Sponsors of Service

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

Trip Prioritization

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

| | |
|-----|---|
| 45% | <u>Subscription trips</u> are generated by the scheduling software the same day and time every week. |
| 55% | <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.

- ACCESS LYNX replaced 1/3 of its fleet vehicles (63 paratransit vehicles) and 100 percent fleet of its NeighborLink vehicles (15 vehicles).

Transportation Operators and Coordination Contractors

Operator Capability

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

Driver Training

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

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

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

Coordinated Providers

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

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

COORDINATION CONTRACT APPROVAL POLICY

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

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

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms

and coordination contracts. The Director of Mobility Services must approve all potential coordination contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach.

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

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

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

A detailed summary of the services must be provided by the requestor, relative agency information, agency

contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 10 contains a list of providers within LYNX' coordinated system.

Table 10: Provider Information

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

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

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

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

Florida Mentor
5035 Edgewater Dr
Orlando, FL 32810

Good Samaritan Society
1550 Aldersgate Dr.
Kissimmee, FL 34743

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

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

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

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

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

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

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

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

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

Public Transit Utilization

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

School Bus Utilization

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

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

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

Table 11: Vehicle Inventory (Paratransit)

| Year | Make | VIN | Wheelchair Lift or Ramp | Wheelchair Capacity | Seat Capacity |
|------|------|-------------------|----------------------------|------------------------|------------------|
| 2015 | FORD | 1FDEE4FL8EDB10564 | Lift | 4 | 12 |
| 2015 | FORD | 1FDEE4FL0EDB10932 | Lift | 4 | 12 |
| 2015 | FORD | 1FDEE4FL3EDB10925 | Lift | 4 | 12 |
| 2015 | FORD | 1FDEE4FL1EDB10566 | Lift | 4 | 12 |
| 2015 | FORD | 1FDEE4FL4EDB10934 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS4FDA28117 | Lift | 4 | 12 |
| 2015 | FORD | 1FDEE4FL8FDA35303 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS5FDA28112 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS6FDA28121 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS0FDA28129 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FSXFDA28137 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS3FDA28125 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS8FDA28119 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS2FDA28133 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FSXFDA28123 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS4FDA28120 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS3FDA28111 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS6FDA28135 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS0FDA28132 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS7FDA28127 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS1FDA28110 | Lift | 4 | 12 |
| 2015 | FORD | 1FDFE4FS8FDA28136 | Lift | 4 | 12 |
| 2016 | FORD | 1FDFE4FS6GDC57108 | Lift | 4 | 12 |
| 2016 | FORD | 1FDFE4FS4GDC57110 | Lift | 4 | 12 |
| 2016 | FORD | 1FDFE4FSXGDC57113 | Lift | 4 | 12 |
| 2016 | FORD | 1FDFE4FS8GDC57112 | Lift | 4 | 12 |
| 2016 | FORD | 1FDFE4FS6GDC57111 | Lift | 4 | 12 |
| 2016 | FORD | 1FDFE4FS8GDC57109 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS8HDC39923 | Lift | 4 | 12 |

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| Year | Make | VIN | Wheelchair Lift or Ramp | Wheelchair Capacity | Seat Capacity |
|-------------|-------------|-------------------|------------------------------------|--------------------------------|--------------------------|
| 2018 | FORD | 1FDFE4FS0GDC55340 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS9GDC57118 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS4HDC57562 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS0GDC57119 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS5HDC58879 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS1HDC41674 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FSXHDC57565 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS7HDC58883 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS1HDC58880 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS7HDC57569 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS9HDC58884 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS6HDC57563 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS8HDC57564 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS7GDC57117 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS3HDC53051 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS5HDC57568 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS3HDC57567 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FSXHDC39924 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS0HDC58885 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS5HDC58882 | Lift | 4 | 12 |
| 2018 | FORD | 1FDFE4FS3HDC57570 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS6KDC10038 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS3JDC43464 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS4KDC10037 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS1JDC41891 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS2KDC17357 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS2KDC10036 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS3JDC41875 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS1JDC41874 | Lift | 4 | 12 |
| 2019 | FORD | 1FDFE4FS4JDC41884 | Lift | 4 | 12 |

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| Year | Make | VIN | Wheelchair Lift or Ramp | Wheelchair Capacity | Seat Capacity |
|------|------|-------------------|----------------------------|------------------------|------------------|
| 2019 | FORD | 1FDFE4FSXJDC41887 | Lift | 4 | 12 |
| 2020 | FORD | 1FDFE4FSXKDC51384 | Lift | 4 | 12 |
| 2020 | FORD | 1FDFE4FS3KDC51386 | Lift | 4 | 12 |
| 2020 | FORD | 1FDFE4FS1KDC51385 | Lift | 4 | 12 |
| 2020 | FORD | 1FDWE3F69KDC72790 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F66KDC72763 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F68KDC72764 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F64KDC72776 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F64KDC72762 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F62KDC72761 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F65KDC72768 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F62KDC72758 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F65KDC72785 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F61KDC72766 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F6XKDC72765 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F67KDC72786 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F61KDC72783 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F64KDC72759 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F69KDC72787 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F63KDC72784 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F62KDC72775 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F60KDC72760 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F67KDC72772 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F60KDC72774 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F66KDC72777 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F63KDC72770 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F69KDC72773 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F67KDC72769 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F66KDC72780 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F60KDC72788 | Lift | 3 | 10 |

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| Year | Make | VIN | Wheelchair Lift or Ramp | Wheelchair Capacity | Seat Capacity |
|-------------|-------------|-------------------|------------------------------------|--------------------------------|--------------------------|
| 2020 | FORD | 1FDWE3PN9MDC20750 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F68KDC72778 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F68KDC72781 | Lift | 3 | 10 |
| 2020 | FORD | 1FDWE3F6XKDC72782 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN1MDC20774 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN6MDC20771 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN4MDC20770 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN2MDC20766 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN9MDC20764 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN7MDC20763 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN3MDC20761 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN2MDC20749 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3F65KDC72771 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3F63KDC72767 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN2MDC20752 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN0MDC20751 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN3MDC20775 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN6MDC20768 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN3MDC20758 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN1MDC20757 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FNXMDC20756 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN6MDC20754 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN4MDC20753 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN0MDC20765 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN5MDC20762 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN8MDC20755 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN8MDC20769 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN5MDC20759 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN8MDC20772 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN5MDC20776 | Lift | 3 | 10 |

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| Year | Make | VIN | Wheelchair Lift or Ramp | Wheelchair Capacity | Seat Capacity |
|------|-------|-------------------|----------------------------|------------------------|------------------|
| 2021 | FORD | 1FDWE3FN0MDC20779 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN7MDC20777 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN9MCD20778 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN4MDC20767 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FN1MDC20760 | Lift | 3 | 10 |
| 2021 | FORD | 1FDWE3FNXMDC20773 | Lift | 3 | 10 |
| 2018 | DODGE | 2C7WDGCGXJR176581 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG5JR176584 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG4JR176592 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG6JR176593 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG6JR176576 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG7JR176585 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG4JR176589 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR176579 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG8JR176577 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG0JR176587 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG9JR176572 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG0JR176573 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG8JR176594 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCGXJR176595 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG8JR176580 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR176582 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG2JR176588 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG0JR176590 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR176596 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG2JR176591 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG2JR176574 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG4JR176575 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCGXJR176578 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG3JR176583 | Ramp | 1 | 3 |

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| Year | Make | VIN | Wheelchair Lift or Ramp | Wheelchair Capacity | Seat Capacity |
|-------------|-------------|-------------------|------------------------------------|--------------------------------|--------------------------|
| 2018 | DODGE | 2C7WDGCGXJR337902 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG3JR337899 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG6JR337900 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR337903 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG8JR337901 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG9JR337907 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG9JR337910 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG7JR337906 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG0JR337908 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG3JR337904 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG2JR337912 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG2JR337909 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG4JR337913 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR337898 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG5JR337905 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG0JR337911 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG6JR337914 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG8JR337915 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR337917 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG5JR337919 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCGXJR337916 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG3JR337918 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCG1JR337920 | Ramp | 1 | 3 |
| 2018 | DODGE | 2C7WDGCGXJR337897 | Ramp | 1 | 3 |

Table 12: Vehicle Inventory (NeighborLink)

| Model Year | Make | VIN | Wheelchair Lift or Ramp | WC capacity | Miles | Seat Capacity | Fuel |
|------------|---------------|-------------------|-------------------------|-------------|---------|---------------|----------|
| 2011 | Chevy, 4500 | 1GB6G5BG2B1183156 | Lift | 2 | 193,065 | 14 | Gasoline |
| 2011 | Chevy, 4500 | 1GB6G5BG6B1166196 | Lift | 2 | 193,790 | 14 | Gasoline |
| 2015 | Chevy, 4500 | 1GB6G5BG3G1230068 | Lift | 2 | 24,344 | 14 | Gasoline |
| 2015 | Chevy, 4500 | 1GB6G5BG9G1232634 | Lift | 2 | 24,393 | 14 | Gasoline |
| 2015 | Chevy, 4500 | 1GB6G5BGXF1232030 | Lift | 2 | 27,536 | 14 | Gasoline |
| 2015 | Chevy, 4500 | 1GB6G5BG2F1231566 | Lift | 2 | 206,757 | 14 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS0KDC75242 | Lift | 3 | 137,829 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS4KDC75244 | Lift | 3 | 200,249 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS8KDC75246 | Lift | 3 | 191,213 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS9KDC75238 | Lift | 3 | 23,989 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS9KDC75241 | Lift | 3 | 23,525 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS7KDC75240 | Lift | 3 | 25,025 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS6KDC75245 | Lift | 3 | 20,659 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS3KDC75249 | Lift | 3 | 25,077 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS1KDC75248 | Lift | 3 | 23,234 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS0KDC75239 | Lift | 3 | 15,447 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS2KDC75243 | Lift | 3 | 20,830 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS1KDC75251 | Lift | 3 | 16,779 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FSXKDC75247 | Lift | 3 | 19,264 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FSXKDC75250 | Lift | 3 | 13,721 | 12 | Gasoline |
| 2020 | Ford, E450 | 1FDFE4FS3KDC75252 | Lift | 3 | 22,643 | 12 | Gasoline |
| 2018 | Ford, Odyssey | 1FDFE4FS3HDC58881 | Lift | 3 | 20,915 | 12 | Gasoline |
| 2018 | Ford, Odyssey | 1FDFE4FS1HDC57566 | Lift | 3 | 27,798 | 12 | Gasoline |
| 2018 | Ford, Odyssey | 1FDFE4FS9HDC53054 | Lift | 3 | 21,190 | 12 | Gasoline |

System Safety Program Plan

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement a System

Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. According to this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

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

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

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

- Two-way radios

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

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

Revision History

| Revision Number | Revision Date | Summary of Changes | Author |
|-----------------|---------------|--|------------------------------------|
| Revision 18 | 8-12-2019 | Updated the plan to reflect change in CEO | Author |
| Revision 17 | 7-18-2018 | Updated the plan to reflect FDOT's recommendations from the Triennial Review | Author |
| Revision 16 | 5-1-2018 | Updated system description, positions and added criminal background checks-section 4.2.3 | Risk Management, Safety & Security |
| Revision 15 | 12-01-2015 | Update to include FDOT BSS requirements | Risk Management, Safety & Security |
| Revision 14 | 3-01-2014 | Update to include Grapefruit LYMMO | Risk Management and Safety |
| Revision 13 | 8-1-2013 | Plan Update and FDOT BSS Requirements | Risk Management and Safety |
| Revision 12 | 2-1-2010 | Plan Update | Safety and Security |
| Revision 1 | 2-1-1993 | Initial Version | Operations |

Document Location

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Adoption

This document requires the following approvals:

| Name | Title | Signature |
|-------------------|----------------------------|-----------|
| James E. Harrison | Chief Executive Officer | |
| Name | Title | Signature |
| Tellis Chandler | Director, Safety& Security | |

Distribution

This document has been distributed to:

| | |
|--------|---|
| Name | System Safety Program Plan |
| File | Risk Management, Safety & Security Division |
| InLYNX | Risk Management, Safety & Security Division |

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1 Safety Management Policy


1.1 Mission and Policy Statement

All levels of LYNX management, employees, contractors, and partner agencies are accountable and responsible for upholding the best safety performance, starting with the Executive Director as the Accountable Executive, the Director of Risk Management Safety & Security is the agency's designated Chief Safety Officer (CSO), has the oversight authority and responsibility for implementation of the agency's safety management system (SMS) and reports directly to the Executive Director. The CSO is responsible for providing resources and executive-level safety advocacy and direction to the Safety Department for managing day-to-day implementation and operation of the agency's SMS.

LYNX commits to:

- **Support** the risk and safety management program through the provision of appropriate resources and visible top-level commitment to safety;
- **Foster** positive safety cultures and inserts best practices among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- **Establish** a systematic and comprehensive approach to identify, analyze, evaluate, and mitigate safety risk activities associated with transit system operations and related maintenance activities to meet or exceed the acceptable level of safety performance;
- **Integrate** risk and safety management system into the departmental standard operating procedures and actively manages safety with the same attention to results as of the other management systems of the organization;
- **Implement** an effective employee safety reporting and communication program, and encourage participation and contribution of frontline personnel in the management of safety. We ensure that no action is taken against any employee who discloses a safety concern through our safety reporting system unless such a disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Provide** adequate and appropriate safety-related information and job-specific safety training for all employees, and ensure that they are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Establish and measure** our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Comply with**, and wherever possible exceed, legislative and regulatory requirements and standards;
- **Continuously improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support our operations are delivered meeting our safety performance standards




James Harrison, Executive Director


Date

Document Location

This is an on-line document. Paper copies are valid only on the day they are printed. Refer to Risk Management, Safety & Security Division if you are in any doubt of the accuracy of this document.

Approvals

| Name | Title | Signature |
|-------------------|-----------------------------------|--|
| James E. Harrison | Accountable Executive (CEO) |  |
| Tellis Chandler | Director, Safety & Security (CSO) |  |
| Buddy Dyer | Chairman, Board of Directors | |

Distribution

This document has been distributed to:

| Name | Agency Safety Plan |
|--------|---|
| File | Risk Management, Safety & Security Division |
| InLYNX | Risk Management, Safety & Security Division |

Executive Summary

The Central Florida Regional Transit Authority (LYNX) improves people's quality of life with Passion, Pride and Performance. LYNX's transportation services are locally based and regionally connected with bus service throughout Orange, Osceola, Seminole and Polk County.

Managing risk and safety is at the core of our safety culture and an essential part of our business activities. LYNX has adopted a Safety Management Systems (SMS) framework as an explicit element of the agency's responsibility by establishing safety policy; identifying hazards and controlling risks; goal setting, planning, prioritizing resources and measuring performance. Furthermore, the agency's SMS is a mean to foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

To ensure transit safety and in order to comply with Federal Transit Administration (FTA) requirements, LYNX has developed this Public Transit Agency Safety Plan (PTASP or the "Plan") to comply with FTA regulations established by Section 5329(d), which includes setting performance targets based on the performance criteria established in the National Public Transportation Safety Plan (NPTSP), (January 2017, Version 1.0). The PTASP for LYNX is consistent with and supports the safety management system (SMS) approach to safety risk management. SMS is an integrated collection of the agency's policies, processes, and behaviors that ensure a formalized, proactive and data-driven approach to safety risk management.

LYNX's PTASP aim to increase the safety of transit systems by proactively implement the four components of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. The strategic approach is flexible and scalable, depends on the circumstance, to effectively meet its safety performance targets and established standards. The PTASP for LYNX addresses the following elements:

| | |
|--------------------------|--|
| Safety Objectives | Specify measurable and attainable safety objectives to reach the agency's safety goal. |
|--------------------------|--|

System Safety Program Plan (SSPP)

1.0 Management Safety Commitment and Policy Statement

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

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

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

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

Signature

 Chris York
 General Manager
 MV Transportation MV ACCESS LYNX
 Date: July 29, 2019

Inter-county Services

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

Natural Disaster/Emergency Procedures

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

Marketing

Each month ACCESS LYNX participates in community outreach activities. These are primarily community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program. While these events have been postponed more recently due to the public health

issues, ACCESS LYNX will participate as community events are rescheduled.

Acceptable Alternatives

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

Service Standards

Table 13 presents the current service standards for the ACCESS LYNX paratransit service.

Table 13: Service Standards

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|--|--|
| Advance Reservations Requirements | 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. |
| Advance Reservations Limit | When calling to schedule appointments, ADA customers should call as far in advance as you can, (we have up to a 7-day advance |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|--------------------------------------|--|
| | 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. |
| Accidents | 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. |
| Air Conditioning/ Heating | 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. |
| Billing Requirements | ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes). |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|--|---|
| Call Hold Time | 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. |
| Cardio-pulmonary Resuscitation Training | Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation. |
| Complaints | <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> |

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

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

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

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|---------------------------------|--|
| Passenger Property | 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. |
| Passenger/ Trip Database | 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. |
| Pick-up windows | <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> |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|--------------------------------------|--|
| Public Transit Ridership | 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. |
| Reservation Hours | 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. |
| Road Calls | No more than 1 every 10,000 miles. |
| Seating Standard | Vehicle seating shall not exceed the manufacturer's recommended capacity. |
| Service Animals | Service animals shall always be permitted to accompany their users in any system vehicle. |
| Service Hours | Services are available 24-hours a day, 365-days a year. |
| Smoking, Eating, and Drinking | 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. |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|---|---|
| Subscriptions | <p>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.</p> |
| Transport of Personal Care Attendant and Dependent Children Policy | <p>Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>A PCA must accompany all children under the age of fifteen. Only one PCA may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See “Use and Responsibility of Child Restraint Devices” below.)</p> |

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

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|-------------------------------|--|
| Trip Request Limit | 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. |
| Two-Way Communications | 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. |
| Unscheduled Stops | 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. |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE COUNTIES |
|--|--|
| Use and Responsibility of Child Restraint Devices | <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> |
| Vehicle Cleanliness | <p>All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.</p> |
| Vehicle Transfer Points | <p>No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.</p> |

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

The length of time that customers are on hold has improved significantly since the previous annual update. As of December 2020, the total number of calls received had decreased by 30 percent in comparison to December 2019. In addition, the average time to answer calls went from 5 minutes and 41 seconds in December 2019 to 58 second in December 2020. The improvements are due to both the implementation of new technologies as well as the overall decline in call demand and trips following COVID-19. Due to safety concerns related to COVID, the Mobility Services Department quickly transitioned the Mobility Customer Service staff to a remote work setup.

The availability of the online reservation system called WebACCESS allows ACCESS LYNX customers to manage their own trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations, and to access and edit the customer's information 24 hours a day, 7 days a week. LYNX has also provided tutorial video on its website to assist customers with learning how to use the new system.

The assessment of new call center technologies will consider the technologies already in place as well as capabilities to accommodate remote work.

Local Grievance Procedures/Process for TD

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

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

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

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

CTC Monitoring Procedures of Operators and Coordination Contractors

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

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

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The CTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY21/22. The model considers the costs and revenues for operating service, including administrative expenses for the following:

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

Table 14 presents the CTD calculated rates.

Table 14: Transportation Disadvantaged Trip and Equipment Calculated Rates

| Service Type | Unit | Rate |
|---------------------|-------------|-------------|
| Ambulatory | Per trip | \$41.94 |
| Wheelchair | Per trip | \$71.90 |

III. QUALITY ASSURANCE

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

CTC Evaluation Process

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

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

The TDLCB is currently in the process of completing the annual CTC review. The results of the FY 2018-19 review completed in May 2020 did not indicate any findings in need of corrective action.

Planning Agency Evaluation Process

In addition to the annual CTC evaluation, the FCTD completed a triennial Quality Assurance and Program Evaluation (QAPE) to monitor the TD service in May 2020.

Attachment 1: Glossary of Terms

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

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

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| 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. |

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| 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. |

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| 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. |

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

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| 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. |

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

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| 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). |

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

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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

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| 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. |

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| 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. |

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| 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. |

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| 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 TRANSPORTATION DISADVANTAGED (TD) PROGRAM

Thank you for your interest in the Transportation Disadvantaged (TD) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Eligibility:

To be eligible for the TD program, the applicant must meet **two of the three** following criteria:

1. Have no access to a fixed route.
2. Have a disability.
3. Have an income level at or below 185% of Federal Poverty level.

(Pursuant to the 2020 Federal Poverty Guideline, 185% of the Federal Poverty Level is \$23,606.)

The income level used for this criteria is the **individual** applicant's income - not the applicant's household income.

If the disability criteria is applicable, the Medical section of this application (Section 4) must be completed and signed by a Florida licensed physician. You may attach supporting documentation to this application.

You are required to provide identification and applicable financial supporting documents upon submission. Self-declaration of income is not accepted. Processing may take up to 21 days from receipt of completed application.

We will make every effort to verify your individual income and any medical information provided. If necessary, further information may be requested to determine eligibility.

Completed TD applications must contain all requested information. Please be sure to sign this application where appropriate, and attach a copy of your Florida ID or Driver's license along with all other required supporting documentation.

Mail Completed Application to:

ACCESS LYNX (Eligibility)

455 N Garland Ave.

Orlando, FL 32801

Fax Application to: (407) 849-6759

Information: (407) 423-8747 (select Option 6)



Central Florida Regional Transportation Authority

455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com

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LYNX TDSP - MINOR UPDATE 2021

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| FOR OFFICE USE ONLY: | DATE RECEIVED _____ |
| Client ID: _____ | NEW _____ RECERT _____ |

For Life Sustaining Trips Only – Check Here: ☐ Dialysis Only ☐ Cancer Treatment Only

APPLICATION: General Information (SECTION 1)

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| Date of Birth _____ | | Last 4 of Social Security Number _____ | |
| Last Name _____ | First Name _____ | Middle Initial _____ | |
| Home Address _____ | | Apartment Number _____ | |
| City _____ | County _____ | State _____ | Zip Code _____ |
| Complex/Subdivision/ Facility Name _____ | | Gate Code _____ | |
| Home Phone _____ | Work Phone _____ | Cell Phone _____ | Email address _____ |
| Mailing Address _____ | Apt Number _____ | City _____ | County _____ State _____ Zip Code _____ |

Emergency Contact:

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|----------------------------|--------------------|---|
| Name _____ | Relationship _____ | Phone number _____ |
| Address / Apt Number _____ | City _____ | County _____ State _____ Zip Code _____ |

Please check all that apply to you:

- | | | | |
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| <input type="checkbox"/> Service Animal | <input type="checkbox"/> Walker | <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Wide Wheelchair |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Hearing Loss | <input type="checkbox"/> Mental Impairment | <input type="checkbox"/> Mental Impairment (Do not Leave Unattended) |
| <input type="checkbox"/> Sight Impairment | <input type="checkbox"/> Deaf | <input type="checkbox"/> Manual Wheelchair | |
| <input type="checkbox"/> Assist Walking | <input type="checkbox"/> Need Attendant | <input type="checkbox"/> Power Wheelchair | |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Blind/Legally Blind | |



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Do you have weekly scheduled medical appointments? ☐ YES ☐ NO

How many medical appointments do you have in a month? _____

How do you currently travel to your destination?

☐ LYNX (City bus) ☐ Taxi ☐ TNC ☐ Drive yourself ☐ Other ☐ ACCESS LYNX

Please check the condition which prevents you from accessing a regular LYNX fixed route bus:

☐ The bus stop is too far (more than ¼ mile).

☐ The bus does not run where I need to go/when I need to go for employment.

☐ I have a disability that prevents me from using the LYNX fixed route bus.

Explain: _____

Verification of Income (SECTION 2)

Total Individual Monthly Income \$ _____

Please attach proof of your total income **before** tax, including wages, tips, any Social Security income, pension, and other income. Acceptable forms of income verification include the following:

1. Minimum of two (2) most recent pay stubs \$ _____
2. DCF Cash Benefits/ Child support letter \$ _____
3. Unemployment Compensation income verification \$ _____
4. Social Security Proof of Income Letter (SSA/SSI/SSDI) \$ _____
5. Retirement / Pension statement (Include VA) \$ _____
6. First page of your most recent tax return \$ _____
7. Other (specify) \$ _____

*A Self-Declaration will not be accepted as proof of lack of income.

If you have \$0.00 income, and you live in a house or apartment, please indicate how your rent/utilities are paid (this includes balance remaining after rent subsidy).

Additional documentation may be required to support individual income.



LYNX

Central Florida Regional Transportation Authority

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Applicant's Verification of Completion and Release: (SECTION 3)

Application Checklist:

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| Did you attach a copy of your Florida ID or Driver's license? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Did you attach all required documents? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Is the Medical Form completed by a Florida Licensed Physician? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Acknowledgments, Authorization, and Release by Applicant

I understand that the purpose of this application including the request for supporting documentation is to determine my eligibility for "Transportation Disadvantaged" Service. I understand that the information about my disability (if any) contained in Section 4 of this application and in any supporting documents will be kept confidential and shared only with LYNX employees and professionals involved in evaluating my eligibility.

I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation including without limitation the information requested in Section 4 of this application.

I affirm that the information in this application package is true and correct to the best of my knowledge. 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 the transportation services.

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship



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Medical Form (SECTION 4)

Instructions for Florida Licensed Physician: Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name: _____ Date of Birth: _____

What is the applicant's disability or condition? _____

- ☐ Cognitive Impairment ☐ Functional ☐ Hearing ☐ Visual
☐ Uncontrolled Fatigue ☐ Emotional ☐ Neurological

Is the applicant's disability or condition: ☐ Permanent? ☐ Temporary?
 If Temporary, what is the expected duration? _____

Are any of the following affected by the individual's disability? (Check all that apply)

- ☐ Orientation ☐ Monitoring time ☐ Gait or balance
☐ Problem Solving ☐ Judgment ☐ Inconsistent performance
☐ Short-term Memory ☐ Communication ☐ Long-term memory
☐ Inappropriate social behavior ☐ Do Not Leave Unattended
☐ Other (please explain) _____

If applicant is currently taking prescribed medication(s), do any of the medications enhance or diminish the individual's functional ability to travel independently? ☐ Yes ☐ No

If yes, please explain. _____

I, the undersigned, certify the medical information provided on the TD Application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

 FL Licensed Physician's Signature Florida Medical License Number

 FL Licensed Physician's Name (Print Legibly) Contact Number

 Contact Address



Central Florida Regional Transportation Authority
 455 N. Garland Avenue | Orlando | Florida | 32801 | www.gotlynx.com



ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES

Instructions to Applicant or Proxy:

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

WHEN COMPLETED, PLEASE RETURN THIS FORM TO:

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

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

LYNX TDSP - MINOR UPDATE 2021

| | | | | | |
|---|--|--|--|--|--|
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | | |
| Applicant Name | | | | | |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | | |
| Date of Birth | | Social Security Number | | Medicaid Number | |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | |
| Last Name | | First Name | | Middle Initial | M/F |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |
| Home Address | | | | Apartment Number | |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | |
| City | | County | | State | Zip Code |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |
| Complex/Subdivision/Facility Name | | Nearest Intersecting Street | | Nearest Bus Route | |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | |
| If this is a gated community, please provide Gate Code <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | | |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | | |
| Home Phone | | Work Phone | | Cell Phone | E-Mail Address |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |
| Mailing Address | | Apt. Number | City | County | State |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |
| Emergency Contact Name | | Relationship | | | Phone Number |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |
| Address | | Apt. Number | City | County | State |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |
| Please check all that apply to you. | | | | | |
| <input type="checkbox"/> Portable Oxygen | | <input type="checkbox"/> Assist Walking | | <input type="checkbox"/> Needs Escort | <input type="checkbox"/> Wheelchair |
| <input type="checkbox"/> Sight Impairment | | <input type="checkbox"/> Cane | | <input type="checkbox"/> Crutches | <input type="checkbox"/> Walker |
| <input type="checkbox"/> Service Animal | | <input type="checkbox"/> Stretcher | | <input type="checkbox"/> Mental Imp. | <input type="checkbox"/> Hearing Loss |
| Do you have weekly scheduled medical appointments? <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | | |
| How many medical appointments do you have in a month? <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | | | | |
| How do you currently travel to your destination? | | | | | |
| <input type="checkbox"/> LYNX Bus | | <input type="checkbox"/> Taxi | | <input type="checkbox"/> Drive yourself | <input type="checkbox"/> Other |
| <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> | <hr style="border: none; border-top: 1px solid black; margin-bottom: 5px;"/> |

Do you have relatives or friends who can take you? _____

What is your annual household income? _____

How many people, including yourself, are in your household? _____

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

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

How far is the nearest bus stop? _____

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

Functional Ability

Without the assistance of someone else, can you:

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

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

_____ None.

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

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

_____ I need transportation to and from medical appointments only.

Applicant Name _____

Medical Verification To be completed by a licensed professional.

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

What is the applicant's disability? _____

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

If temporary, what is the duration? _____

Signature of Medical Professional _____ Date _____

Professional License # _____ State Issued _____

Print Name _____

Address _____

City _____ State _____ Zip Code _____

Phone # _____ Extension _____

Contact person _____

Applicants Release:

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

Applicant Signature _____ Date _____

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

Signing for Applicant _____ Relationship _____ Date _____

Attachment 3: ACCESS LYNX Appeal Process



LYNX

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

ACCESS LYNX ADA APPEAL PROCESS

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

Filing An Appeal

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

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

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

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

proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.

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

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

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

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

Other accessible formats available upon request.

Attachment 4: ACCESS LYNX Request for Appeal

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

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

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

Appeals Request

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

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

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

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

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

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

A. The Appeals Panel Representatives Pool is as follows:

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

There will be three to five total Panel Members

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

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

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

E. On the day of the hearing:

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

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

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

appellant at their discretion.

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

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

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

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

6. Panel members may:

a. Come to a common conclusion on eligibility;

b. Vote on determination of eligibility; or

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

Attachment 5: Grievance Procedure



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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 11, 2021

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 Director of Mobility Services.

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

**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: Director of Mobility Services
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) (407) 254-6169

GRIEVANCE FORM - CONTINUED

=====

GRIEVANCE INFORMATION

GRIEVANCE FORM - CONTINUED

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

I hereby attest that these statements are true and correct,

Printed Name: _____

Signature: _____

Date: _____

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.

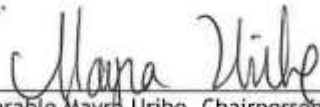
- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within 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 11th day of February, 2021.



Honorable Mayra Uribe, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

Attachment 6: LYNX Human Services Transportation Plan

Attachment 7: Rate Calculation Worksheets

TAB 2



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

Throughout this version you will see red triangles that include explanatory comments for your review. Please hover your cursor over the triangle to see the comment.

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 ACTUALS from July 1st of 2019 to June 30th of 2020 | Current Year's APPROVED Budget, as amended from July 1st of 2020 to June 30th of 2021 | Upcoming Year's PROPOSED Budget from July 1st of ▼ 2021 to June 30th of 2022 | % 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 | \$ 1,056,967 | \$ 1,607,700 | \$ 1,576,094 | 52.1% | -2.0% | |
| Medicaid Co-Pay Received | | | | | | |
| Donations/ Contributions | | | | | | |
| In-Kind, Contributed Services | | | | | | |
| Other | | | | | | |
| Bus Pass Program Revenue | | | | | | |

Local Government

| | | | | | | |
|--------------------------------------|--------------|--------------|--------------|-------|-------|--|
| District School Board | | | | | | |
| Compl. ADA Services | | | | | | |
| County Cash | \$ 6,254,963 | \$ 6,254,963 | \$ 6,254,963 | 0.0% | 0.0% | |
| County In-Kind, Contributed Services | | | | | | |
| City Cash | | | | | | |
| City In-kind, Contributed Services | | | | | | |
| Other Cash | \$ 546,575 | \$ 892,300 | \$ 1,054,889 | 63.3% | 18.2% | |
| Other In-Kind, Contributed Services | | | | | | |
| Bus Pass Program Revenue | | | | | | |

CTD

| | | | | | | |
|-----------------------------------|--------------|--------------|--------------|-------|-------|--|
| Non-Spons. Trip Program | \$ 5,220,679 | \$ 5,069,090 | \$ 4,698,696 | -2.9% | -7.3% | |
| Non-Spons. Capital Equipment | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other TD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

USDOT & FDOT

| | | | | | | |
|------------------------------------|---------------|--------------|--------------|--------|--------|--|
| 49 USC 5307 | | | | | | \$12.857M and \$2.57M is LYNX's allocation of CARES funding to cover |
| 49 USC 5310 | | | | | | |
| 49 USC 5311 (Operating) | | | | | | |
| 49 USC 5311(Capital) | \$ 969,943 | \$ 2,500,000 | \$ 2,500,000 | 157.7% | 0.0% | |
| Block Grant | | | | | | |
| Service Development | \$ 224,224 | \$ 300,000 | \$ 300,000 | 33.8% | 0.0% | |
| Commuter Assistance | | | | | | |
| Other DOT (specify in explanation) | \$ 12,857,000 | \$ 2,570,000 | \$ 70,000 | -80.0% | -97.3% | |
| Bus Pass Program Revenue | | | | | | |

AHCA

| | | | | | | |
|-------------------------------------|------------|--------------|------|--------|---------|-------------------------------------|
| Medicaid | | | | | | AHCA - Para Agency Rev. - ADA TNC's |
| Other AHCA (specify in explanation) | \$ 220,041 | \$ 1,228,821 | \$ - | 458.5% | -100.0% | |
| Bus Pass Program Revenue | | | | | | |

DCF

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

DOH

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Children Medical Services | | | | | | |
| County Public Health | | | | | | |
| Other DOH (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

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 July 1st of 2019 to June 30th of 2020 | Current Year's APPROVED Budget, as amended from July 1st of 2020 to June 30th of 2021 | Upcoming Year's PROPOSED Budget from July 1st of ▼ 2021 to June 30th of 2022 | % 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 |

DOE (state)

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

AWI

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

DOEA

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

DCA

Community Services
Other DCA (specify in explanation)
Bus Pass Admin. Revenue

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 July 1st of 2019 to June 30th of 2020 | Current Year's APPROVED Budget, as amended from July 1st of 2020 to June 30th of 2021 | Upcoming Year's PROPOSED Budget from July 1st of 2021 to June 30th of 2022 | % 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

Total ADA Compl. Services \$ 13,829,980 \$ 13,829,980 \$ 13,829,980 0.0% 0.0% Local ADA Funding for - Orange, Seminole and Osceola
xxx
xxx
Bus Pass Program Revenue

Other Revenues

Interest Earnings
xxxx
xxxx
Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve \$ 710,111 \$ 4,415,577

Balancing Revenue is Short By =

None

None

Total Revenues =

\$41,180,372

\$34,962,965

\$34,700,199

-15.1%

-0.8%

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

Operating Expenditures

Labor \$ 1,053,944 \$ 1,182,009 \$ 1,255,857 12.2% 6.2%
Fringe Benefits \$ 498,493 \$ 522,717 \$ 556,181 4.9% 6.4%
Services \$ 423,855 \$ 667,994 \$ 690,902 57.6% 3.4%
Materials and Supplies \$ 1,866,492 \$ 2,666,970 \$ 2,676,770 42.9% 0.4%
Utilities \$ 35,940 \$ 29,120 \$ 141,560 -19.0% 386.1%
Casualty and Liability
Taxes
Purchased Transportation:
Purchased Bus Pass Expenses
School Bus Utilization Expenses
Contracted Transportation Services \$ 24,043,189 \$ 29,591,515 \$ 29,363,409 23.1% -0.8%
Other \$ 3,736 \$ 14,640 \$ 15,520 291.9% 6.0%
Miscellaneous
Operating Debt Service - Principal & Interest
Leases and Rentals \$ 270,900 \$ 288,000 \$ - 6.3% -100.0%
Contrib. to Capital Equip. Replacement Fund
In-Kind, Contributed Services \$ - \$ - \$ -
Allocated Indirect

Capital Expenditures

Equip. Purchases with Grant Funds
Equip. Purchases with Local Revenue

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 July 1st of 2019 to June 30th of 2020 | Current Year's APPROVED Budget, as amended from July 1st of 2020 to June 30th of 2021 | Upcoming Year's PROPOSED Budget from July 1st of ▼ 2021 to June 30th of 2022 | % 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 |

Equip. Purchases with Rate Generated Rev.
Capital Debt Service - Principal & Interest

ACTUAL YEAR GAIN

Total Expenditures =

| | | | | |
|--------------|--------------|--------------|-------|-------|
| \$12,983,823 | \$34,962,965 | \$34,700,199 | 24.0% | -0.8% |
|--------------|--------------|--------------|-------|-------|

See NOTES Below.

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

ACTUAL year GAIN (program revenue) **MUST** be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

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 |
| | July 1st of |
| | 2021 |
| | to |
| | June 30th of |
| | 2022 |
| 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 | \$ | 1,576,094 |
| Medicaid Co-Pay Received | \$ | - |
| Donations/ Contributions | \$ | - |
| In-Kind, Contributed Services | \$ | - |
| Other | \$ | - |
| Bus Pass Program Revenue | \$ | - |

Local Government

| | | |
|--------------------------------------|----|-----------|
| District School Board | \$ | - |
| Compl. ADA Services | \$ | - |
| County Cash | \$ | 6,254,963 |
| County In-Kind, Contributed Services | \$ | - |
| City Cash | \$ | - |
| City In-Kind, Contributed Services | \$ | - |
| Other Cash | \$ | 1,054,889 |
| Other In-Kind, Contributed Services | \$ | - |
| Bus Pass Program Revenue | \$ | - |

CTD

| | | |
|---------------------------------|----|-----------|
| Non-Spons. Trip Program | \$ | 4,698,696 |
| Non-Spons. Capital Equipment | \$ | - |
| Rural Capital Equipment | \$ | - |
| Other TD | \$ | - |
| Bus Pass Program Revenue | \$ | - |

USDOT & FDOT

| | | |
|---------------------------------|----|-----------|
| 49 USC 5307 | \$ | - |
| 49 USC 5310 | \$ | - |
| 49 USC 5311 (Operating) | \$ | - |
| 49 USC 5311 (Capital) | \$ | 2,500,000 |
| Block Grant | \$ | - |
| Service Development | \$ | 300,000 |
| Commuter Assistance | \$ | - |
| Other DOT | \$ | 70,000 |
| Bus Pass Program Revenue | \$ | - |

AHCA

| | | |
|---------------------------------|----|---|
| Medicaid | \$ | - |
| Other AHCA | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DCF

| | | |
|-------------------------------------|----|---|
| Alcoh, Drug & Mental Health | \$ | - |
| Family Safety & Preservation | \$ | - |
| Comm. Care Dis./Aging & Adult Serv. | \$ | - |
| Other DCF | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DOH

| | | |
|---------------------------------|----|---|
| Children Medical Services | \$ | - |
| County Public Health | \$ | - |
| Other DOH | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DOE (state)

| | | |
|---------------------------------|----|---|
| Carl Perkins | \$ | - |
| Div of Blind Services | \$ | - |
| Vocational Rehabilitation | \$ | - |
| Day Care Programs | \$ | - |
| Other DOE | \$ | - |
| Bus Pass Program Revenue | \$ | - |

AWI

| | | |
|---------------------------------|----|---|
| WAGES/Workforce Board | \$ | - |
| AWI | \$ | - |
| Bus Pass Program Revenue | \$ | - |

DOEA

| | | | | |
|----|---------|----|---------|--|
| \$ | 677,720 | \$ | 898,374 | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

| | | | | |
|----|---|----|-----------|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | 6,254,963 | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | 1,054,889 | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

| | | | | | |
|----|-----------|----|---|----|---|
| \$ | 4,698,696 | \$ | - | \$ | - |
| \$ | - | \$ | - | \$ | - |
| \$ | - | \$ | - | \$ | - |
| \$ | - | \$ | - | \$ | - |
| \$ | - | \$ | - | \$ | - |

| | | | | |
|----|----|----|-----------|--------------|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | \$ |
| | \$ | | | |
| \$ | - | \$ | 2,500,000 | \$ 2,500,000 |
| \$ | - | \$ | - | |
| \$ | - | \$ | 300,000 | |
| \$ | - | \$ | - | |
| | \$ | | 70,000 | |
| \$ | - | \$ | - | |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |
| \$ | - | \$ | - | |

local match req.

\$ 522,077
\$ -
\$ -

\$ -
\$ 277,778

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 BUDGETED Revenues |
| | from |
| | July 1st of |
| | 2021 |
| | to |
| | June 30th of |
| | 2022 |
| 1 | 2 |

| | |
|---------------------------------|------|
| Older Americans Act | \$ - |
| Community Care for Elderly | \$ - |
| Other DOEA | \$ - |
| Bus Pass Program Revenue | \$ - |
| DCA | |
| Community Services | \$ - |
| Other DCA | \$ - |
| Bus Pass Program Revenue | \$ - |

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

| | | |
|------|------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA/LYNX

County: Orange, Osceola, and Seminole

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

| | | | | |
|----------|--|---|------------------------|---|
| | Upcoming Year's BUDGETED Revenues | | | |
| | from | What amount of the <u>Budgeted Revenue</u> | | What amount of the <u>Subsidy Revenue</u> in |
| | July 1st of | in col. 2 will be | | col. 4 will come from |
| | 2021 | generated at the rate | Budgeted Rate | funds to purchase |
| | to | per unit determined | <u>Subsidy Revenue</u> | equipment, OR will |
| | June 30th of | by this spreadsheet, | Excluded from | be used as match |
| | 2022 | OR used as local | the Rate Base | for the purchase of |
| | | match for these type | | equipment? |
| | | revenues? | | |
| <u>1</u> | <u>2</u> | <u>3</u> | <u>4</u> | <u>5</u> |

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 = 10,663,781

Rate Per Passenger Mile = \$ 3.25

Total Projected Passenger Trips = 686,215

Rate Per Passenger Trip = \$ 50.57

Fiscal Year

2021 - 2022

Avg. Passenger Trip Length = 15.5 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 6.00

Rate Per Passenger Trip = \$ 93.30

Once Completed, Proceed to the Worksheet entitled "Multiple Service 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.....

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?

| Leave Blank | Leave Blank | Leave Blank | Leave Blank |
|-------------|-------------|-------------|-------------|
| | | | |
| | | | |
| | | | |

Effective Rate for **Contracted Services**:
per **Passenger Mile** =
per **Passenger Trip** =

| Ambulatory | Wheelchair | Stretcher | Group |
|--|--|--|--|
| | | | |
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be **less** than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|--|--|--|--|
| | | | |
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Do NOT Complete Section II for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

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

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

Skip #2 - 4 and
Section IV and
Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? **Leave Blank**
4. How much will you charge each escort?..... **Leave Blank**

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank).....
**Do NOT
Complete
Section IV**
- And what is the projected total number of Group Vehicle Revenue Miles? **Loading Rate
0.00 to 1.00**

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

| | | RATES FOR FY: 2021 - 2022 | | | |
|---|------------|--------------------------------|-------------|--------------------------|----------------------|
| | | Ambul | Wheel Chair | Stretcher Leave Blank | Group Leave Blank |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 10,663,781 | 7,592,612 | 3,071,169 | 0 | 0 |
| Rate per Passenger Mile = | | \$2.70 | \$4.63 | \$0.00 | \$0.00 |
| | | per passenger per group | | | |
| | | Ambul | Wheel Chair | Stretcher Leave Blank | Group Leave Blank |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 686,215 | 488,585 | 197,629 | 0 | |
| Rate per Passenger Trip = | | \$41.94 | \$71.90 | \$0.00 | \$0.00 |
| | | per passenger per group | | | |
| | | Combination Trip and Mile Rate | | | |
| | | Ambul | Wheel Chair | Stretcher Leave Blank | Group Leave Blank |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | | \$0.00 |
| Rate per Passenger Mile for Balance = | | \$2.70 | \$4.63 | \$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 | |
| \$4.98 | \$8.54 | \$0.00 | \$0.00 | \$0.00 |
| | | | per passenger | per group |
| Ambul | Wheel Chair | Stretcher | Group | |
| \$77.38 | \$132.65 | \$0.00 | \$0.00 | \$0.00 |
| | | | per passenger | per group |
| Program These Rates Into Your Medicaid Encounter Data | | | | |

TAB 3



Mobility Services CTC Report

Transportation Disadvantaged Local Coordinating Board Meeting
Quality Assurance Task Force meeting

4/27/2021

Summary

Provides an overview of the Mobility Services Status Report on Performance and Projects

Americans with Disabilities Act of 1990 (“ADA”)

The State of Florida Transportation Disadvantaged Program (“TD”)

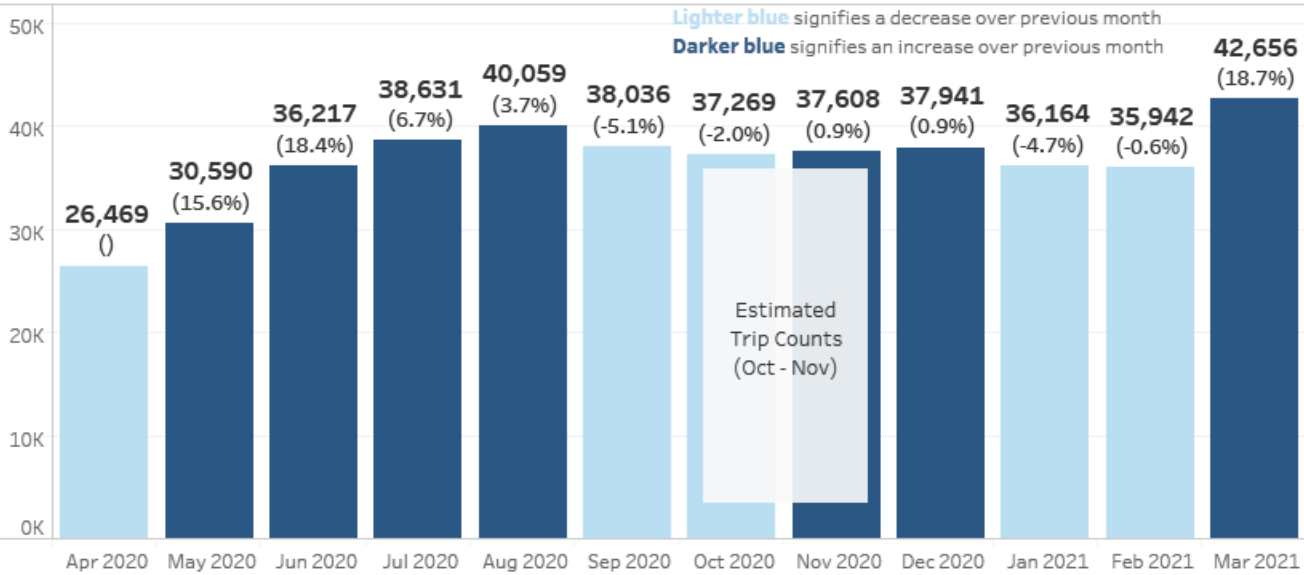


- Trip Performance and Analysis
- Funding Allocation
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives

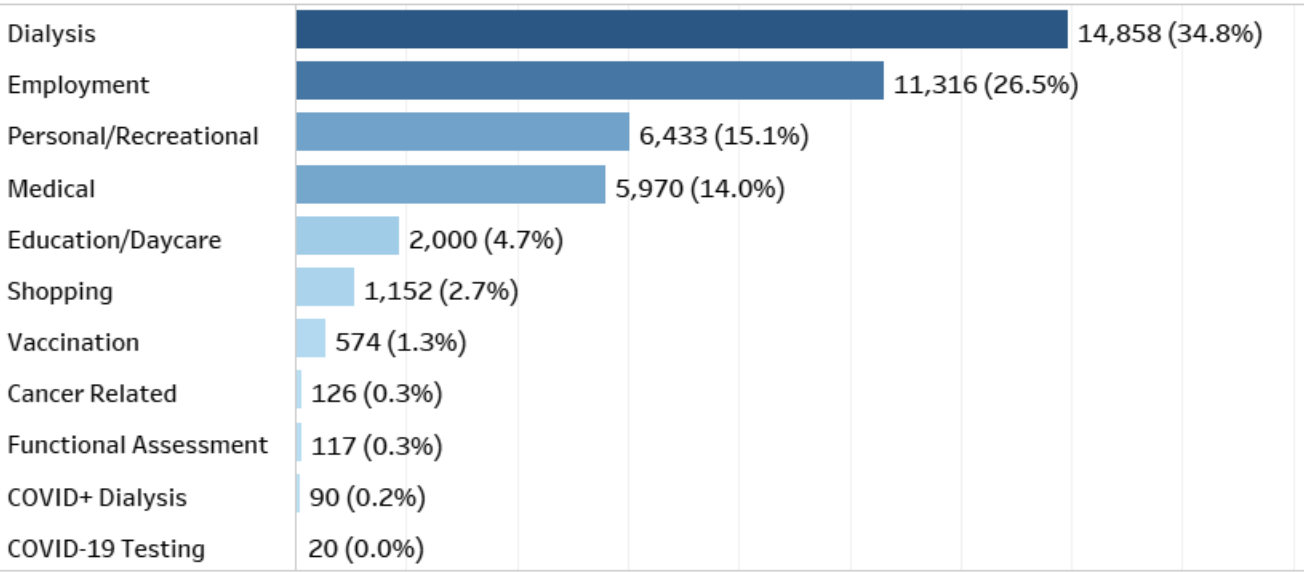


AccessLYNX Month to Month Analysis - March 2021

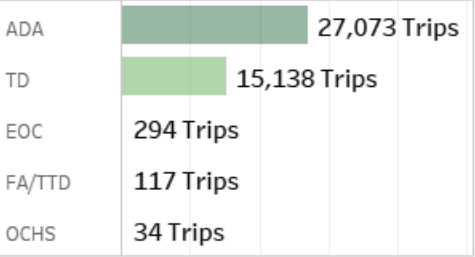
Paratransit trips per month (with percentage change over previous month)



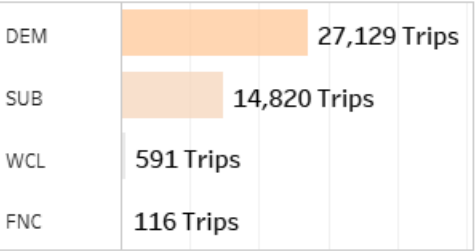
March's Distribution



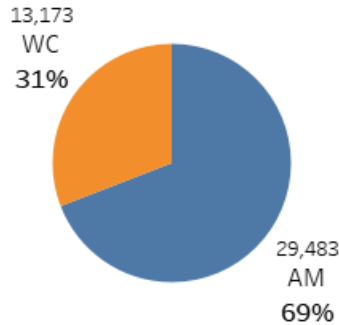
Funding Source



Trip Type



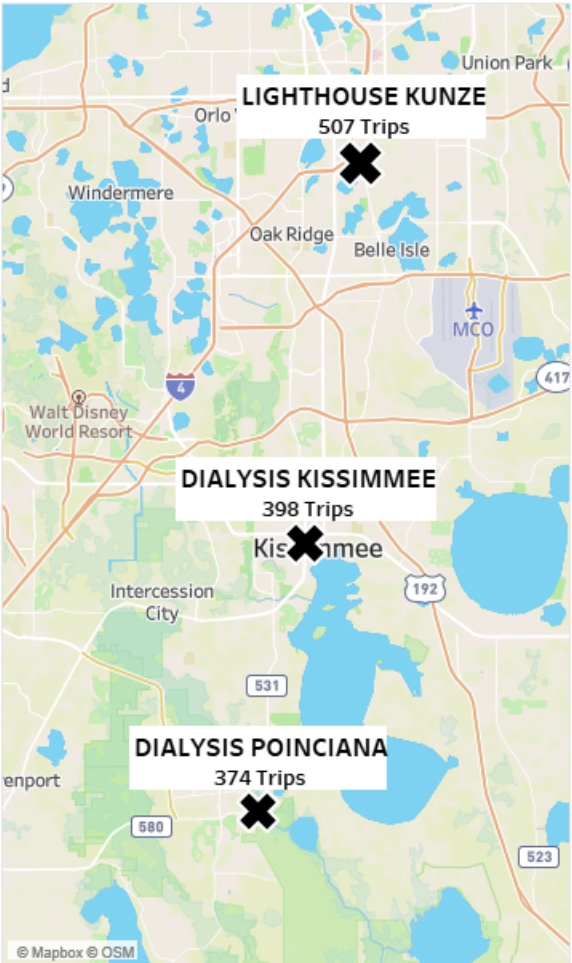
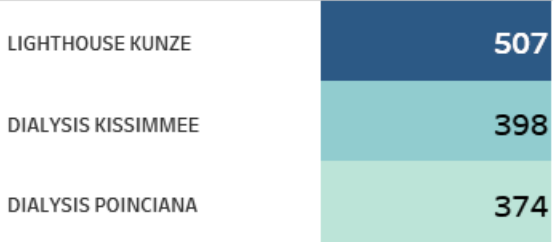
Provider



Clients Served



March's Busiest Pickup Locations

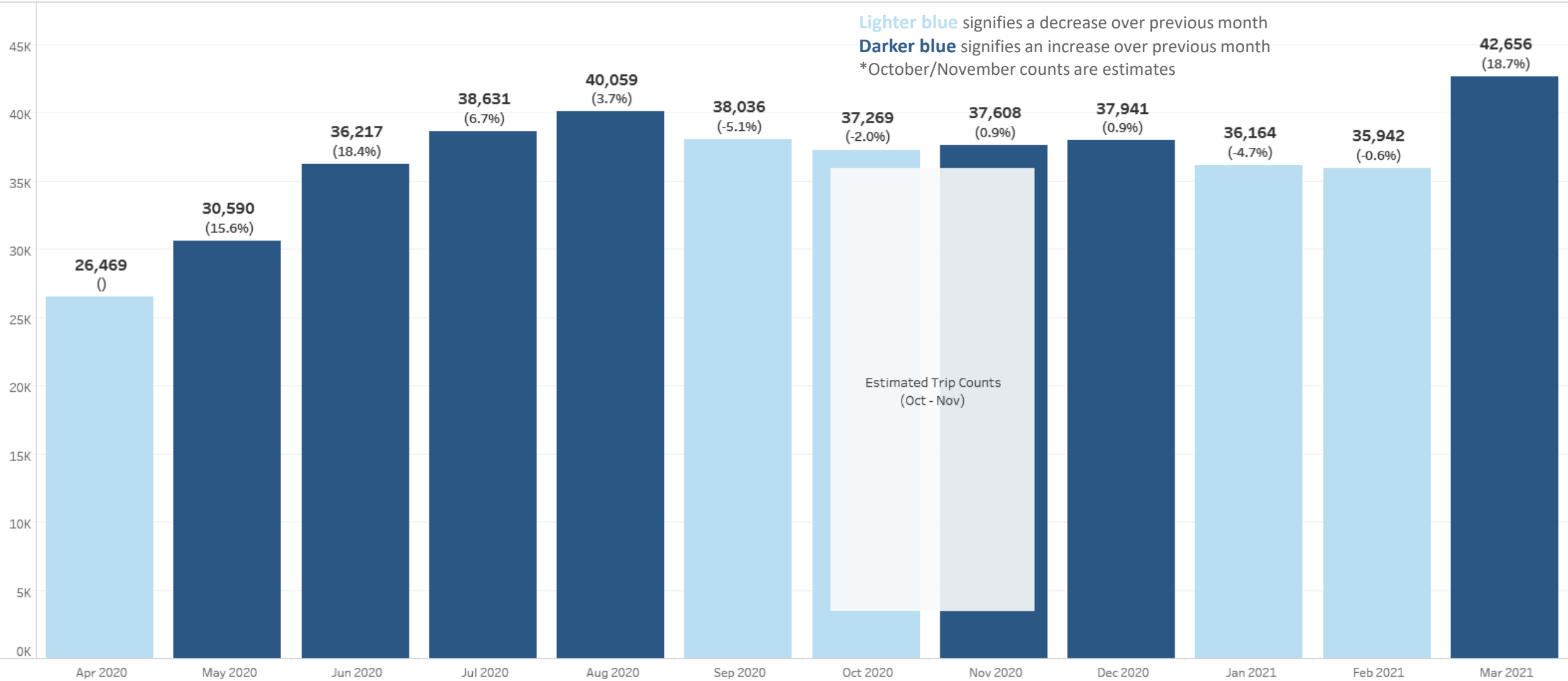


Mobility Services CTC Report

Trip Performance – Month-to-Month Analysis



Paratransit trips per month (with percentage change over previous month)

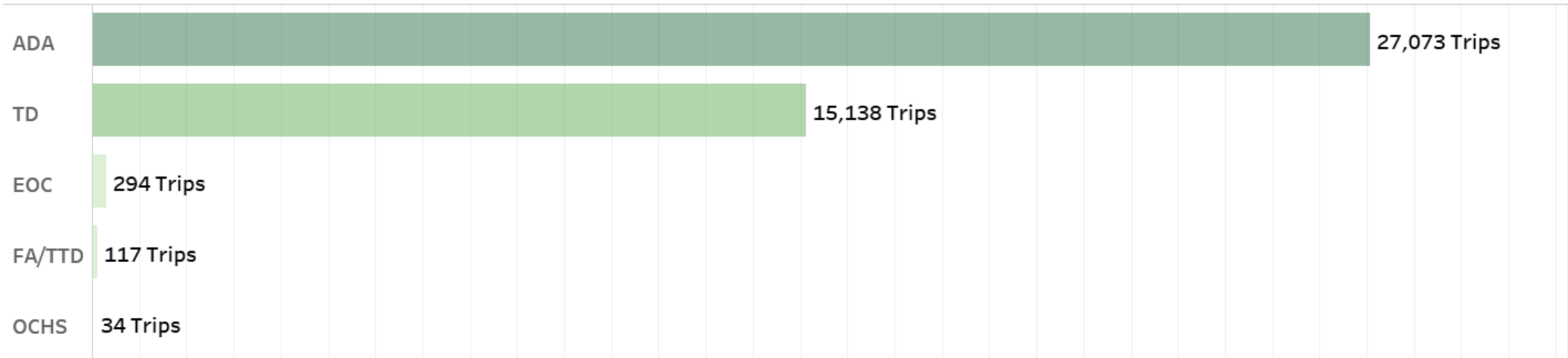


Mobility Services CTC Report

Trip Performance – Funding Source and Client Analysis

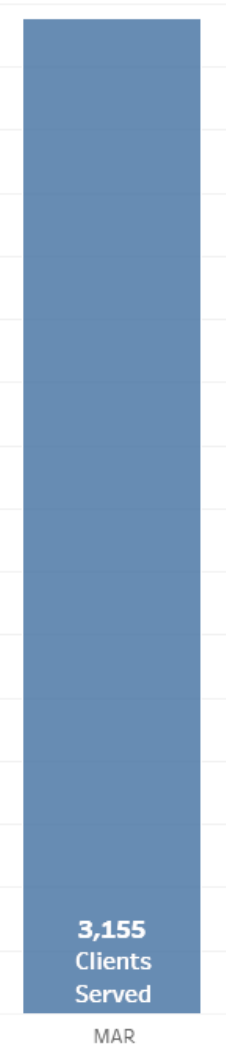
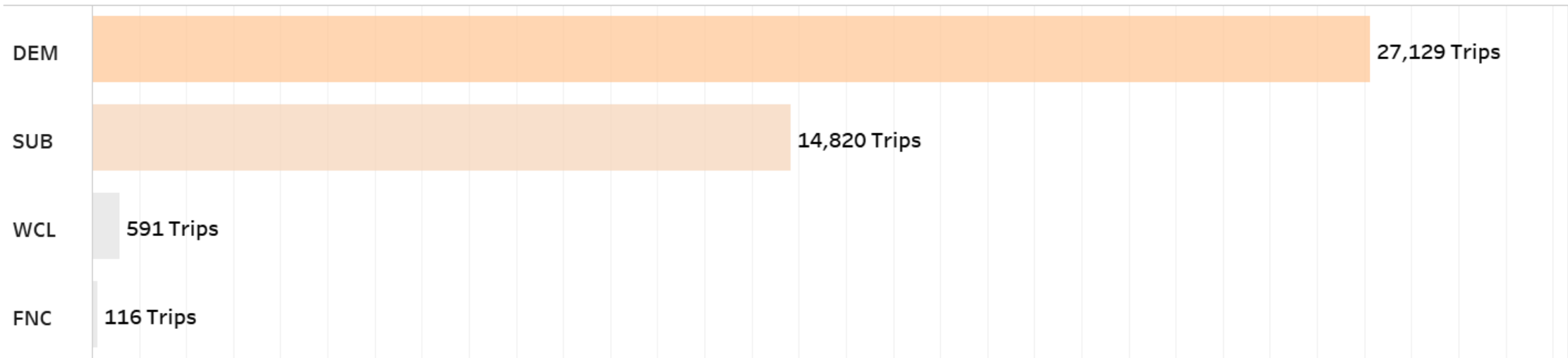


Funding Source (5)



Clients Served

Trip Type (5)

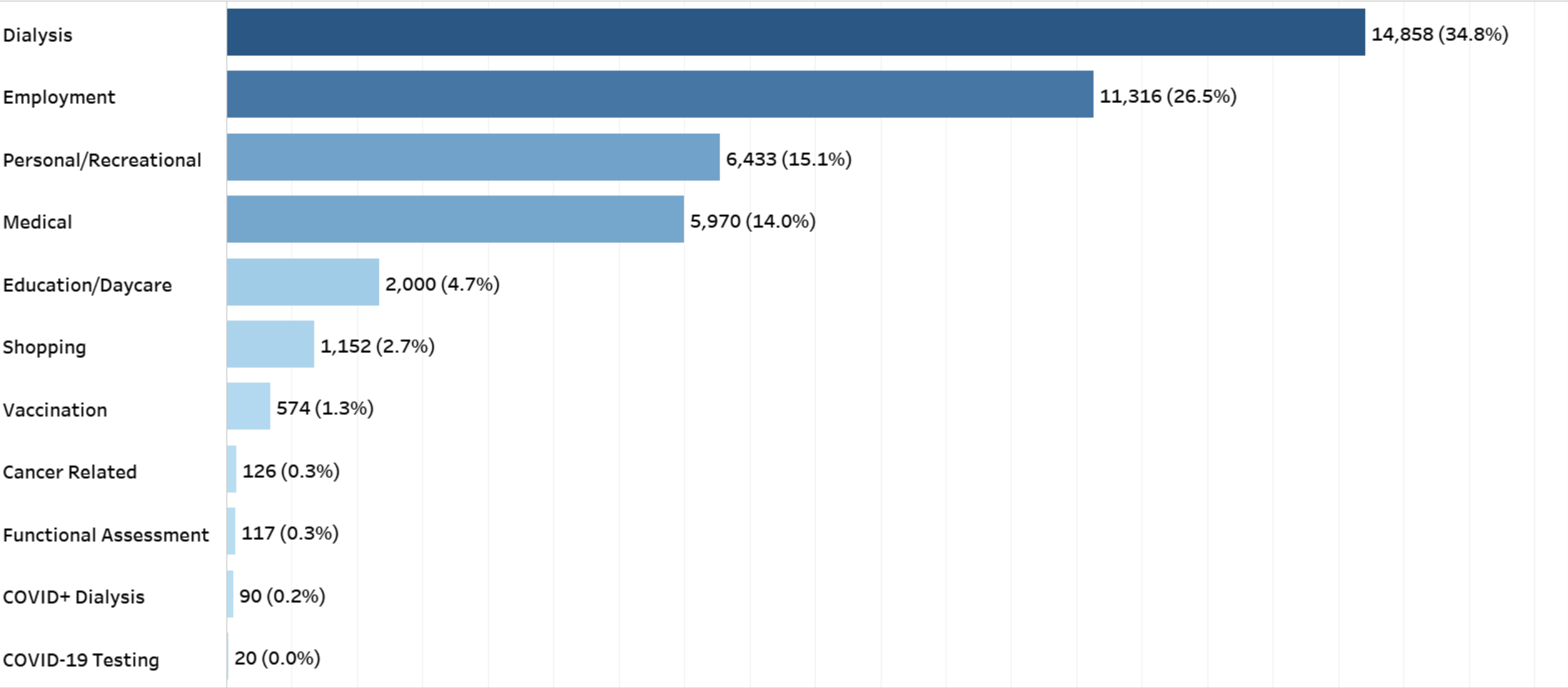


Mobility Services CTC Report

Trips Performance – Trip Purpose Analysis

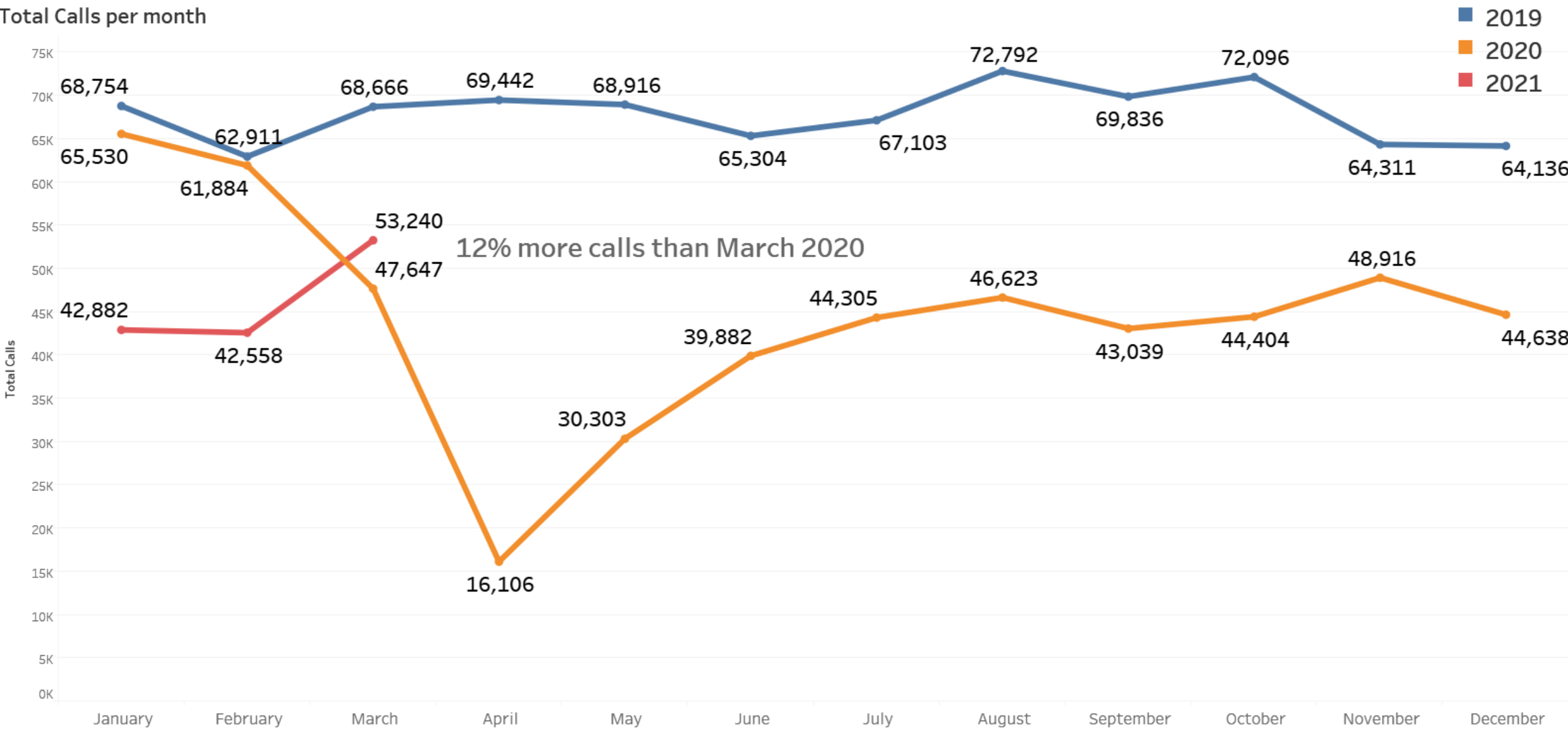


March's Distribution (2)



Mobility Services CTC Report

Call Center Performance – Total Calls Per Month

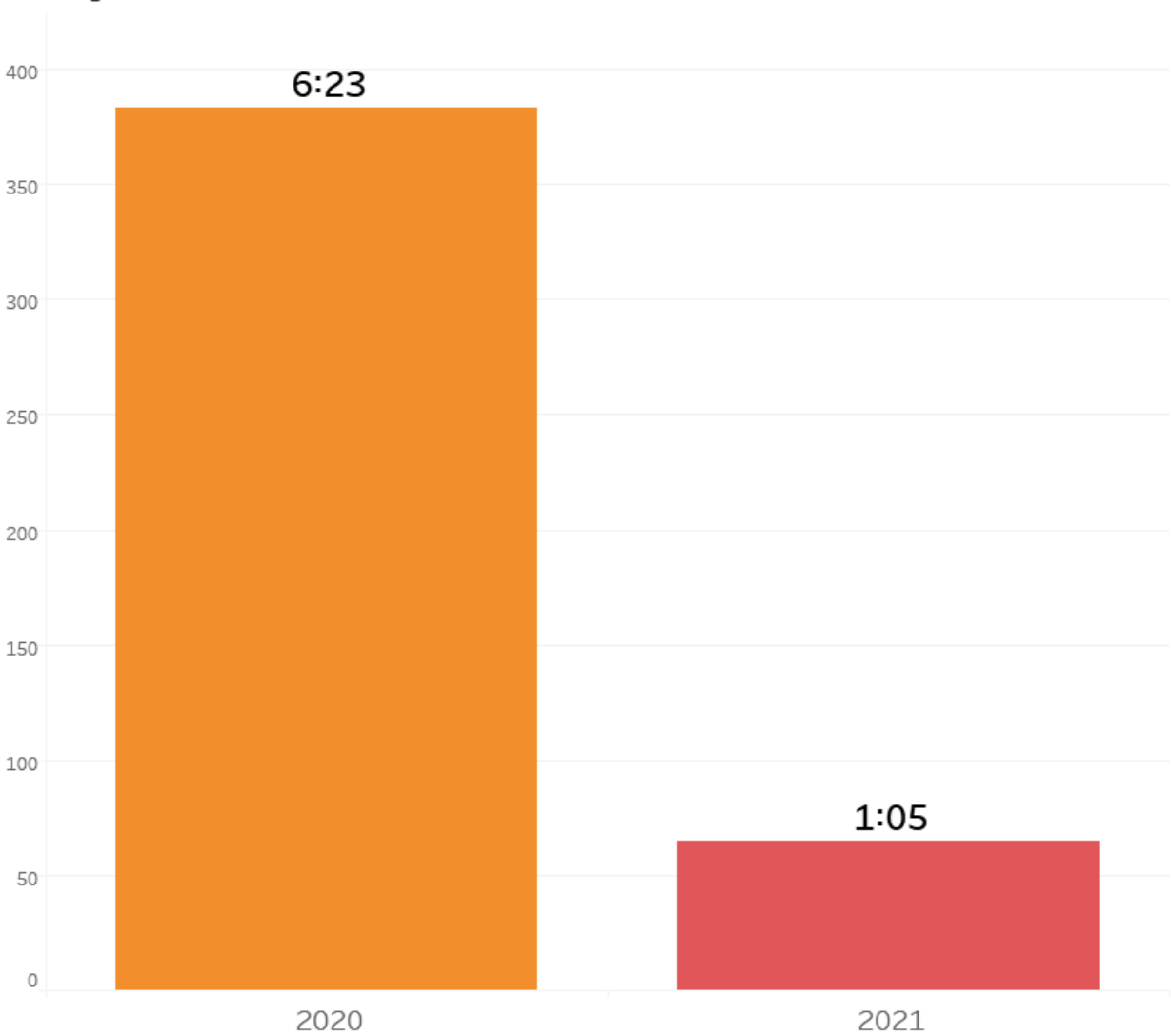


Mobility Services CTC Report

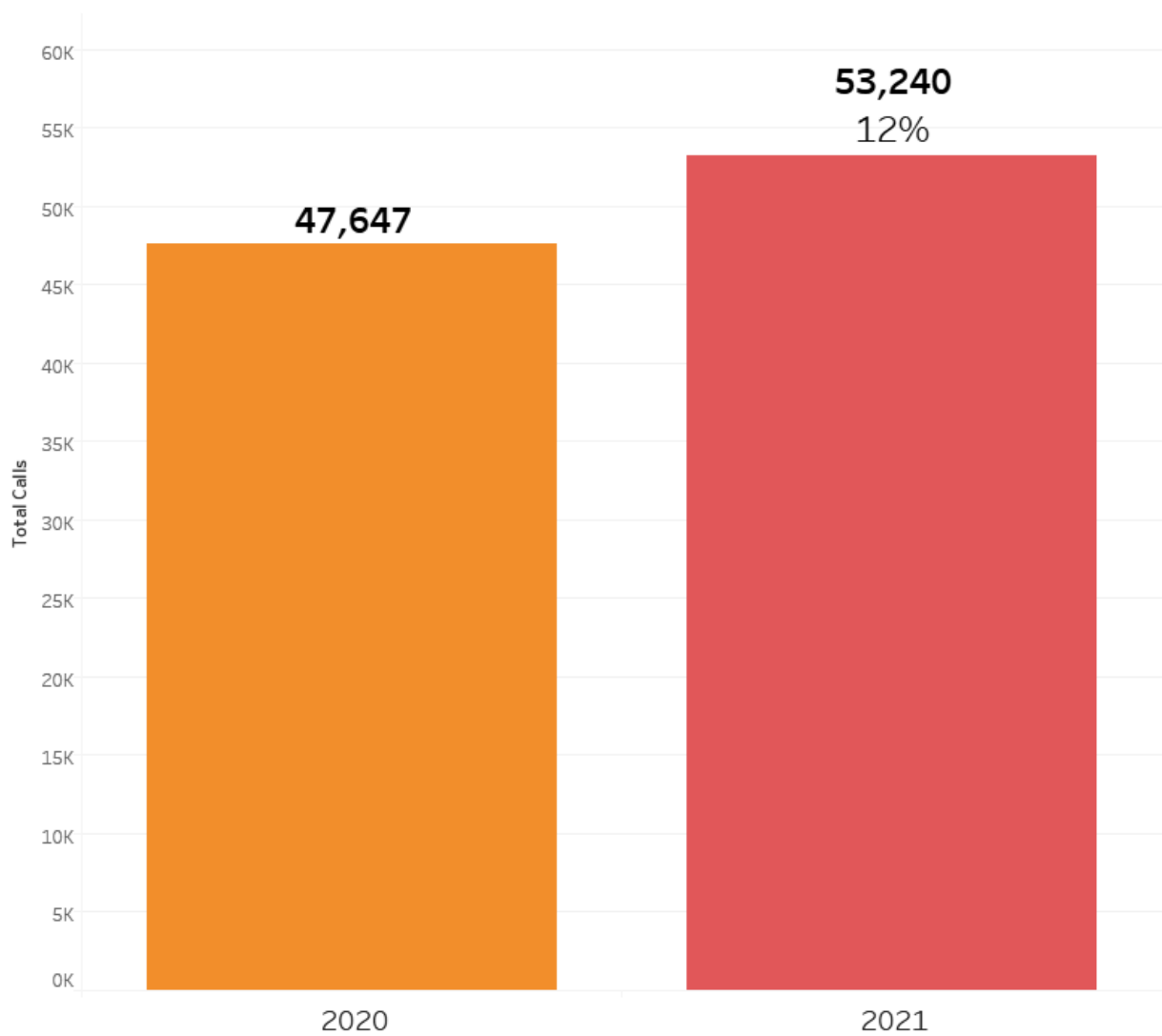
Call Center Performance – Year-to-Year comparison



Average Answer Rate - March 2020 vs March 2021



Total Calls - March 2020 vs March 2021



Mobility Services CTC Report

Call Center Performance - Statistics



Average Speed Of Answer

1m 5s



Average Talk Time

3m 3s



Average Handle Time

4m 17s



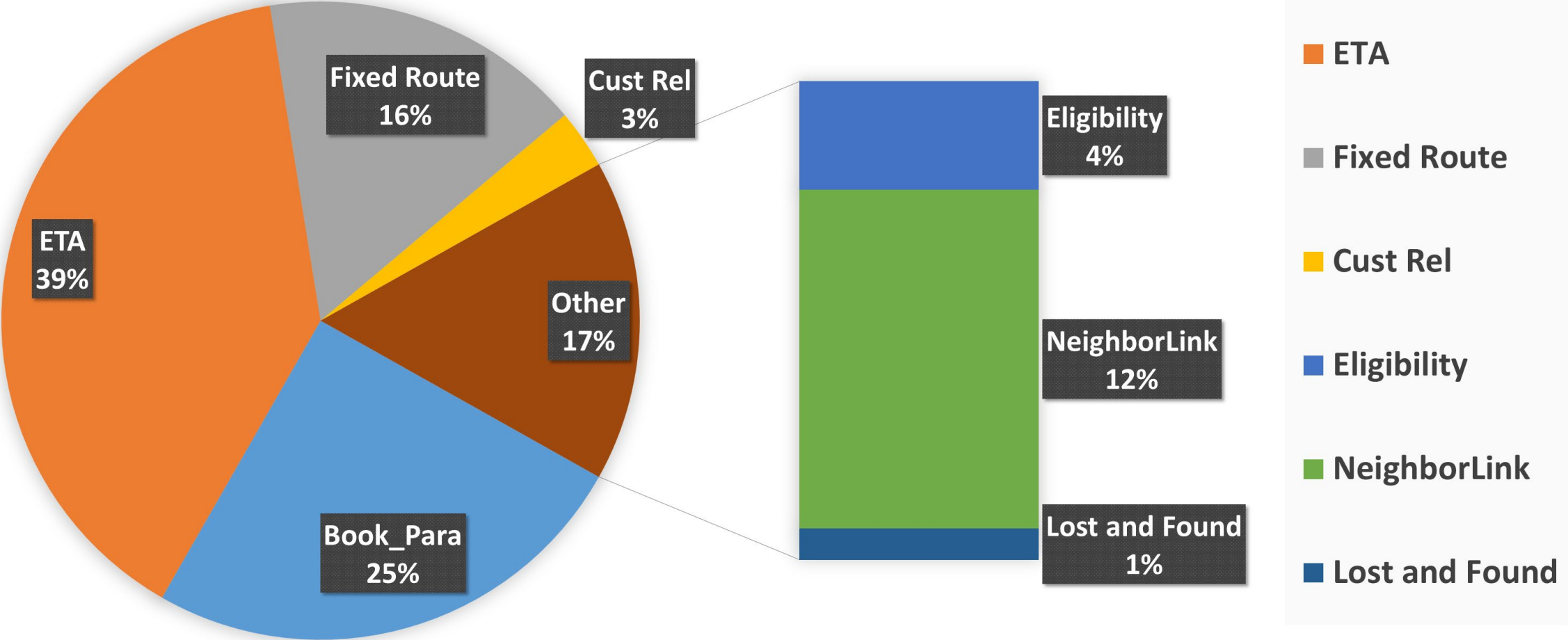
Contact Resolution Totals

| | |
|----------------|-------|
| Abandoned (5%) | 3110 |
| Timed out (0%) | 0 |
| Handled (94%) | 50130 |

Total calls 53240

Mobility Services CTC Report

Call Center Performance – Call Type Analysis

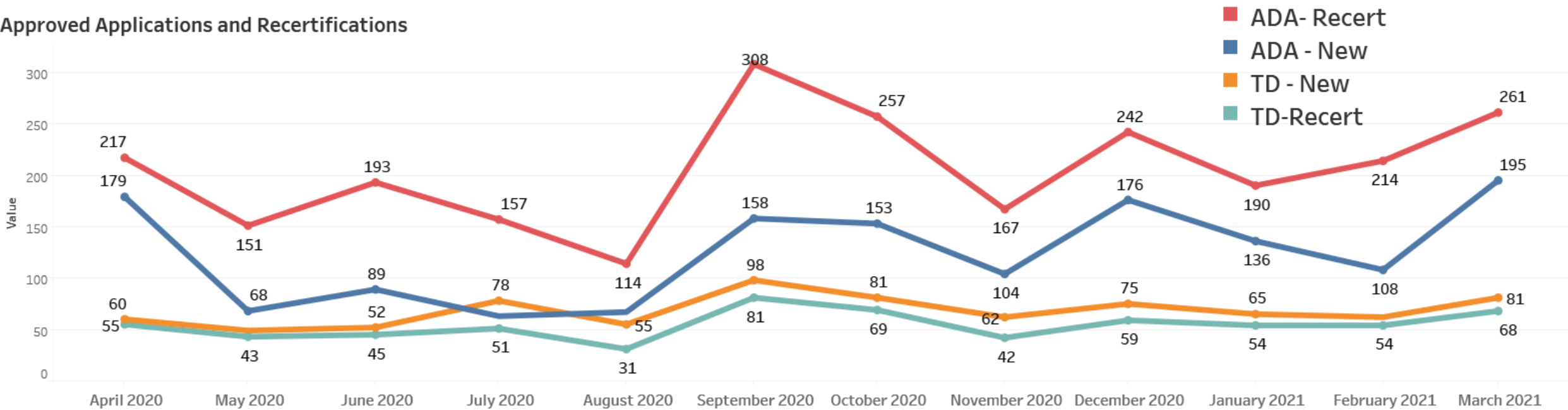


Mobility Services CTC Report

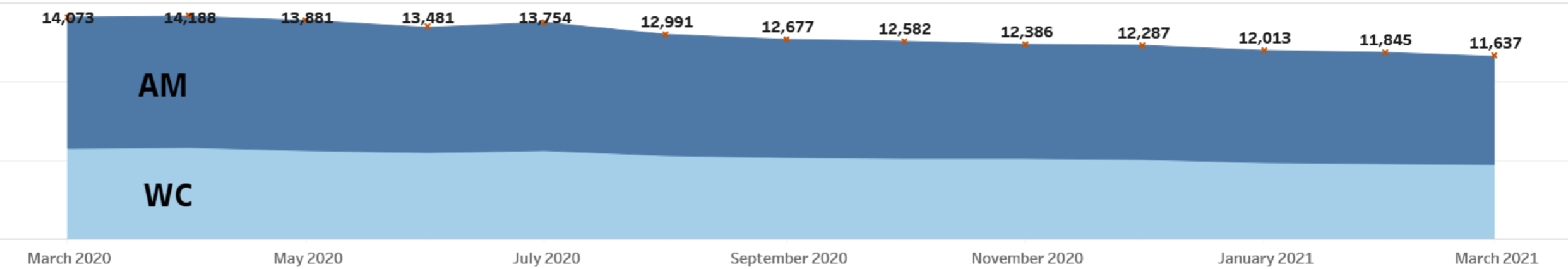
Access LYNX Eligibility – Application Processing



Approved Applications and Recertifications



Total Eligible Clients by month



Mobility Services CTC Report

Program Status and Initiatives



- Follow-up to Past QATF/TDLCB Meetings:
 - No Show counts for March 2021 – 1,760 (3.9%)
 - Uncollected Fares for March 2021 - \$327 (1.9%)
 - OneMV application
- Implemented process for COVID-19 vaccination trips
 - Access LYNX eligible clients and Emergency Operations Center (EOC) support
 - As of April 14, 2021 = 412 constituents served with 670 trips
 - Continue COVID-19 testing trips for both eligible clients and EOC request
- Phone and customer contact system
 - Request for Proposal (RFP) package is prepared for release.

Mobility Services CTC Report

Program Status and Initiatives



- Surveillance Camera RFP in DBE review
- Implementation of new TD application and process
- Review and streamline ADA Recertification process (2021)
 - Working group
 - New ADA Application

Note: There are currently 8,734 eligible ACCESS LYNX ADA clients. Approximately 1,214 clients potentially have identified permanent disability.

Mobility Services CTC Report

Program Status and Initiatives (Continued)



- **Fleet Update**

- 165 paratransit Vehicles in current fleet
- 1/3rd of fleet being renewed
 - Every two years
- 63 new paratransit vehicles delivered to LYNX
- FY20/21 19 replacement paratransit vehicles in procurement process
- FY22 15 new vehicles planned for purchase

