

# Transportation Disadvantaged Service Plan

## Orange, Osceola, and Seminole Counties

### Minor Update 2022



**Central Florida Regional Transportation Authority**



Prepared by:

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May 2022

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## TDSP Certification

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board approved the TDSP and rates at the meeting held on May 12, 2022.

  
FOR Honorable Pat Bates, 6/16/2022  
Local Coordinating Board Chairperson Date

## ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



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## Transportation Disadvantaged Local Coordinating Board Attendance Record 2022

James Grzesik	SunRail CAC		A			A									
Vacant	LYNX TAC Designee														

A = Absent

V= Vacant

P = Present

R = Represented



## INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX's 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 provided over 1,000 COVID-19 vaccination and testing trips in support of Orange and Osceola Counties.

## 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 concurrently with this annual update to the TDSP. The 2022 LYNX Human Services Transportation Plan has been incorporated into this TDSP as Attachment 6.

*Local Level Roles and Responsibilities*

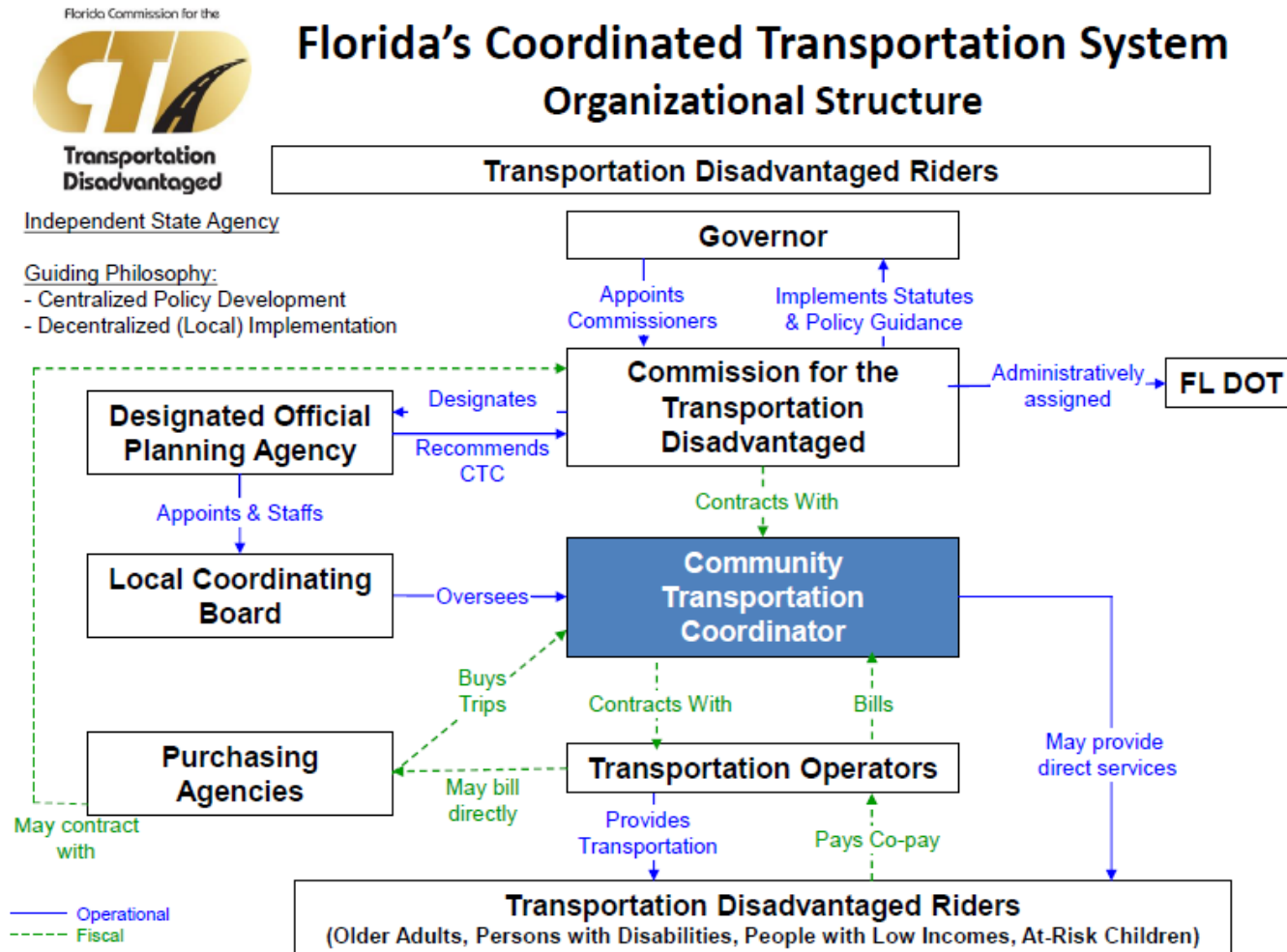
MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish the TDLCB to provide information, advice, and direction to the CTC. MetroPlan Orlando performs this role with 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

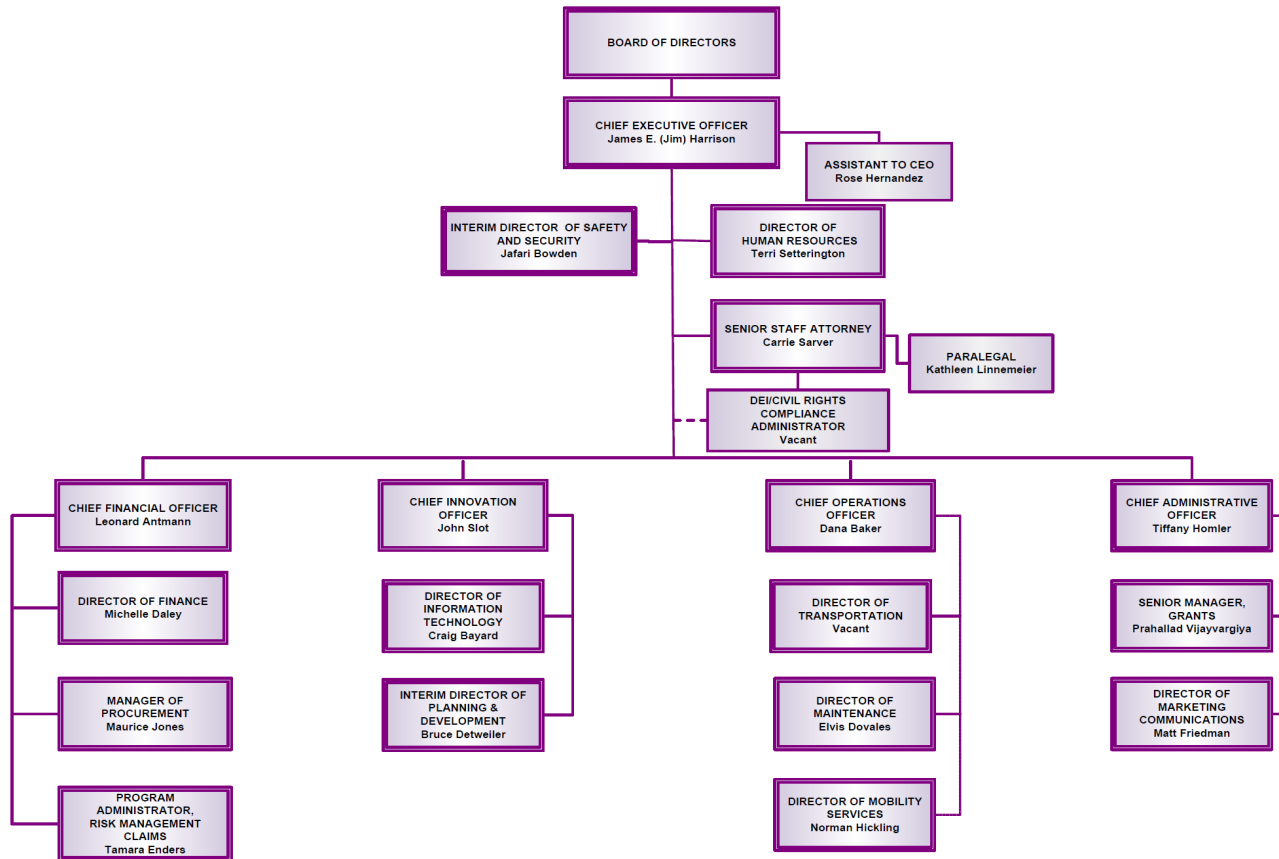
LYNX's paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area.

Following are organizational charts for the LYNX and LYNX's 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**  
March 21, 2022

Figure 3: Mobility Services Organizational Chart

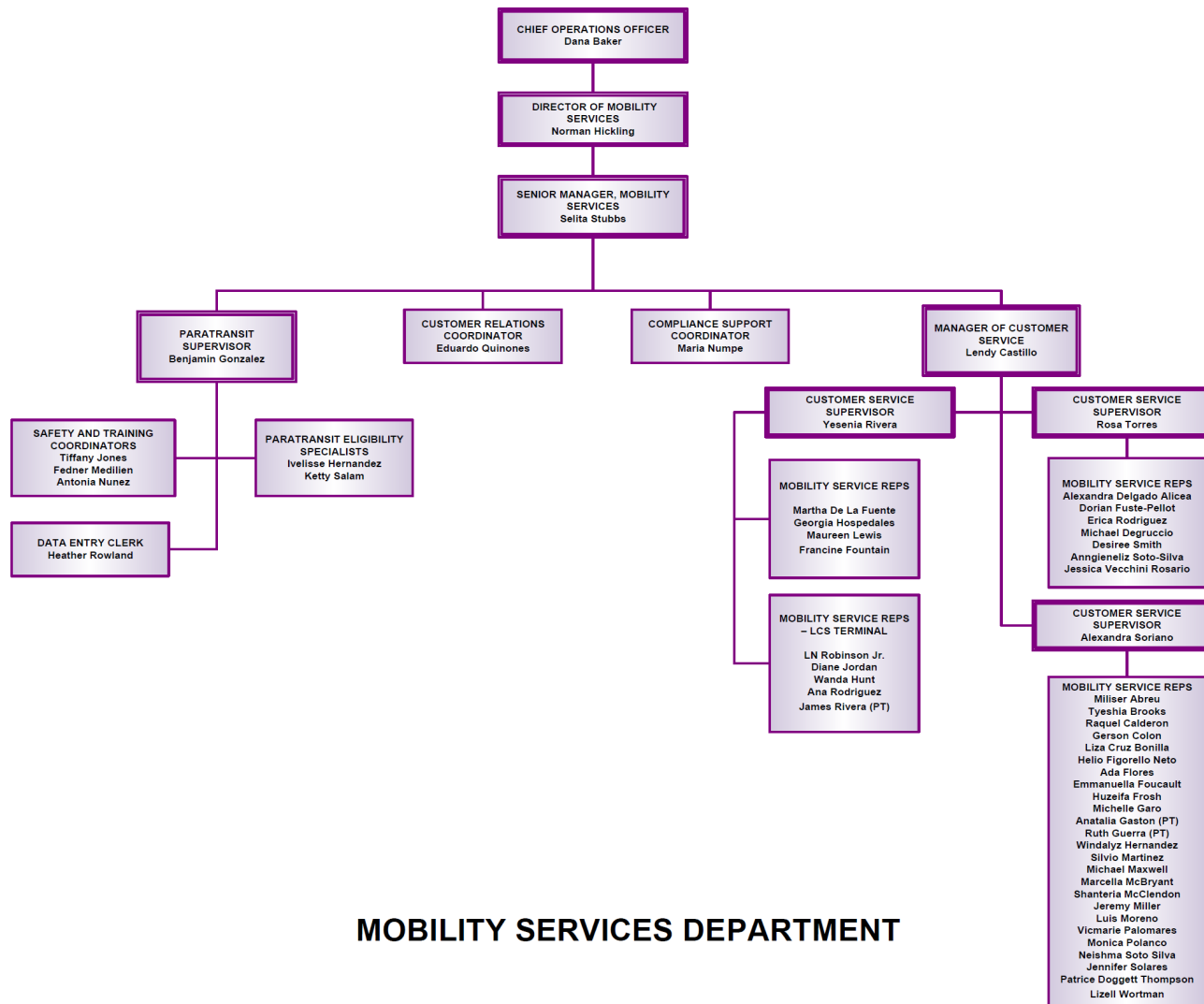
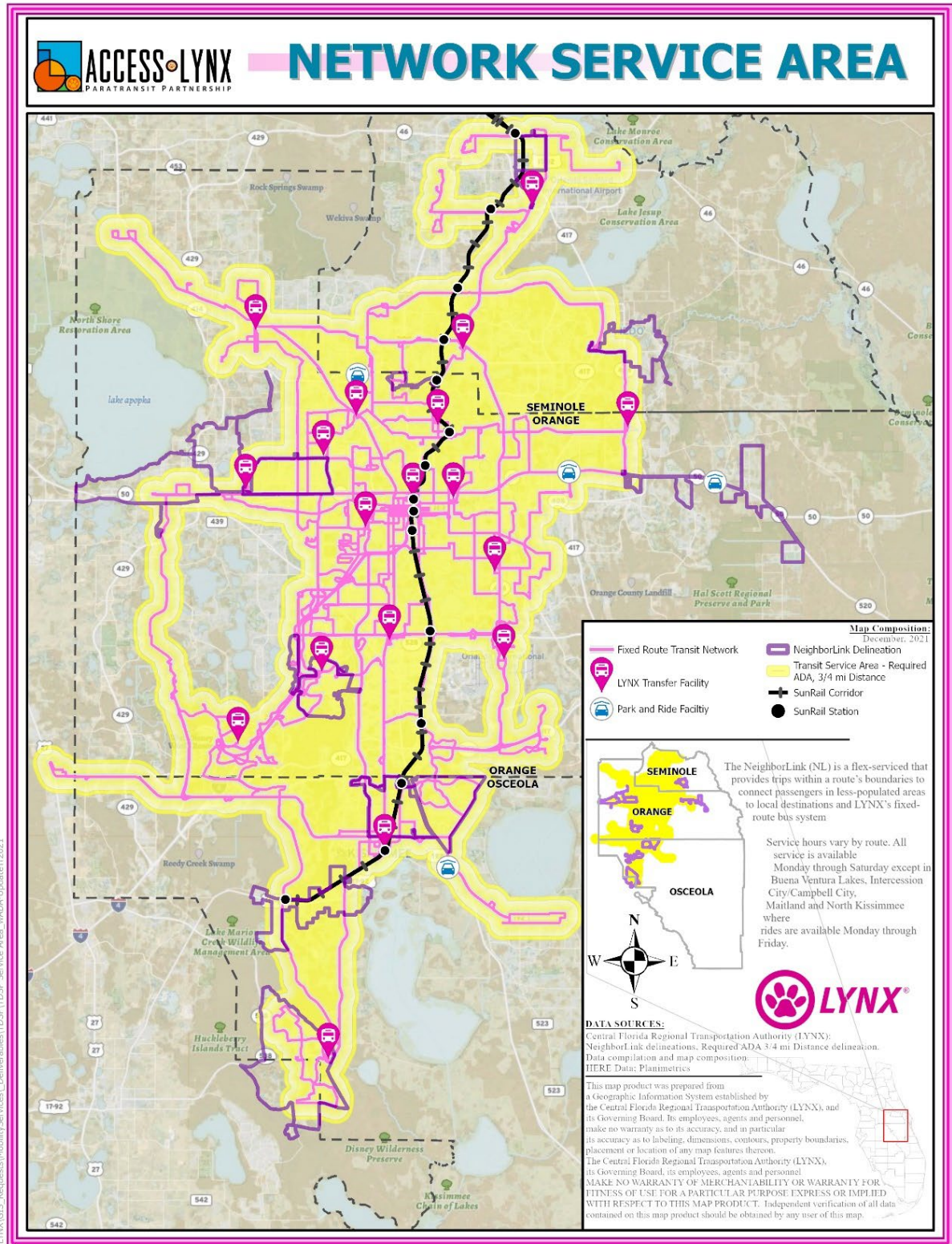


Figure 4: Service Area



#### 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 August 2021), which presents LYNX's 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 2022 through 2031. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10<sup>th</sup> 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 FY2021/22-2025/26 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 9, 2022

**Name (DOPA):** MetroPlan Orlando

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

APPROVED BY  
METROPLAN ORLANDO  
3/9/2022

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:** Mayra Uribe  
Honorable Mayra Uribe

**Title:** Chairperson 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	-
MEDICAL COMMUNITY	Chad Ballard	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-

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

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)	Cheryl Stone	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Neika Berry	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	One Year
FOR-PROFIT OPERATOR	Marycell Rodriguez-Mabry	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Crystal Ford, Orange County EMS Alt: Tom Daniels	-
	Jim Greszik, SunRail CAC	-
	Charlotte Campbell At Large Alternate	Three Years

## 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 2021 Home

Matters report, rural areas in Florida are the most affordable places to live. However, when the cost of transportation in those areas is considered, some of the rural areas have the highest living costs in the state. The maximum share of income that can be affordably allocated for housing costs is considered to be 30 percent. According to the Florida Housing Coalition, over 70 percent of Florida low-income renter households are cost burdened and 45 percent are severely cost burdened. There are not enough affordable to low-income rental units to meet demand, with only 25 affordable and available units per every 100 extremely low income renters.

### *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.

The demographic summary was developed using the most recently completed demographic dataset provided by the U.S. Census Bureau, the 2016-2020 American Community Survey (ACS) 5-Year Estimates. The 2020 Census data will be released imminently and

used to develop the demographic review included in the TDSP Major Update next year.

*Table 1: LYNX Service Area Demographic Summary*

	Orange County		Osceola County		Seminole County		Total Service Area	
<b>Total Population</b>	1,373,784		363,666		466,695		2,204,145	
<b>Population as a percent of the service area</b>	62%		17%		21%		100%	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
<b>Female</b>	700,328	51%	184,334	51%	241,042	52%	<b>1,125,704</b>	<b>51%</b>
<b>Male</b>	673,456	49%	179,332	49%	225,653	48%	<b>1,078,441</b>	<b>49%</b>
<b>Hispanic or Latino</b>	441,234	32%	198,952	55%	102,310	22%	<b>742,496</b>	<b>34%</b>
<b>Non-Hispanic or Latino</b>	932,550	68%	164,714	45%	364,385	78%	<b>1,461,649</b>	<b>66%</b>
<b>Under 18 Years Old</b>	304,105	22.1%	88,829	24%	98,092	21%	<b>491,026</b>	<b>22%</b>
<b>18 to 24 years</b>	143,606	10.5%	34,077	9%	38,180	8%	<b>215,863</b>	<b>10%</b>
<b>25 to 34 Years</b>	231,605	16.9%	52,505	14%	68,541	15%	<b>352,651</b>	<b>16%</b>
<b>35 to 44 Years</b>	196,613	14.3%	52,825	15%	64,319	14%	<b>313,757</b>	<b>14%</b>
<b>45 to 54 Years</b>	180,224	13.1%	48,203	13%	64,399	14%	<b>292,826</b>	<b>13%</b>

LYNX TDSP - MINOR UPDATE 2022

	Orange County		Osceola County		Seminole County		Total Service Area	
<b>55 to 64 Years</b>	153,921	11.2%	39,639	11%	60,683	13%	<b>254,243</b>	<b>12%</b>
<b>65 and Older</b>	163,710	11.9%	47,588	13%	72,481	16%	<b>283,779</b>	<b>13%</b>
<b>African American</b>	288,370	21.0%	39,470	10.9%	55,780	12.0%	<b>383,620</b>	<b>17.4%</b>
<b>American Indian &amp; Alaska Native</b>	2780	0.2%	1264	0.3%	1,120	0.2%	<b>5,164</b>	<b>0.2%</b>
<b>Asian</b>	72,469	5.3%	10,055	2.8%	22,063	4.7%	<b>104,587</b>	<b>4.7%</b>
<b>Native Hawaiian and Pacific Islander</b>	969	0.1%	94	0.0%	209	0.0%	<b>1272</b>	<b>0.1%</b>
<b>White</b>	822,463	59.9%	241,619	66.4%	339,282	72.7%	<b>1,403,364</b>	<b>63.7%</b>
<b>Other</b>	84,227	6.1%	38,647	10.6%	21,650	4.6%	<b>144,524</b>	<b>6.6%</b>
<b>Identified by Two or More</b>	102,506	7.5%	32,517	8.9%	26,591	5.7%	<b>161,614</b>	<b>7.3%</b>
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
<b>Total Units</b>	545,974	100%	155,925	100%	192,073	100%	<b>893,972</b>	<b>100%</b>
<b>Occupied Units</b>	468,075	86%	109,642	70%	178,094	93%	<b>755,811</b>	<b>85%</b>
<b>Owner-Occupied Units</b>	262,241	56%	70,613	64%	117,211	66%	<b>450,065</b>	<b>60%</b>
<b>Renter-Occupied Units</b>	205,834	44%	39,029	36%	60,883	34%	<b>305,746</b>	<b>40%</b>

Note: 2016-2020 American Community Survey

As shown in Table 1, the total estimated population for the three counties is 2,204,145, a decrease of 2 percent from the demographics included in the 2021 TDSP annual update that was based on 2019 ACS estimates. The total number of housing units also decreased by 2 percent while the number of occupied units and renter-occupied units slightly increased.

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.

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. 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 continues to be one of the fastest growing states in the nation. Over the past decade, Florida's population increase was the second largest, with Texas having the largest population growth. There has been a continuing population shift to the South and West regions of the United States.

According to BEBR, Osceola County was one of four Florida counties that grew by more than 30 percent and is ranked highest, among all Florida counties, for growth from 2010 to 2020, with an increase of 44.7 percent. Orange County was one of nine counties that grew by 20 to 30 percent. More than half of the state's population growth occurred within nine counties, including both Orange and Osceola Counties.



The projections shown in this section start with the County population estimate constructed by BEBR for April 1, 2021. Projections were made for each county using five different techniques. After 2021, 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, 2025-2050, with estimates for 2021” by Stefan Rayer and Ying Wang in Florida Populations Studies, Volume 55, Bulletin 192 (February 2022).

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

Census				Projected					
County	2010	2021	% Change between 2010 and 2021	2025	2030	2035	2040	2045	% Change between 2021 and 2045
<b>Orange</b>	1,145,956	1,373,784	<b>19.88%</b>	1,577,700	1,704,700	1,807,000	1,893,400	1,969,000	<b>43.33%</b>
<b>Osceola</b>	268,685	363,666	<b>35.35%</b>	463,500	525,500	575,000	618,200	657,100	<b>80.69%</b>
<b>Seminole</b>	422,718	466,695	<b>10.40%</b>	499,100	520,900	539,000	554,400	567,300	<b>21.56%</b>
<b>Total</b>	1,837,359	2,204,145	<b>19.96%</b>	2,540,300	2,751,100	2,921,000	3,066,000	3,193,400	<b>44.88%</b>

*Note: BEBR Projections of Florida Population by County, 2025–2050, with Estimates for 2021*

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.

### *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 3.8 percent in 2022. The most recent data available is from the January 2022 U.S. Bureau of Labor Statistics reporting for the Orlando-Kissimmee-Sanford Metropolitan Area. The unemployment rate decreased from 4.1 percent in 2019 as reported in the previous TDSP update.

Another factor impacting the labor force in Osceola, Orange and Seminole Counties is the availability of affordable housing units. According to the National Association of Builders Housing Opportunity Index 2020 Q3 report, the Orlando-Kissimmee-Sanford Metropolitan Area ranked 162 for affordability when compared to 237 metro areas nationwide.

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 January 2022 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 (January 2022)			
Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,369,200	52,500	3.8%
State of Florida	10,448,500	363,800	3.5%

*Source: Bureau of Labor Statistics, January 2022*

### 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. Dialysis trips account for approximately 80 percent of all transportation disadvantaged trips provided by ACCESS LYNX. Currently, LYNX provides service to 47 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 slightly declined from 2019 to 2020 due to COVID-19. This annual TDSP update reporting period shows an increase in dialysis trips from 75 percent to 80 percent.

*Table 4: Major Trip Generators by Location (2021)*

Facility	Count
Dialysis Kissimmee	3,033
Dialysis Poinciana	2,357
Dialysis Davita East	2,312
Advent Health Hospital South Rollins St	2,304
Dialysis W Colonial	2,203
Dialysis Davita Central Orlando	2,054
Dialysis DSCF East	1,922
Dialysis Sturtevant	1,785
Dialysis Florida Center	1,659
Dialysis Winter Park	1,592
Dialysis Buena Ventura	1,556
Dialysis West Orange Winter Garden	1,555
Dialysis Oviedo	1,456
Dialysis Davita Ocoee	1,455
Dialysis E Colonial	1,431
Dialysis Town Loop	1,209
Dialysis Davita Airport	1,047
Dialysis Central FL Kidney Ernestine	947
Orlando Health & Rehab	905
Dialysis Central FL Kidney Chickasaw	947

## 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	<b>403,141</b>
Osceola	9,512	28,893	2,429	16,847	2,166	26,391	35,205	<b>121,443</b>
Seminole	5,935	20,578	1,339	20,403	2,942	48,050	35,723	<b>134,970</b>
<b>Total</b>	<b>40,724</b>	<b>118,906</b>	<b>12,048</b>	<b>89,185</b>	<b>15,698</b>	<b>165,486</b>	<b>217,507</b>	<b>659,554</b>

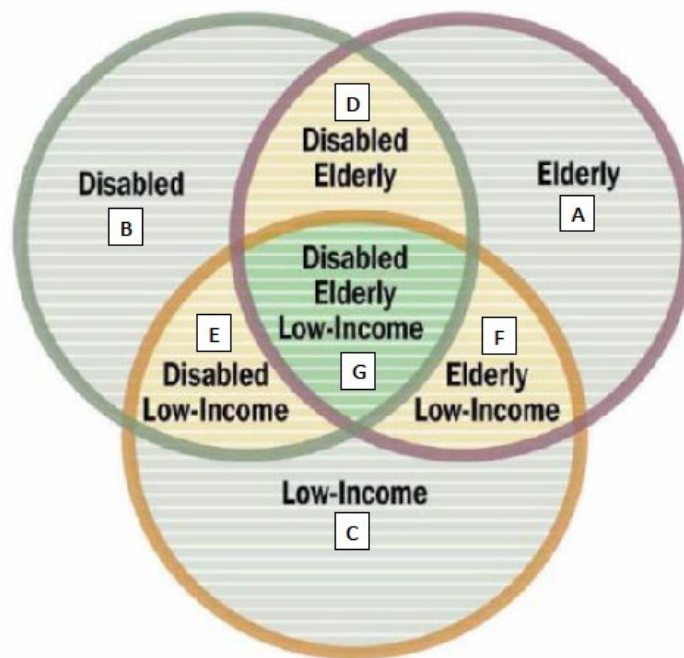


Table 6: Forecast of Transportation Disadvantaged Population by County (2018)

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%
<b>Total Non Elderly</b>	<b>395,098</b>	<b>84.5%</b>	<b>41,658</b>	<b>8.9%</b>	<b>26,513</b>	<b>5.7%</b>	<b>5,935</b>	<b>1.27%</b>
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%
<b>Total Elderly</b>	<b>72,734</b>	<b>15.5%</b>	<b>4,281</b>	<b>0.9%</b>	<b>21,742</b>	<b>4.6%</b>	<b>1,339</b>	<b>0.29%</b>
<b>Total</b>	<b>467,832</b>	<b>100%</b>	<b>45,939</b>	<b>9.8%</b>	<b>48,255</b>	<b>10.3%</b>	<b>7,274</b>	<b>1.55%</b>

### 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
<b>Total - Non-Duplicated</b>		<b>134,970</b>

General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	<b>134,970</b>	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
<b>Overlapping Circle Component</b>											
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
<b>TOTAL GENERAL TD POPULATION</b>	<b>403,141</b>	<b>411,898</b>	<b>420,844</b>	<b>429,986</b>	<b>439,325</b>	<b>448,868</b>	<b>458,618</b>	<b>468,580</b>	<b>478,758</b>	<b>489,157</b>	<b>499,782</b>
<b>TOTAL POPULATION</b>	<b>1,369,371</b>	<b>1,399,115</b>	<b>1,429,505</b>	<b>1,460,556</b>	<b>1,492,281</b>	<b>1,524,695</b>	<b>1,557,812</b>	<b>1,591,650</b>	<b>1,626,222</b>	<b>1,661,545</b>	<b>1,697,636</b>

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

## Osceola County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Overlapping Circle Component</b>											
<b>E</b> - 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>B</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
<b>G</b> - 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
<b>D</b> - 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
<b>F</b> - 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
<b>A</b> - 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
<b>C</b> - 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
<b>TOTAL GENERAL TD POPULATION</b>	<b>121,443</b>	<b>125,691</b>	<b>130,088</b>	<b>134,638</b>	<b>139,347</b>	<b>144,222</b>	<b>149,266</b>	<b>154,488</b>	<b>159,892</b>	<b>165,484</b>	<b>171,273</b>
<b>TOTAL POPULATION</b>	<b>365,504</b>	<b>378,289</b>	<b>391,521</b>	<b>405,216</b>	<b>419,391</b>	<b>434,060</b>	<b>449,244</b>	<b>464,958</b>	<b>481,222</b>	<b>498,054</b>	<b>515,476</b>

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

## Seminole County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
<b>Overlapping Circle Component</b>											
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
<b>TOTAL GENERAL TD POPULATION</b>	<b>134,970</b>	<b>136,768</b>	<b>138,591</b>	<b>140,438</b>	<b>142,309</b>	<b>144,205</b>	<b>146,127</b>	<b>148,074</b>	<b>150,047</b>	<b>152,046</b>	<b>154,072</b>
<b>TOTAL POPULATION</b>	<b>467,832</b>	<b>474,066</b>	<b>480,383</b>	<b>486,784</b>	<b>493,270</b>	<b>499,843</b>	<b>506,503</b>	<b>513,253</b>	<b>520,092</b>	<b>527,022</b>	<b>534,044</b>

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

### *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 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 transportation needs 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, 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 costlier 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 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 also developed a General Transit Feed Specification (GTFS) that provides real time and static feeds of bus stop accessibility information to outside vendors, such as Google. The GTFS also provides passengers with data on sidewalk available and any changes to wheelchair accessibility at the bus stops ahead of their trip.

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 were updated consistent with this TDSP minor update and are included as Attachment 6. A listing of needs and comments resulting from the public participation process can be found in the report.

### 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 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 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 ACCESS Plus+ program has been successful and migrated many trips to fixed route services. On average, there are approximately 916 ACCESS Plus+ trips provided each month.*

**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 in person events continued to be postponed through 2021 due to safety concerns affecting LYNX's ability to participate. LYNX was able to participate in one virtual event since the last minor update. 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. LYNX will continue to look for opportunities to participate in events and sessions as in person events return.*

### **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 10.58 days. This is a slight increase from the average reported last TDSP minor update. Over the past year, LYNX has experienced an operator manpower shortage and has implemented corrective actions to fully staff operations as well as new technology with texting capabilities to notify passengers when the operator is on the way.*

**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 will continue the process of updating its  
How to Ride Guide.*

**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*

<b>Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.</b>			
<b>Action</b>	<b>Begin</b>	<b>End</b>	<b>Individual Responsible</b>
Study and improve ways to evaluate customer eligibility.	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



<b>Goal 2: Customer outreach and education.</b>			
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	Complete	Mobility Service staff and Marketing
Schedule presentation opportunities	September 2018	Ongoing	Customer Service Manager

<b>Goal 3: Improve community perception of public transportation.</b>			
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	Complete	Mobility Services Leadership Team
Document TD service guidelines, standards, processes and procedures.	August 2018	Complete	Mobility Services Leadership Team
Create a Mobility Services Division operating manual	September 2018	Complete	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’s 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

Customers may also request, change, confirm, and cancel trip reservations through the WebACCESS system. The WebACCESS system allows customers to access and edit their information 24 hour a day, 7 days a week.

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, customers 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*

	<b>Transportation Disadvantaged</b>	<b>Americans with Disabilities Act</b>
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) or on the LYNX website at <https://www.golynx.com/maps-schedules/routes-schedules.shtml>. 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 following categories to be eligible.

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)

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 eligibility categories are listed below. LYNX recently updated the categories to include permanent (continued) eligibility.

*Permanent (Continued) Eligibility.* Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update / recertify their information and note any changes in their travel abilities or needs every three years from the date of initial eligibility.

*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.

Medical information for eligibility must be certified by a licensed professional.

## **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.

- 40%                      Subscription trips are generated by the scheduling software the same day and time every week.
- 60%                      Demand response trips are random trips not automatically generated by the scheduling software.

LYNX does not currently prioritize demand response trips. If prioritization was necessary due to the availability of grant funds, the prioritization of Trust Fund trips within each category would be 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's 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 are 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.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX's 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 upgraded its fleet vehicles with 18 new paratransit 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's coordinated system.

*Table 10: Provider Information*

Aspire Health Partners, Inc. 5151 Adanson Street Orlando, FL 32804	Crystal Lake Supportive Environments (Attain Inc.) 2710 Staten Ave Orlando, FL 32804
Brenda Greene – Elquanah Group Home, Inc. 10410 Westley Way Orlando, FL 32825	National Mentor Health Care, LLC 313 Congress Street, 5 <sup>th</sup> Floor Boston, MA 02210
Central Florida Group Homes, LLC 1890 S. R. 436, Suite # 300 Winter Park, FL 32792	Good Samaritan Society 1550 Aldersgate Dr. Kissimmee, FL 34743

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

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

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

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

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

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

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

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	ADA Lift	Wheelchair Capacity	Seat Capacity
2014	FORD	1FDEE4FL8EDB10564	Yes	4	12
2014	FORD	1FDEE4FL0EDB10932	Yes	4	12
2014	FORD	1FDEE4FL3EDB10925	Yes	4	12
2015	FORD	1FDFE4FS4FDA28117	Yes	4	12
2015	FORD	1FDFE4FS5FDA28112	Yes	4	12
2015	FORD	1FDFE4FS6FDA28121	Yes	4	12
2015	FORD	1FDFE4FS3FDA28125	Yes	4	12
2015	FORD	1FDFE4FS8FDA28119	Yes	4	12
2015	FORD	1FDFE4FS2FDA28133	Yes	4	12
2015	FORD	1FDFE4FS0FDA28132	Yes	4	12
2015	FORD	1FDFE4FS7FDA28127	Yes	4	12
2015	FORD	1FDFE4FS1FDA28110	Yes	4	12
2015	FORD	1FDFE4FS8FDA28136	Yes	4	12
2016	FORD	1FDFE4FS6GDC57108	Yes	4	12
2016	FORD	1FDFE4FS4GDC57110	Yes	4	12
2016	FORD	1FDFE4FSXGDC57113	Yes	4	12
2016	FORD	1FDFE4FS8GDC57112	Yes	4	12
2016	FORD	1FDFE4FS6GDC57111	Yes	4	12
2016	FORD	1FDFE4FS8GDC57109	Yes	4	12
2018	FORD	1FDFE4FS8HDC39923	Yes	4	12
2018	FORD	1FDFE4FS0GDC55340	Yes	4	12
2018	FORD	1FDFE4FS9GDC57118	Yes	4	12
2018	FORD	1FDFE4FS4HDC57562	Yes	4	12
2018	FORD	1FDFE4FS0GDC57119	Yes	4	12
2018	FORD	1FDFE4FS1HDC41674	Yes	4	12
2018	FORD	1FDFE4FS5HDC58879	Yes	4	12
2018	FORD	1FDFE4FSXHDC57565	Yes	4	12
2018	FORD	1FDFE4FS7HDC58883	Yes	4	12
2018	FORD	1FDFE4FS1HDC58880	Yes	4	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	FORD	1FDFE4FS7HDC57569	Yes	4	12
2018	FORD	1FDFE4FS9HDC58884	Yes	4	12
2018	FORD	1FDFE4FS6HDC57563	Yes	4	12
2018	FORD	1FDFE4FS8HDC57564	Yes	4	12
2018	FORD	1FDFE4FS7GDC57117	Yes	4	12
2018	FORD	1FDFE4FS3HDC53051	Yes	4	12
2018	FORD	1FDFE4FS5HDC57568	Yes	4	12
2018	FORD	1FDFE4FS3HDC57567	Yes	4	12
2018	FORD	1FDFE4FSXHDC39924	Yes	4	12
2018	FORD	1FDFE4FS0HDC58885	Yes	4	12
2018	FORD	1FDFE4FS5HDC58882	Yes	4	12
2018	FORD	1FDFE4FS3HDC57570	Yes	4	12
2019	FORD	1FDFE4FS6KDC10038	Yes	4	12
2019	FORD	1FDFE4FS3JDC43464	Yes	4	12
2019	FORD	1FDFE4FS4KDC10037	Yes	4	12
2019	FORD	1FDFE4FS1JDC41891	Yes	4	12
2019	FORD	1FDFE4FS2KDC17357	Yes	4	12
2019	FORD	1FDFE4FS2KDC10036	Yes	4	12
2019	FORD	1FDFE4FS3JDC41875	Yes	4	12
2019	FORD	1FDFE4FS1JDC41874	Yes	4	12
2019	FORD	1FDFE4FS4JDC41884	Yes	4	12
2019	FORD	1FDFE4FSXJDC41887	Yes	4	12
2020	FORD	1FDFE4FSXKDC51384	Yes	4	12
2020	FORD	1FDFE4FS3KDC51386	Yes	4	12
2020	FORD	1FDFE4FS1KDC51385	Yes	4	12
2020	FORD	1FDWE3F69KDC72790	Yes	3	12
2020	FORD	1FDWE3F66KDC72763	Yes	3	12
2020	FORD	1FDWE3F68KDC72764	Yes	3	12
2020	FORD	1FDWE3F64KDC72776	Yes	3	12
2020	FORD	1FDWE3F64KDC72762	Yes	3	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3F62KDC72761	Yes	3	12
2020	FORD	1FDWE3F65KDC72768	Yes	3	12
2020	FORD	1FDWE3F62KDC72758	Yes	3	12
2020	FORD	1FDWE3F65KDC72785	Yes	3	12
2020	FORD	1FDWE3F61KDC72766	Yes	3	12
2020	FORD	1FDWE3F6XKDC72765	Yes	3	12
2020	FORD	1FDWE3F67KDC72786	Yes	3	12
2020	FORD	1FDWE3F61KDC72783	Yes	3	12
2020	FORD	1FDWE3F64KDC72759	Yes	3	12
2020	FORD	1FDWE3F69KDC72787	Yes	3	12
2020	FORD	1FDWE3F63KDC72784	Yes	3	12
2020	FORD	1FDWE3F62KDC72775	Yes	3	12
2020	FORD	1FDWE3F60KDC72760	Yes	3	12
2020	FORD	1FDWE3F67KDC72772	Yes	3	12
2020	FORD	1FDWE3F60KDC72774	Yes	3	12
2020	FORD	1FDWE3F66KDC72777	Yes	3	12
2020	FORD	1FDWE3F63KDC72770	Yes	3	12
2020	FORD	1FDWE3F69KDC72773	Yes	3	12
2020	FORD	1FDWE3F67KDC72769	Yes	3	12
2020	FORD	1FDWE3F66KDC72780	Yes	3	12
2020	FORD	1FDWE3F60KDC72788	Yes	3	12
2020	FORD	1FDWE3FN9MDC20750	Yes	3	12
2020	FORD	1FDWE3F68KDC72778	Yes	3	12
2020	FORD	1FDWE3F68KDC72781	Yes	3	12
2020	FORD	1FDWE3F6XKDC72782	Yes	3	12
2020	FORD	1FDWE3FN1MDC20774	Yes	3	12
2020	FORD	1FDWE3FN6MDC20771	Yes	3	12
2020	FORD	1FDWE3FN4MDC20770	Yes	3	12
2020	FORD	1FDWE3FN2MDC20766	Yes	3	12
2020	FORD	1FDWE3FN9MDC20764	Yes	3	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3FN7MDC20763	Yes	3	12
2020	FORD	1FDWE3FN3MDC20761	Yes	3	12
2020	FORD	1FDWE3FN2MDC20749	Yes	3	12
2020	FORD	1FDWE3F65KDC72771	Yes	3	12
2020	FORD	1FDWE3F63KDC72767	Yes	3	12
2020	FORD	1FDWE3FN2MDC20752	Yes	3	12
2020	FORD	1FDWE3FN0MDC20751	Yes	3	12
2020	FORD	1FDWE3FN3MDC20775	Yes	3	12
2020	FORD	1FDWE3FN6MDC20768	Yes	3	12
2020	FORD	1FDWE3FN3MDC20758	Yes	3	12
2020	FORD	1FDWE3FN1MDC20757	Yes	3	12
2020	FORD	1FDWE3FN3MDC20775	Yes	3	12
2020	FORD	1FDWE3FN6MDC20754	Yes	3	12
2020	FORD	1FDWE3FN4MDC20753	Yes	3	12
2021	FORD	1FDWE3FN0MDC20765	Yes	3	12
2021	FORD	1FDWE3FN5MDC20762	Yes	3	12
2021	FORD	1FDWE3FN8MDC20755	Yes	3	12
2021	FORD	1FDWE3FN8MDC20769	Yes	3	12
2021	FORD	1FDWE3FN5MDC20759	Yes	3	12
2021	FORD	1FDWE3FN8MDC20772	Yes	3	12
2021	FORD	1FDWE3FN5MDC20776	Yes	3	12
2021	FORD	1FDWE3FN0MDC20779	Yes	3	12
2021	FORD	1FDWE3FN7MDC20777	Yes	3	12
2021	FORD	1FDWE3FN9MDC20778	Yes	3	12
2021	FORD	1FDWE3FN4MDC20767	Yes	3	12
2021	FORD	1FDWE3FN1MDC20760	Yes	3	12
2021	FORD	1FDWE3FNXMDC20773	Yes	3	12
2021	FORD	1FDWE3FN9MDC36365	Yes	3	12
2015	FORD	1FDFE4FS6FDA35280	Yes	4	12
2021	FORD	1FDWE3FN7MDC41757	Yes	3	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2021	FORD	1FDWE3FN1MDC40832	Yes	3	12
2021	FORD	1FDWE3FN0MDC41759	Yes	3	12
2021	FORD	1FDWE3FN1MDC40829	Yes	3	12
2021	FORD	1FDWE3FN4MDC41764	Yes	3	12
2021	FORD	1FDWE3FN2MCD41763	Yes	3	12
2021	FORD	1FDWE3FN3MDC40833	Yes	3	12
2021	FORD	1FDWE3FN9MDC41761	Yes	3	12
2021	FORD	1FDWE3FN0MDC41762	Yes	3	12
2021	FORD	1FDWE3FN7MDC41760	Yes	3	12
2021	FORD	1FDWE3FN9MDC41758	Yes	3	12
2021	FORD	1FDWE3FNXNDC22766	Yes	4	12
2021	FORD	1FDWE3FNXMDC40831	Yes	3	12
2021	FORD	1FDWE3FN8MDC40830	Yes	3	12
2021	FORD	1FDWE3FN3NDC22768	Yes	4	12
2021	FORD	1FDWE3FN5MDC41756	Yes	3	12
2021	FORD	1FDWE3FN8NDC22765	Yes	4	12
2021	FORD	1FDWE3FNXMDC40828	Yes	3	12
2018	DODGE	2C7WDGCGXJR176581	Yes	1	4
2018	DODGE	2C7WDGCG5JR176584	Yes	1	4
2018	DODGE	2C7WDGCG4JR176592	Yes	1	4
2018	DODGE	2C7WDGCG6JR176593	Yes	1	4
2018	DODGE	2C7WDGCG6JR176576	Yes	1	4
2018	DODGE	2C7WDGCG7JR176585	Yes	1	4
2018	DODGE	2C7WDGCG4JR176589	Yes	1	4
2018	DODGE	2C7WDGCG1JR176579	Yes	1	4
2018	DODGE	2C7WDGCG8JR176577	Yes	1	4
2018	DODGE	2C7WDGCG0JR176587	Yes	1	4
2018	DODGE	2C7WDGCG9JR176572	Yes	1	4
2018	DODGE	2C7WDGCG0JR176573	Yes	1	4
2018	DODGE	2C7WDGCG8JR176594	Yes	1	4



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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCGXJR176595	Yes	1	4
2018	DODGE	2C7WDGCG8JR176580	Yes	1	4
2018	DODGE	2C7WDGCG1JR176582	Yes	1	4
2018	DODGE	2C7WDGCG2JR176588	Yes	1	4
2018	DODGE	2C7WDGCG0JR176590	Yes	1	4
2018	DODGE	2C7WDGCG1JR176596	Yes	1	4
2018	DODGE	2C7WDGCG2JR176591	Yes	1	4
2018	DODGE	2C7WDGCG2JR176574	Yes	1	4
2018	DODGE	2C7WDGCG4JR176575	Yes	1	4
2018	DODGE	2C7WDGCGXJR176578	Yes	1	4
2018	DODGE	2C7WDGCG3JR176583	Yes	1	4
2018	DODGE	2C7WDGCGXJR337902	Yes	1	4
2018	DODGE	2C7WDGCG3JR337899	Yes	1	4
2018	DODGE	2C7WDGCG6JR337900	Yes	1	4
2018	DODGE	2C7WDGCG1JR337903	Yes	1	4
2018	DODGE	2C7WDGCG8JR337901	Yes	1	4
2018	DODGE	2C7WDGCG9JR337907	Yes	1	4
2018	DODGE	2C7WDGCG9JR337910	Yes	1	4
2018	DODGE	2C7WDGCG7JR337906	Yes	1	4
2018	DODGE	2C7WDGCG0JR337908	Yes	1	4
2018	DODGE	2C7WDGCG3JR337904	Yes	1	4
2018	DODGE	2C7WDGCG2JR337912	Yes	1	4
2018	DODGE	2C7WDGCG2JR337909	Yes	1	4
2018	DODGE	2C7WDGCG4JR337913	Yes	1	4
2018	DODGE	2C7WDGCG1JR337898	Yes	1	4
2018	DODGE	2C7WDGCG5JR337905	Yes	1	4
2018	DODGE	2C7WDGCG0JR337911	Yes	1	4
2018	DODGE	2C7WDGCG6JR337914	Yes	1	4
2018	DODGE	2C7WDGCG8JR337915	Yes	1	4
2018	DODGE	2C7WDGCG1JR337917	Yes	1	4

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCG5JR337919	Yes	1	4
2018	DODGE	2C7WDGCGXJR337916	Yes	1	4
2018	DODGE	2C7WDGCG3JR337918	Yes	1	4
2018	DODGE	2C7WDGCG1JR337920	Yes	1	4
2018	DODGE	2C7WDGCGXJR337897	Yes	1	4

*Table 12: Vehicle Inventory (NeighborLink)*

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDFE4FS0KDC75242	Lift	4	12
2020	FORD	1FDFE4FS4KDC75244	Lift	4	12
2020	FORD	1FDFE4FS8KDC75246	Lift	4	12
2020	FORD	1FDFE4FS9KDC75238	Lift	4	12
2020	FORD	1FDFE4FS9KDC75241	Lift	4	12
2020	FORD	1FDFE4FS7KDC75240	Lift	4	12
2020	FORD	1FDFE4FS6KDC75245	Lift	4	12
2020	FORD	1FDFE4FS3KDC75249	Lift	4	12
2020	FORD	1FDFE4FS1KDC75248	Lift	4	12
2020	FORD	1FDFE4FS0KDC75239	Lift	4	12
2020	FORD	1FDFE4FS2KDC75243	Lift	4	12
2020	FORD	1FDFE4FS1KDC75251	Lift	4	12
2020	FORD	1FDFE4FSXKDC75247	Lift	4	12
2020	FORD	1FDFE4FSXKDC75250	Lift	4	12
2020	FORD	1FDFE4FS3KDC75252	Lift	4	12
2018	FORD	1FDFE4FS3HDC58881	Lift	4	12
2018	FORD	1FDFE4FS1HDC57566	Lift	4	12
2018	FORD	1FDFE4FS9HDC53054	Lift	4	12

## 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.

## LYNX TDSP - MINOR UPDATE 2022

### Revision History

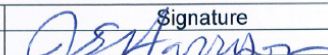
Revision Number	Revision Date	Summary of Changes	Author
Revision 20	3-25-2021	Updated the plan to reflect FDOT's recommendations from the Triennial Review.	Safety & Security
Revision 19	12-12-2019	Updated CEO's name	Safety & Security
Revision 18	1-11-2019	Updated appendix list	Safety & Security
Revision 17	7-18-2018	Updated the plan to reflect FDOT's recommendations from the Triennial Review.	Risk Management, Safety & Security
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 FOOT 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 FOOT 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

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

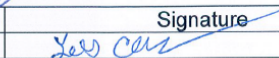
### Adoption

This document requires the adoption by the CEO:

Name	Title	Signature
Jim Harrison	Chief Executive Officer	

### Approvals

This document requires the following approvals:

Name	Title	Signature
Tellis Chandler	Director of Safety & Security	

### Distribution

This document has been distributed to:

Name	
File	System Safety Program Plan
InLYNX	Safety & Security Division

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Print Date: 3/25/2021

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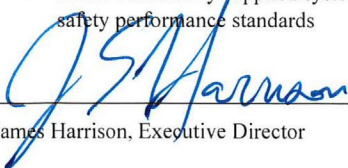
## 1 Safety Management Policy

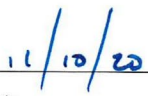
### 1.1 Mission and Policy Statement

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

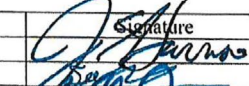

  
Date



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## 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:

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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:

<b>Safety Objectives</b>	Specify measurable and attainable safety objectives to reach the agency's safety goal.
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## System Safety Program Plan (SSPP)

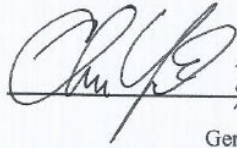
### 1.0 Management Safety Commitment and Policy Statement

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  
  
 7/29/19  
 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

ACCESS LYNX will participate in upcoming community outreach activities as they are available due to COVID-19 restrictions. The events 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 due to the pandemic, in person meetings are returning and ACCESS LYNX will participate as community events are scheduled.

### 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*

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Advance Reservations Requirements</b>	Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service.
<b>Advance Reservations Limit</b>	When calling to schedule appointments, ADA customers should call as far in advance as you

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
	can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
<b>Accidents</b>	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
<b>Air Conditioning/ Heating</b>	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
<b>Billing Requirements</b>	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes).

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Call Hold Time</b>	It is LYNX's 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.
<b>Cardio-pulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>Complaints</b>	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>



STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Contract Monitoring</b>	<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>
<b>Driver Criminal Background Screening</b>	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
<b>Driver Identification</b>	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>No-Show Policy</b>	<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>
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>

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



<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Passenger Property</b>	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
<b>Passenger/ Trip Database</b>	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
<b>Pick-up windows</b>	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Public Transit Ridership</b>	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.
<b>Reservation Hours</b>	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
<b>Road Calls</b>	No more than 1 every 10,000 miles.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.
<b>Smoking, Eating, and Drinking</b>	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Subscriptions</b>	<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>
<b>Transport of Personal Care Attendant and Dependent Children Policy</b>	<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
<b>Trip Negotiations</b>	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella (including TD 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>

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE COUNTIES</b>
<b>Trip Request Limit</b>	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.
<b>Two-Way Communications</b>	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
<b>Unscheduled Stops</b>	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
<b>Use and Responsibility of Child Restraint Devices</b>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
<b>Vehicle Cleanliness</b>	<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>
<b>Vehicle Transfer Points</b>	<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
<b>Will Calls</b>	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but with a goal of 90 minutes or less.</p>

The length of time that customers are on hold improved significantly in 2020 due to improved technologies and reduced call volumes resulting in an average hold time of December 2020. LYNX has experienced staffing shortages over the past year that resulted in an increase in the average call hold time. The average call hold time during this reporting period has increased to 1 minute 7 seconds.

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.

LYNX recently updated the MyACCESS tracking system to allow text messaging to client of trips status. LYNX is also planning to implement new Customer Contact software along with a new agency wide phone 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 FY22/23. 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*

<b>Service Type</b>	<b>Unit</b>	<b>Rate</b>
Ambulatory	Per trip	\$40.90
Wheelchair	Per trip	\$70.11

### 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 completed its annual CTC review and presented the evaluation results at the May 12, 2022 TDLCB meeting. Results from the FY 2020-21 review indicated that ACCESS LYNX is meeting standards and there were no 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.

Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.

Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.



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

Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination	<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>

Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).

Dispatcher	The person responsible for having every 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.

Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.

Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

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



Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board (LCB)	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.

Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.

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

Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.

Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.



Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.

Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

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

Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.

U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.



## 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](http://www.golynx.com)

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## LYNX TDSP - MINOR UPDATE 2022

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)

_____ 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:

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

Please check all that apply to you:

- |   |   |  |   |
|---|---|--|---|
| <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<br>(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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## LYNX TDSP - MINOR UPDATE 2022

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 ¾ 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.



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

### Application Checklist:

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 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



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**ACCESS LYNX**  
AMERICANS WITH DISABILITIES  
ACT (ADA) PROGRAM

Thank you for your interest in the Americans with Disabilities Act (ADA) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Please be sure to complete all information requested and sign where appropriate. The Medical section must be completed and signed by a Licensed Professional (familiar with your disability or health condition and your functional abilities). If necessary, further information may be requested to determine eligibility.

## **Recertification Requirements:**

**Permanent (continued) Eligibility** – Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update/recertify their information and note any changes in their travel abilities or needs **every three years from date of the initial eligibility.**

**Standard Eligibility** - All customers granted approval under this category (unconditional/conditional) will be required to recertify **every two years from date of the initial eligibility.**

**Temporary Eligibility** - All customers granted approval under this category will be required to recertify based on the length of time granted in the approval.

*Customers that are ADA eligible with another transit provider may use ACCESS LYNX by providing documentation of their eligibility status prior to needing to travel. This same right applies to ACCESS LYNX customers traveling to other communities that offer complimentary ADA paratransit services.*

**Disclaimer:** 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. Processing may take up to 21 days from receipt of a completed application to include completion of a Functional Assessment if required.

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)



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455 N. Garland Avenue | Orlando | Florida | 32801 | [www.golynx.com](http://www.golynx.com)

## LYNX TDSP - MINOR UPDATE 2022

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

### APPLICATION: General Information (SECTION 1)

_____		_____	
Date of Birth		Last 4 of Social Security Number	
_____		_____	
Last Name	First Name	Middle Initial	M/F
_____		_____	
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:

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

Please check all that apply to you:

- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> Service Animal      | <input type="checkbox"/> Walker         | <input type="checkbox"/> Portable Oxygen   | <input type="checkbox"/> Power Scooter                               |
| <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"/> Blind/Legally Blind | <input type="checkbox"/> Need Attendant | <input type="checkbox"/> Power Wheelchair  |  |
| <input type="checkbox"/> Crutches            | <input type="checkbox"/> Assist Walking | <input type="checkbox"/> Wide Wheelchair   | <input type="checkbox"/> Personal Care Attendant                     |



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How do you currently travel to your destination?

☐ LYNX (City bus/NeighborLink) ☐ Taxi ☐ TNC ☐ Drive yourself ☐ Other

Would you ride the bus if you were provided with a bus pass? ☐ Yes ☐ No

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 ¾ 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

## Applicant's Release: (SECTION 2)

I understand that the purpose of this evaluation form is to determine my eligibility for ADA 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 as it applies to this evaluation.

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



**Central Florida Regional Transportation Authority**

455 N. Garland Avenue | Orlando | Florida | 32801 | [www.golynx.com](http://www.golynx.com)

## Medical Form (SECTION 3)

Instructions for Licensed professional (familiar with your disability or health condition and your functional abilities): 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 and how does it prevent him/her from using LYNX?

\_\_\_\_\_

- |   |                                     |                                       |                                 |
|---|-------------------------------------|---------------------------------------|---------------------------------|
| <input type="checkbox"/> Cognitive Impairment | <input type="checkbox"/> Functional | <input type="checkbox"/> Hearing      | <input type="checkbox"/> Visual |
| <input type="checkbox"/> Uncontrolled Fatigue | <input type="checkbox"/> Emotional  | <input type="checkbox"/> Neurological |                                 |

☐ Other – Explain: \_\_\_\_\_

Is the applicant's disability or condition ☐ Permanent? ☐ Temporary?

If Temporary, what is duration? \_\_\_\_\_

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

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Orientation                   | <input type="checkbox"/> Monitoring time | <input type="checkbox"/> Gait or balance          |
| <input type="checkbox"/> Problem Solving               | <input type="checkbox"/> Judgment        | <input type="checkbox"/> Inconsistent performance |
| <input type="checkbox"/> Short-term Memory             | <input type="checkbox"/> Communication   | <input type="checkbox"/> Long-term memory         |
| <input type="checkbox"/> Inappropriate social behavior |  | <input type="checkbox"/> Do Not Leave Unattended  |

☐ Other (please explain) \_\_\_\_\_

If applicant is currently taking prescribed medication(s), does this medication 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 ADA 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.

\_\_\_\_\_  
Licensed Professional's Signature

\_\_\_\_\_  
Medical License Number

\_\_\_\_\_  
Licensed Professional's Name (Print Legibly)

\_\_\_\_\_  
Contact Number

\_\_\_\_\_  
Contact Address



**Central Florida Regional Transportation Authority**  
455 N. Garland Avenue | Orlando | Florida | 32801 | [www.golynx.com](http://www.golynx.com)

## Attachment 3: ACCESS LYNX Appeal Process



LYNX

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

### **ACCESS LYNX ADA APPEAL PROCESS**

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

## Filing An Appeal

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

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

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

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

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

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

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

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

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

**Other accessible formats available upon request.**



## Attachment 4: ACCESS LYNX Request for Appeal

**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 10, 2022**

## 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

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.

**GRIEVANCE FORM - CONTINUED**

=====

[illegible]

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 10<sup>th</sup> day of February, 2022.

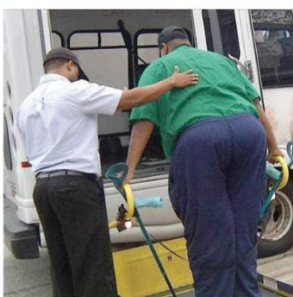


Honorable Mayra Uribe, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

## Attachment 6: LYNX Human Services Transportation Plan



## LYNX Human Services Transportation Plan Update



FY 2022 Update  
June 16, 2022  
*Final*

Prepared for:

**LYNX**

Prepared by:

**WSP USA Inc.**







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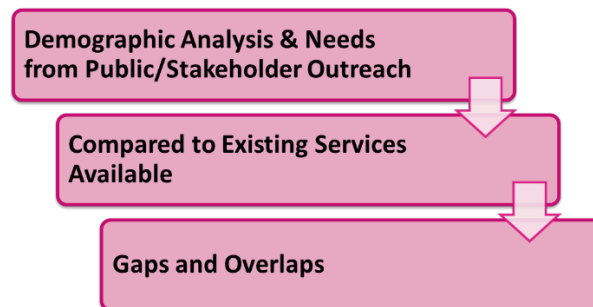
## 1.0 Introduction

This document is an update to the Central Florida Regional Transportation Authority (d.ba. LYNX) Human Service Transportation Plan (HSTP). LYNX initiates updates to this plan as required to reflect any changes under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, the November 2021 transportation funding and authorization bill – **Infrastructure Investment and Jobs Act**, and to include the most current local conditions including changes in population, and local service gaps and needs. This plan update and the priorities established within this plan supersede those included in the Human Services Transportation Plan Update completed in 2019.

### 1.1 Plan Update Methodology

The gaps and potential priorities identified in this HSTP Update were established through a process that included: meeting with stakeholders; conducting online and paper surveys on selected NeighborLink routes and ACCESS LYNX users; and conducting one on one interviews with human services agencies and system users. In addition, local conditions including demographics and where higher concentrations of the target populations are residing and traveling in comparison to the existing transportation system were reviewed. Current transportation providers (public, private, and non-profit) were also reviewed for availability, eligibility requirements, and any other barriers to accessing the services.

*Figure 1 – Plan Update Process*



The overall purpose of the HSTP Update is to establish future transportation needs for projects that improve coordination and mobility for older adults and individuals with disabilities, if funding is available and eligible applications are submitted.



## 2.0 Background

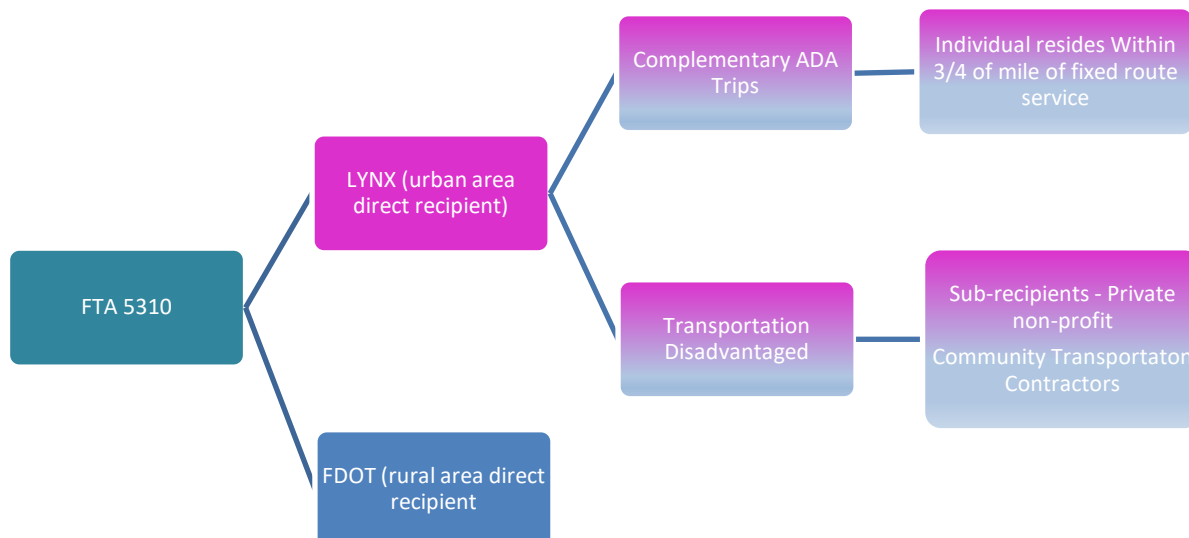
This section includes background information on the Section 5310 Program, LYNX as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, and LYNX's ongoing coordination activities.

### 2.1 LYNX Background

In 1989, the Florida Commission for the Transportation Disadvantaged (CTD) created the concept of CTCs, who would be responsible for administering state Transportation Disadvantaged Trust Funds to transportation providers within their service area. Since 1992, LYNX has been the designated CTC for Orange, Osceola and Seminole counties. As the CTC, LYNX is responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged (TD) services within its service area.

ACCESS LYNX is LYNX's Americans with Disabilities Act (ADA) complimentary paratransit and Transportation Disadvantaged (TD) service, which provides transportation to individuals who cannot navigate LYNX's fixed-route bus service due to physical or cognitive disability. Individuals must be certified as eligible for ACCESS LYNX service through an application process. If the individual is approved for ACCESS LYNX, then a determination is made through an additional certification process as to the funding source that will be subsidizing the trip. Several state agencies offer transportation through their local contracting agencies, which then administer the agency program funding to LYNX for providing transportation to their clients. Those individuals who do not qualify for any other public agency program may be eligible for trips funded through the state's TD program.

**Figure 2 – Transportation Disadvantaged Services Process**



The MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board (TDLCB) serves to identify local service needs and provide information, advice and direction to LYNX on the coordination of services to be provided through the TD program. The MetroPlan Orlando TDLCB focuses on compliance



with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDLCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry.

## 2.2 Section 5310 Program

The goal of the Federal Transit Administration (FTA)'s Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding the transportation mobility options available. The Section 5310 program apportions funds among large urbanized areas (UZAs), small UZAs and rural areas, based on the population of seniors and individuals with disabilities in each area. LYNX is the designated recipient of Section 5310 program funds for the Orlando and Kissimmee urbanized areas, while the Florida Department of Transportation (FDOT) administers the rural funding.

## 2.3 Infrastructure Investment and Jobs Act

The Infrastructure Investment and Jobs Act was signed into law in November 2021, replacing the expired Fixing America's Surface Transportation Act (FAST) Act. The Act authorized \$2.2 Billion in formula funding to provide resources to eliminate barriers to access for seniors and persons with disabilities. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients like LYNX. Funds for rural and small urban areas are apportioned to the Florida Department of Transportation (FDOT). Any new rule changes to the 5310 Program have yet to be established by the Federal Transit Administration (FTA).

## 3.0 Review of Federal Programs

This section presents an overview of existing Federal programs related to human services transportation. Programs consist of formula and competitive grants. Formula funds are allocated to states and transit agencies based on apportionments established by Congress. Competitive program funds are allocated based on a competitive selection process and require applications by qualified recipients.

### 3.1 Section 5310 Program – Enhanced Mobility of Seniors and Individuals with Disabilities

This program (49 U.S.C. 5310) provides formula funding to states and designated recipients like LYNX for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.



Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas in Florida, this is the Florida Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. LYNX is the designated recipient for Orange, Osceola, and Seminole counties. As a direct recipient of these funds, LYNX has flexibility in how subrecipient projects are selected for funding, but the decision process must support and be derived from the adopted Human Services Transportation Plan.

Projects that may be eligible for funding include:

### **Traditional Projects (At least 55 percent of the apportionment)**

- Vehicles
- Related Vehicle Equipment
- Mobility Management
- Contracted Operating Services

### **Non-Traditional Projects (Up to 45 percent of the apportionment)**

- Travel Training
- Volunteer Driver Programs
- Accessible bus stop paths, including curb-cuts, sidewalks, accessible pedestrian signals, or other accessible features
- Improve signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Purchase vehicles to support new accessible taxi ride sharing
- Mobility Management Programs

In addition, all eligible Section 5310 capital projects require a 20 percent local match and the local share for eligible operating projects shall be not less than 50 percent.

## **3.2 Section 5311 Program – Formula Grants for Rural Areas**

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Eligible recipients include states and federally recognized Indian Tribes. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

Funding for the federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Section 5311 funds are available to the States during the fiscal year of apportionment plus two additional years (total of three years). Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas. FDOT manages these funds for rural areas within the LYNX service area and selects projects/recipients of funds based on priorities established by the state.



### 3.3 Fund Braiding

Fund braiding is a funding technique where blending of multiple federal funding sources and federal administrations (for example, Department of Transportation and Department of Agriculture) is allowed in order to fund transportation projects and expedite project delivery. These individual funding sources do not lose their identity/requirement from their respective agencies and agencies often must then report to both participating agencies regarding funding expenditures. This section will provide additional guidance to assist LYNX to better understand fund braiding and additional resources that may further help with the process. Too often federal grantees reported cancelling transportation projects because of the inability to obtain matching funds required for the receipt of federal funding. In this guide, approximately 50 programs from several federal funding administrations were reviewed to determine if those programs could be utilized in fund braiding to adequately fund transportation projects. These programs were specifically chosen because each of them provides funding for Human Service Transportation purposes for people with disabilities, elderly individuals and low-income populations. Federal agencies with programs identified in this section include:

- The United States Department of Transportation (DOT)
- Department of Justice (DOJ)
- Department of Health and Human Services (HHS)
- Department of Agriculture (USDA) and
- Department of Veterans Affairs (VA).

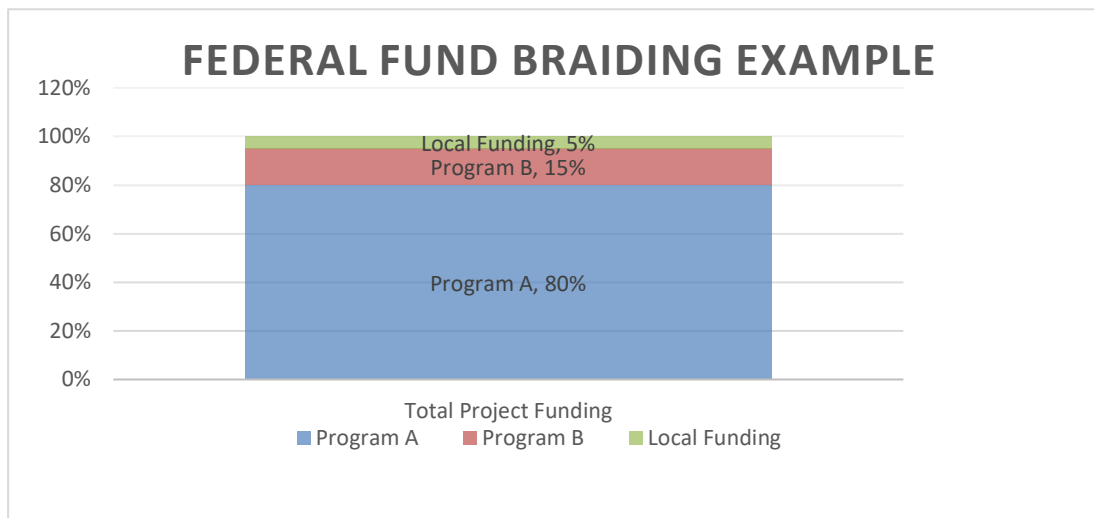
#### Process of Federal Fund Braiding

Funding eligible for federal fund braiding must adhere to the specific requirements for that particular fund source. A federal fund braiding situation commonly includes one federal funding stream fulfilling the requirement of the other federal funding stream. This arrangement can be illustrated with a specific example. Consider an instance where Program A contributes 80 percent of the cost for a project and Program B fulfills the match requirement of Program A by contributing the remaining 20 percent of the cost of the project. In this case, Program A would be the major funding contributor with Program B only supplying the required match for Program A. In some cases, Program B will also stipulate a match requirement. In these particular cases, the agency may contribute local funding for the required match of Program B. Going back to the example, this would mean that Program A will be used to fund 80 percent of the project cost, whereas Program B would be needed to cover 15 percent of the project cost, with the last five percent being funded by the applicable agency with local funds to fulfill the necessary Program B match requirement. The chart below illustrates the example with the funding percentages of Program A, B and local funds.





Figure 3 - Fund Braiding



### Agency Compliance in Federal Fund Braiding

As with any federal funding, agencies must meet all required elements for each of the federal funding streams that are used in the funding of projects. This compliance includes meeting program eligibility, reporting, regulatory and all statutory requirements. In addition, any program guidance for the particular funding source must be followed when combining all funding sources. Specifically, some federal funds specifically prohibit fund braiding with other federal funds. It should also be mentioned that other DOT funds may not be used as matching funds, with the exception of Federal Lands Access Program (23 U.S.C. 204).

When braiding federal funds, it is important to check the eligibility and necessary requirements for *EACH* of the fund sources, knowing that *ALL* requirements for each of the sources will be required to follow. All projects that will be funded must be checked against the program eligibility for each of the funding sources that will be braided to ensure the streams of funds may pay for that particular use. It is also important to note any exemptions to fund braiding if there is some sort of prohibition noted in the program guidance.

In some cases, it is unclear if the federal programs participate in fund braiding. In these cases, contacting the federal agency directly for specific program determinations may be necessary. In like manner, at times federal guidance may be vague, not clearly noting a prohibition on fund braiding or with project eligibility. Contacting the federal agency is recommended in these instances as well. In addition, as changes in legislation and regulation occurs, program eligibility and requirements may also change. Finally, in special cases like the COVID-19 pandemic, some funds may have fund braiding restrictions lifted for a specific amount of time. In the case of COVID-19 funds, many federal agencies have lifted matching requirements entirely to promote national economic recovery.

### Federal Fund Braiding Matrix

A fund braiding matrix is contained in **Appendix A**. The matrix records program specific guidance about federal fund braiding eligibility. This matrix has been created to identify programs that offer funding specifically for Human Service Transportation projects, including people with disabilities, low-income and



elderly populations. The matrix notes several instances in which a particular federal program is silent on whether it may participate in federal fund braiding.

In addition to the fund braiding matrix, programs from HHS are eligible to participate in Federal fund braiding, if:

- The HHS program's statute is silent concerning the use of funds to fulfill match requirements for other federal programs
- The other Federal program must contain language that notes that the match requirement can be satisfied with other federal funds.



## 4.0 Review of Existing Plans and Programs

The following section is a summary of various plans and programs related to LYNX services, with particular attention being paid to services for seniors and persons with disabilities.

### 4.1 2021 Minor Update Transportation Disadvantaged Service Plan (TDSP)

As the CTC for Orange, Osceola, and Seminole counties, LYNX is responsible for developing the Transportation Disadvantaged Service Plan (TDSP) and coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and with Transportation Disadvantaged (TD) services to increase efficiencies and opportunities for multi-loading. The needs assessment and barriers to coordination analysis completed in the 2018-2023 TDSP and reiterated in the 2021 Minor Update identified the following needs for the tri-county area:

- There is a need to continue transitioning customers off the costlier paratransit service to the fixed-route bus service and trips, when appropriate and efficient.
- Transitioning passengers who are able to use other services, will be accomplished through incentive programs, needs assessments, and travel training efforts.
- There is a need for consistent and enforceable legislation and policies to ensure that all agencies mandated to purchase transportation through the coordinated transportation systems are doing so.

In addition, as noted in the 2021 Minor Update, the impacts of COVID-19 have required an adaptation of the LYNX services to meet the needs of the pandemic. Below are some of the services that were provided by ACCESS LYNX over the past year:

- Provided special COVID-19 quarantine trips to transport passengers to residences throughout the state
- Performed more than 600 trips to vaccination sites in the service area
- Established “Social Distancing” guidelines and practices for scheduling and performing all Mobility Service Trips
- Developed process to transport COVID-19 positive unhoused population to rehabilitation facilities.

### 4.2 2018-2027 Transit Development Plan Major (TDP) 2021 Minor Update

The most recent LYNX Transit Development Plan (TDP) Major Update was completed in 2018, and guides public transportation services over a ten-year period. The TDP is a requirement of the Florida Department of Transportation and serves as the strategic guide for public transportation service across the LYNX three-county region of Orange, Osceola, and Seminole counties. During the development of the TDP major update, LYNX also initiated a Route Optimization Study (ROS) to review the entire LYNX fixed-route network looking at service performance, travel patterns, and local and regional travel markets. LYNX initiated the ROS study to improve regional mobility and allocate resources in the most efficient and effective way.



The ten-year alternatives that were developed as part of the TDP planning effort, include both operating and capital priorities to be implemented as funding is available. The service improvements categories identified in the document are listed below:<sup>1</sup>

- **Maintain Existing Service:** No change to existing alignment or service levels for fixed-route, on-demand, or ADA services.
- **Extend Service:** Route alignment extended to serve area(s) beyond existing terminus.
- **Route Realignment:** Route alignment modified to serve new area(s) / corridor(s).
- **Add New Service:** New fixed-route or other service type (e.g. NeighborLink).
- **Increase Frequency:** Additional trips added to existing fixed-route (e.g. service headways reduced from 30 minutes to 15 minutes).
- **Increase Hours of Service:** Additional service hours added to existing route (e.g. service extended from 10:00 p.m. to midnight).
- **ADA Service for New/Expanded Service:** ADA paratransit service required due to changes in existing routes or implementation of new routes.
- **TD and Paratransit Service:** New demand response paratransit service.

Some of the relevant capital projects identified in the TDP include:

- New and replacement paratransit vehicles
- Installation of bus shelters at passenger facilities
- Installation of signage at LYNX Central Station
- Mobility Management concept
- Retrofit Bus Stops with ADA Compliant Boarding & Alighting Areas

The 2021 TDP Minor Update is the third annual update of the plan and in addition to adding a new 10<sup>th</sup> year for projects and financial analysis, the Minor update also looks at the status of each of the goals from the original plan. While the TDP mostly focuses on the -route system, below is an update to the goals and accomplishments that could impact the Human Services Transportation Plan:

- Goal 2.1: Increase connectivity for all customers and prioritize transit dependent populations (low-income, zero-auto households, elderly, youth, and persons with disabilities) – *Still in proposal phase*
- Implemented a new 24/7 online reservation system for paratransit trips and assigning trips to Transportation Network Companies (TNCs) and/or taxis, when appropriate.
- A new ACCESS+ pilot program was launched to provide bus passes and travel training for paratransit passengers to use the fixed-route system along with a companion in lieu of the costlier paratransit vehicle. This new pilot program has been successful, providing more than 1,000 fixed-route trips per month in the beginning of 2020.

### 4.3 2019 Human Services Transportation Plan Update

LYNX updated its Human Services Transportation Plan (HSTP) in 2019 to reflect changes from the FAST Act, the updated Section 5310 federal funding circular in 2014, and changes in the local operating environment. Strategies were identified as near-term (1-3 years), intermediate-term (4-6 years), and long-

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<sup>1</sup> [https://www.golynx.com/core/fileparse.php/144934/urlt/FY2021-LYNX-TDP-Annual\\_Update.pdf](https://www.golynx.com/core/fileparse.php/144934/urlt/FY2021-LYNX-TDP-Annual_Update.pdf)



term (over 7 years) timeframes with regard to implementation. The updated near-term, intermediate-term, and long-term strategies identified in the 2019 HSTP are listed below:

### Near-Term Strategies (1-3 Years):

- Planning
  - Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses. – *Ongoing*
  - Form a stakeholder group that meets regularly to provide input and recommendations as they relate to better overall coordination of the system and how projects can maximize resources available. – *Work with the Quality Assurance Task Force and their sub-committees as part of the TDLCB to review initiatives and programs*
- Mobility Services
  - Provide travel training information to human services agencies and notify the general public that the travel training service is available, if needed. – *Travel training and ride guide program updated*
  - Increase coordination and communication between transportation and social service providers, through public forums. – *COVID-19 has impacted the ability to host in-person and public forums*
  - Review vehicle type and size by route with wheelchair boarding data to determine opportunities for larger vehicles with additional wheelchair securement and other vehicle options on NeighborLink routes for passengers that require wheelchair lifts lower stairs. – *Ongoing process*
- Operations
  - Review the capabilities of the ACCESS LYNX telephone system and how the existing system could be upgraded to provide robocalls with service update and policy change information, automatic vehicle arrival notification phone calls, and the capability for customers to leave trip cancellation messages. – *New system will be procured by end 2022*
  - Form a working group and provide travel training during the development of the ACCESS LYNX mobile application to receive comments and make revisions as necessary from the system users before the official release. – *Mobile App created with Double Map in 2019 and deployed. MV Transportation also has their own app called OneMV. Need for next generation app that provides text messaging and updates to riders.*
- Customer Service
  - Request updated email addresses from ACCESS LYNX clients to improve the availability of mobility device data and another way to deliver information updates. – *Included in application.*
  - Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts. – *Ongoing activity.*



- Schedule a sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding the bus. – *included as part of training by MV Transportation.*

### Intermediate-Term Strategies (4-6 Years):

- Planning
  - Rebrand the agency Vanpool program to eliminate confusion between the requirements of the agency Vanpool and the commuter Vanpool programs and make the community aware of the Vanpool transportation option.
  - As new service areas are identified, consider the geographic service areas identified in this plan for future NeighborLink service or “feeder” service provided by taxis or Vanpools to assist target populations with the “first mile, last mile” to the fixed-route stop.
  - Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
- Mobility Services
  - Submit a grant application for funding through the Pilot Program for Innovative Coordinated Access and Mobility (ICAM Pilot Program).
  - Coordinate with FDOT to identify passengers/agencies in need of transportation split between urban and rural and make use of taxi vouchers to offer an alternative to public transportation option. – *ongoing coordination between LYNX and FDOT.*
  - Encourage the sharing of vehicles among sub-recipients to leverage the resources available.
  - Coordinate the FY20 sub-recipient review process with FDOT and the CTC to reduce the duplication in oversight and processes. – *ongoing coordination activities*
  - Review the ACCESS LYNX Recertification process and the viability of revising the process to extend the amount of time in between the required recertification period for individuals with permanent disability. Review the process for more accessibility for the visually impaired.

### Long Term Strategies (Over 7 Years):

- Mobility Services
  - Coordinate with other private and non-profit transportation providers and agencies to develop a system for the coordination of shared vehicles. – *would require expansion of vehicle fleet and additional staff to manage coordination.*
  - Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs. – *LYNX has a Regional Working Group with funding partners and other local jurisdictions to discuss LYNX initiatives and programs.*
- Operations
  - Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience. – *Procurement and upgrade planned for FY2022/FY2023*



## 4.4 Commission on Transportation Disadvantaged Annual Operating Report

LYNX is designated as the Community Transportation Coordinator (CTC) for Orange, Osceola and Seminole Counties. The CTC is responsible for coordinating and providing transportation services to individuals who are transportation disadvantaged. A rider is considered "transportation disadvantaged" if, because of age, income, or a disability, they cannot drive and do not have access to other transportation options. LYNX submits the Annual Operating Report (Annual Operating Report) for each county. The most recent AOR covers the fiscal year from July 1, 2020 – June 30, 2021. Below is a summary of the reports:

### *Orange County*

Item	7/1/2020-6/30/2021	7/1/2019-6/30/2020	Reporting Period Difference
Complementary ADA Trips	214,153	229,014	-14,861
Paratransit Ambulatory	120,882	209,546	-197,458
Paratransit Non-Ambulatory	26,231	43,996	-17,765
Transportation Network Companies (TNC)	239	2,345	-2,106
Contracted Transportation Operator Trips	315,930	418,050	-274,080
Coordination Contractor Trips	80,345	198,582	-118,237

### *Osceola County*

Item	7/1/2020-6/30/2021	7/1/2019-6/30/2020	Reporting Period Difference
Complementary ADA Trips	53,618	71,160	-17,542
Paratransit Ambulatory	29,976	62,105	-32,129
Paratransit Non-Ambulatory	6,132	8,820	-2,688
Transportation Network Companies (TNC)	30	1,225	-1,195
Contracted Transportation Operator Trips	88,505	130,616	-42,111
Coordination Contractor Trips	19,349	49,544	-30,195

*Seminole County*

Item	7/1/2020-6/30/2021	7/1/2019-6/30/2020	Reporting Period Difference
Complementary ADA Trips	66,382	76,457	-10,075
Paratransit Ambulatory	46,525	50,418	-3,893
Paratransit Non-Ambulatory	4,328	7,660	-3,332
Transportation Network Companies (TNC)	62	3,619	-3,557
Contracted Transportation Operator Trips	99,628	135,700	-36,072
Coordination Contractor Trips	34,660	36,775	-2,115

The impacts to ridership from COVID-19 can be seen in the tables above. All three counties show a decrease from the 2019/2020 year to 2020/2021. LYNX is not alone in the ridership reductions over the past year as ridership has decreased nationwide significantly for transit on the fixed-route.

In Orange County, 66,573 of the 80,345 trips completed by Coordination Contractors were provided to persons with disabilities and 48,905 of the total trips were for the purposes of “Education, Training, or Daycare. Life Sustaining/Other trips, the next most common trip type performed by Coordination Contractors in Orange County, comprised 15,707 trips.

In Osceola County, 18,234 of the 19,349 trips completed by Coordination Contractors were provided to persons with disabilities and 18,526 of the total trips were for the purpose of “Education/Training/Daycare”.

In Seminole County, 25,440 trips completed by Coordination Contractors were provided to “Older Adults” and 9,220 trips provided to persons with disabilities for a total of 34,660 trips. The following are the highest trip purposes: Nutritional (22,690), Medical (6,103), Education/Training/Daycare (3,641) and Life-Sustaining/Other (2,226).

The numbers of trips provided by LYNX as the CTC and the trips performed through their coordination contractors shows the immense impact made on the transportation disadvantaged populations in Orange, Osceola and Seminole counties. The transportation services provided are both life sustaining and life changing for those that are in the greatest need of transportation mobility options.

## 4.5 Summary

The needs identified as part of the plan review were used to complete the gap analysis in Section 9. In reviewing the most recent sets of plans and agency reports, there is a consistent theme of providing exceptional levels of service while seeking to expand the mobility options for the transportation disadvantaged population. LYNX has also been able to implement contracted operators to provide





additional capacity, service, and options to the transportation disadvantaged. Potential future projects and strategies that have been devised through previous planning efforts were also considered in the development of the strategies for implementation in this HSTP plan update as well as the impacts of COVID-19 on existing and future levels of service. The plan review was cross-referenced with the strategies developed to reduce duplicate project planning and give higher prioritization to projects/strategies that have been identified multiple times through various planning efforts, as funding becomes available through the Section 5310 program or other federal and state funding programs.



## 5.0 Best Practices and Peer Review

A peer review was completed to assess transportation providers both in the state of Florida and throughout the U.S. that have successful and/or innovative coordination programs, specifically related to the Section 5310 program. Key highlights from the review and interviews with agency staff as well as the best practices are included in this section.

Listed below are the five peer agencies that were reviewed:

- State of Florida Peer Agencies:
  - Jacksonville Transportation Authority (JTA), Jacksonville, Florida
  - Miami-Dade Transit (MDT), Miami, Florida
  - Broward County Transit (BCT), Plantation, Florida
- Out-of-State Peer Agencies:
  - Ride KC, Kansas City, Missouri
  - Madison Metro Transit, Madison, Wisconsin

### Findings

The peer review (**see Table 1**) identified several innovative pilot projects and practices that LYNX may consider implementing to improve mobility. The review also indicated that LYNX has been proactive in establishing processes using technology and other requirements to help improve the overall customer experience. Some of the other key findings that LYNX has already initiated include offering customers mobile fare payment options through smart phone and computer applications, the ability to reserve trips online through the mobile app, establishing zones and on-demand services similar to NeighborLink flex routes and mobile apps, using ridesharing vehicles as alternatives to the fixed-route bus, and providing the required oversight and maintenance of the vanpool program.

The review makes it evident that transit agencies will need to move toward technology solutions to improve coordination among various providers. Many transit agencies have been awarded grants to improve trip scheduling with healthcare providers. Moving forward LYNX should pursue grant opportunities to use on-demand information and real-time data for transportation solutions. Maximizing transportation resources and improving coordination may be a result of software interface or improvements to scheduling software and phone systems.

**Table 2** presents the key findings for each of the agencies interviewed and **Table 3** presents the recommended best practices.



**Table 1 – Peer Review: Assessment of Technologies and Innovative Practices**

Assessment of Technologies and Innovative Practices	
Peer Agency	Technology and Innovative Practices
<b>State of Florida Peer Agencies</b>	
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<p><b>MyJTA App</b> - The MyJTA app allows for bus tracking, trip planning and fare purchases across all services.</p> <p><b>ReadiRide Door to Store</b> - In addition to the “ReadiRide” program, JTA also offers a “Door to Store” option for one of their 13 service areas. This program provides free rides to grocery stores for residents living in the Northside ReadiRide Zone to provide expanded access to residents living in what are considered “food deserts”.</p>
2. Miami Dade Transit (MDT), Miami, FL	<p><b>STS Connect</b> - Reservations and cancellations can be made online through their Special Transportation Services portal “STSCConnect”.</p> <p><b>Freedom Navigator App</b> - MDT will be introducing the Travel Training Freedom Navigator App &amp; Travel Training Project, “The Freedom Navigator”. This will be a mobile app that provides people with visual, hearing, physical, and cognitive disabilities the freedom to navigate public transit. The app will use readily commercially available technologies such as GPS, Smart Phones, Real-Time Transit Tracking App, among others. The goal is to combine it all into one “free” downloadable app that will have visual and voice recognition and can be used by all transit users, but will benefit the disabled community the most.</p>
3. Broward County Transit (BCT), Plantation, FL	<p><b>TOPS! Travel Training</b> - TOPS! has developed a free program to help customers use the Fixed-Route bus service by providing a professional instructor to offer personal and group lessons to teach riders how to use County buses.</p> <p><b>Website Translation</b> - The BCT website is equipped with a translate feature that allows the automatic translation of their webpages to Spanish, French, French Creole, and Portuguese.</p> <p><b>TOPS! Veterans</b> - BCT provides door-to-door transportation to veterans traveling to VA clinics in Broward County at a discounted fare of \$1.75 per one-way trip (regular trip costs \$3.50)</p>
<b>Out-of-State Peer Agencies</b>	
4. RideKC, Kansas City, MO	<p><b>RideKC Freedom</b> - is a regionally coordinated paratransit/demand response (depending on rider location) providing transportation to the elderly, persons with disability or persons of low-income. The service extends beyond the RideKC service area and has coordinated with connected regional partners in adjacent cities and counties to provide regional mobility to those in need.</p> <p><b>RideKC Freedom On-Demand</b> - is an app-based platform that extends beyond the traditional paratransit service. The Freedom on Demand operates more like a traditional demand response program but offers additional features such as: no advance reservation required (partnered with taxi services to meet immediate needs), payment can be made through the app by credit or debit card and cash payment is also available, \$5 for the first 5 miles and \$2 each mile after.</p>
5. Madison Metro Transit, Madison, WI	<p><b>Mobility Management</b> - Metro Transit offers mobility management services offered through to help people to navigate the various public transit, paratransit, and specialized transportation systems that are available.</p> <p><b>Mobility Management</b> - The Madison Area Transportation Planning Board employs a full-time Transportation Demand Management and Rideshare Etc. Program Coordinator who works with individuals and large employers in Dane County to promote and coordinate ridesharing, van/carpooling, transit, and other transportation alternatives for employees.</p>

Table 2 – Peer Review: Assessment of Existing 5310 Van Program

Assessment of Existing 5310 Van Program		
Peer Agency	Existing 5310 Van Operation	Program Highlights
<b>State of Florida Peer Agencies</b>		
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	JTA does not offer any vanpools, but offers a program called “ReadiRide” which operates similarly to the LYNX NeighborLink program.	JTA provides “Connexion Plus” in addition to their paratransit and transportation disadvantaged services that provides for private, same-day, door-to-door service anywhere in Duval County to any customer who is already eligible through the “Connexion” program. The same day service is \$6 (15 miles or less; \$2 additional for trips over 15 miles) versus \$3 for trips booked in advance.  JTA offers free fares to ADA approved paratransit customers riding the fixed-route bus services.
2. Miami Dade Transit (MDT), Miami, FL	Currently 39 agencies participate in the coordination contract non-reimbursed transportation program. The FFY21 appropriation was \$2.3 million to provide capital, operating and mobility management expenses.	Half Penny Sales Tax provided funding for the People’s Transportation Plan (PTP) which provides additional transit funding for the enhancement of the entire MDT system.  The Section 5310 Program is administered by FDOT and provides funding directly to HSA’s for capital, operating and mobility management.
3. Broward County Transit (BCT), Plantation, FL	Currently 21 agencies participate in the coordination contract non-reimbursed transportation program. The FFY21 appropriation was \$1.7 million to provide capital and operating expenses. FDOT awards any remaining funds to BCT and Palm Tran.	FDOT is the recipient and administrator of the Section 5310 funds, and purchases vehicles for the van operation. The 5310 van operation program resulted in a shift of 261,247 trips to non-profit agencies who utilize the vans to transport their clients. BCT has a Paratransit contract with two providers as well as six (6) Agency Coordinated Transportation (ACT) programs which allows pre-qualified agencies with a Broward County coordinated contract to provide Paratransit transportation services to and from their service centers.
<b>Out-of-State Peer Agencies</b>		
4. RideKC, Kansas City, MO	RideKC offers vanpool service across a 7-county service area in Kansas and Missouri. The service is a traditional commuter vanpool and does not use the 5310 program.	RideKC has introduced Flex Service and Micro Transit (both operate similar to the LYNX NeighborLink service). Neither are funded through the Section 5310 program. Kansas City is a direct recipient for the Section 5310 program and operates the program through the Mid-America Regional Council (MARC). The program provides annual solicitations for the funding available and funds traditional bus replacement and operating assistance. Ride KC buses are Zero Fare through 2023. Fares are being charged on Freedom On-Demand and Micro Transit.
5. Madison Metro Transit, Madison, WI	No direct vanpool service is provided. The City of Madison provides fixed-route and paratransit services and is supported by shared ride services, taxi services and intercity transit.	The 5310 Program for Madison, Wisconsin is operated by the Greater Madison MPO. The program does not directly provide for vanpool services, but follows a traditional capital (80/20 match) / operating (50/50 match) use of the Section 5310 funds.

Table 3 – Peer Review: Recommended Best Practices

Recommended Best Practices	
Peer Agency	Recommended Best Practice That May Be Appropriate for LYNX
State of Florida Peer Agencies	
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<ul style="list-style-type: none"> <li>Evaluate the existing NeighborLink service areas to identify any “food deserts” similar to the ReadIRide program to provide additional access free of charge to residents needing access to fresh fruits, vegetables and meats. Prospective routes would be targeted for areas with high number of elderly or disabled persons based on census tracts.</li> <li>Evaluate the benefit of providing ADA approved customers free transit versus reduced transit fares.</li> </ul>
2. Miami-Dade Transit (MDT), Miami, FL	<ul style="list-style-type: none"> <li>TD Easy Ticket Program: The distribution of EASY Tickets to eligible TD individuals through 501(c)(3) agencies whose clients meet the eligibility criteria.</li> <li>TD Transit Mobility Easy Card Program: the distribution of annual EASY Cards to those individuals who meet the eligibility criteria and adhere to the certification requirements.</li> </ul>
3. Broward County Transit (BCT), Plantation, FL	<ul style="list-style-type: none"> <li>LYNX currently offers reduced fare through the AdvantAge reduced fare program for Seniors (age 65 and over), Medicare card holders, and Persons with Disabilities. LYNX could consider adding additional fare reductions for TD eligible persons similar to the TD Bus Pass Program or the TOPS! Veterans Program by BCT.</li> </ul>
Out-of-State Peer Agencies	
5. RideKC, Kansas City, MO	<ul style="list-style-type: none"> <li>While LYNX currently uses Transportation Network Companies (TNC) and Taxi service for performing trip requests, there is no current same day access. Implementing a program similar to the RideKC Freedom on Demand could be explored to provide additional transportation options.</li> </ul>
6. Madison Metro Transit, Madison, WI	<ul style="list-style-type: none"> <li>Applicant projects awarded higher points based on Tier 1 Strategy versus Tier 2 and below.</li> <li>Allows for the purchase of vehicles by HSA’s through the statewide procurement contracts.</li> </ul>



## 6.0 Existing Conditions

This section provides a demographic analysis of the target populations within the LYNX service area including seniors, persons with disabilities, veterans, minority populations, and people living in poverty as well as an analysis of major employers and activity centers. The mapping presented in this section has been developed based on 349 census tracts in service area to identify any gaps in transportation services based on the locations of the target populations and the places that they may access for services or employment.

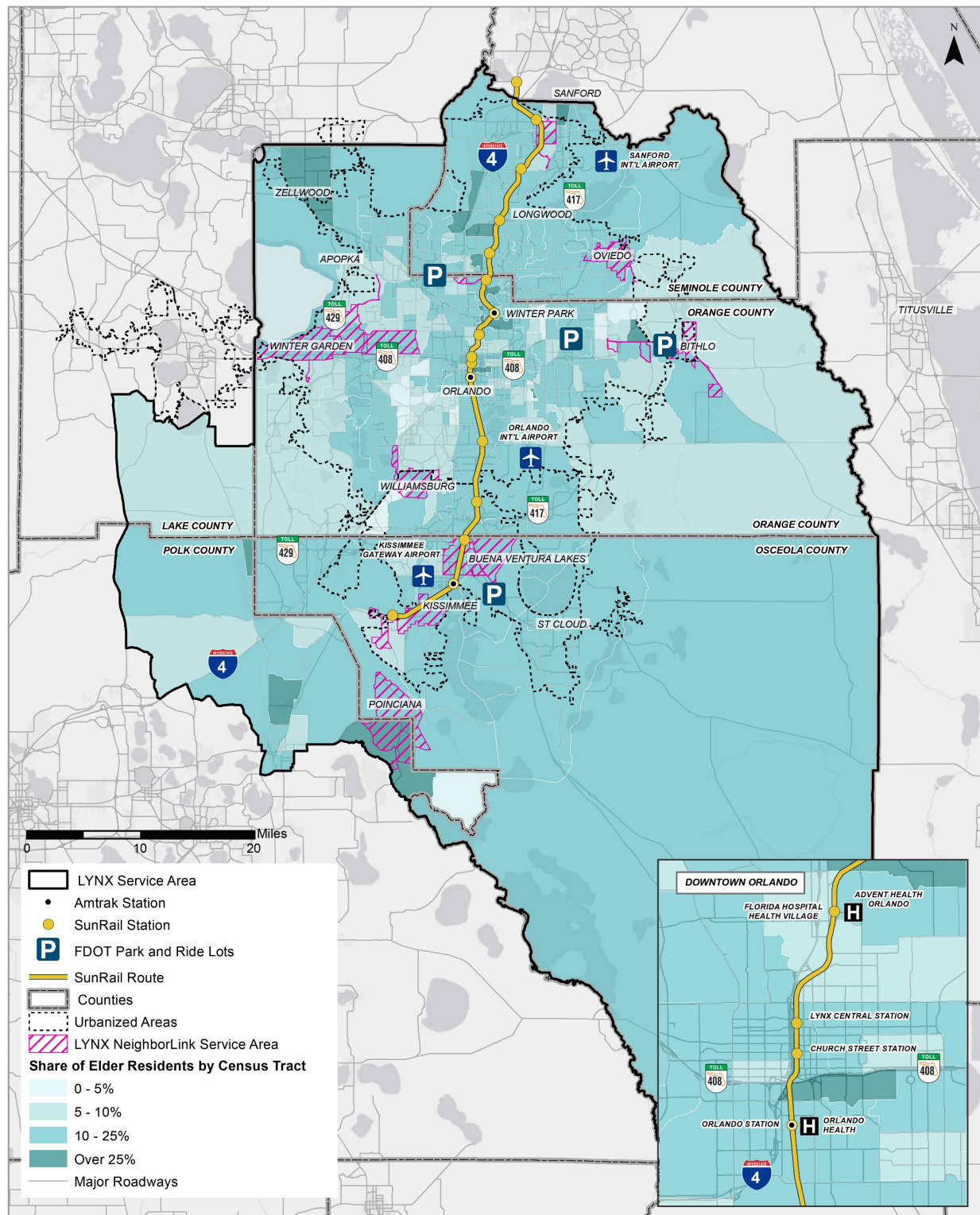
The State of Florida attracts a wide variety of population groups, most notable a large elderly population (residents 65 years and older) compared to the national average. According to the 2019 American Community Survey (ACS), the state of Florida has a higher average of elderly population (20.9 percent) than the national average of 16.5 percent. The state of Florida also has a slightly higher population of individuals with disabilities and veterans than the national average. Public transportation services offer individuals with disabilities and veterans reliable and efficient mobility service since many are not able to drive themselves.

### 6.1 Elderly Population

In the LYNX service area, around 10.3 percent of the census tracts have higher percentages of elderly populations (over 65 years of age) than the state of Florida average of 20.9 percent. The highest density of elderly populations within the LYNX service area is in a few places: south of Poinciana along Marigold Ave, Winter Park, Maitland, along SR 434 in Altamonte Springs just south of the Altamonte Mall, along E. Colonial Drive by UCF, and in Zellwood north of US 441. The highest percentage by census tract (37.3 percent) is in Census Tract 125.03, located south of Poinciana, along Marigold Ave, Osceola. The distribution of elderly populations within the LYNX service area is illustrated in **Figure 4**.



Figure 4 – Existing Share of Elderly Residents in Service Area





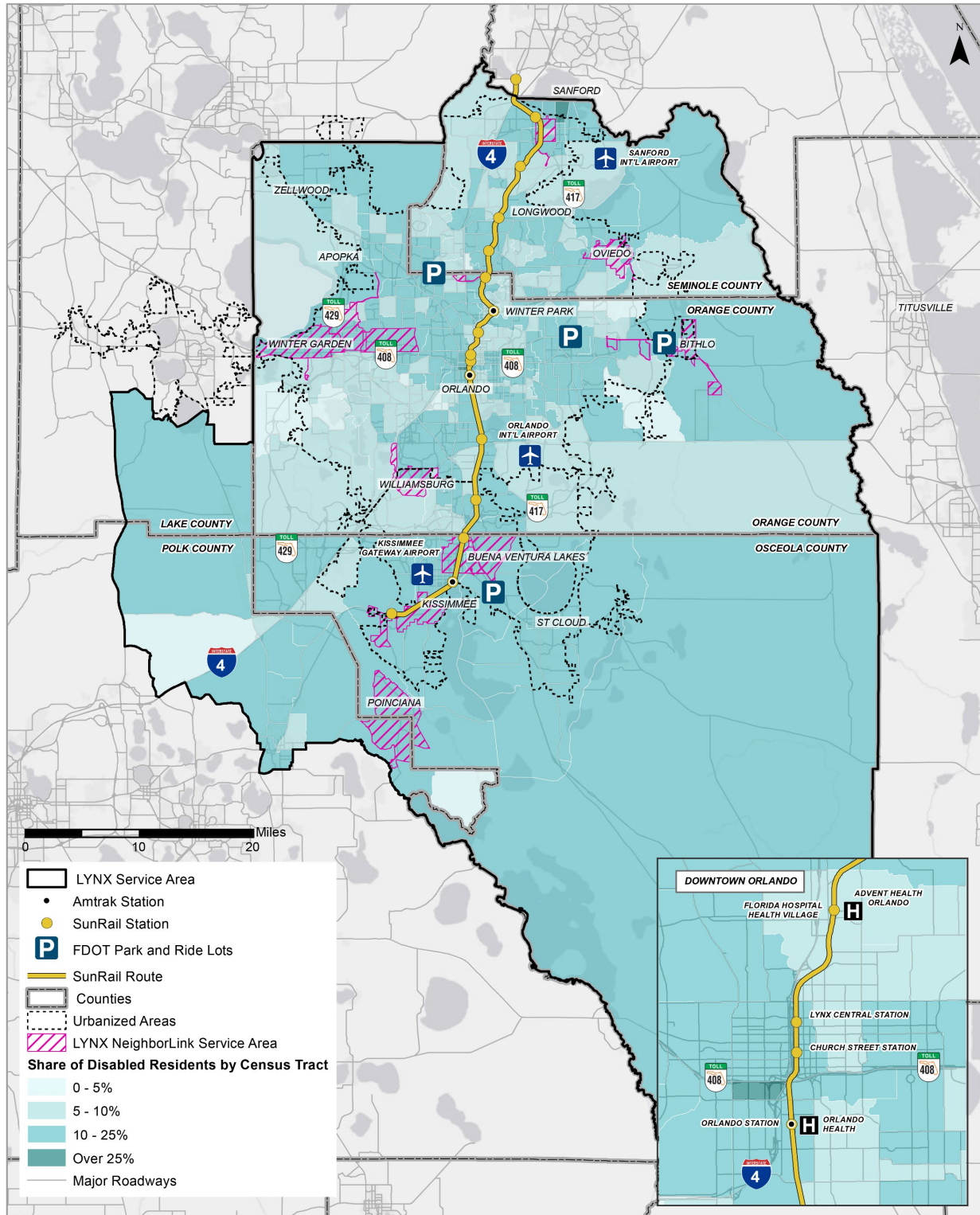
## 6.2 Individuals with Disabilities

In the LYNX service area, around 30 percent of the census tracts have higher percentages of individuals with disabilities than the state of Florida average of 13.5 percent. Osceola County has a higher percentage of individuals with disabilities (13.1 percent) than Orange (11.3 percent) and Seminole (11.6 percent). Overall, the density of individuals with disabilities within the LYNX service area is somewhat scattered, with some high density near the Orlovista/John Young Parkway area and other densities in downtown Kissimmee and downtown St. Cloud. The highest percentage by census tract (30.3 percent) is in Census Tract 104, located in in downtown Orlando, just south of SR 408 and west of I4. The distribution of individuals with disabilities within the LYNX service area is illustrated in **Figure 5**.





Figure 5 – Existing Share of Disabled Residents in Service Area



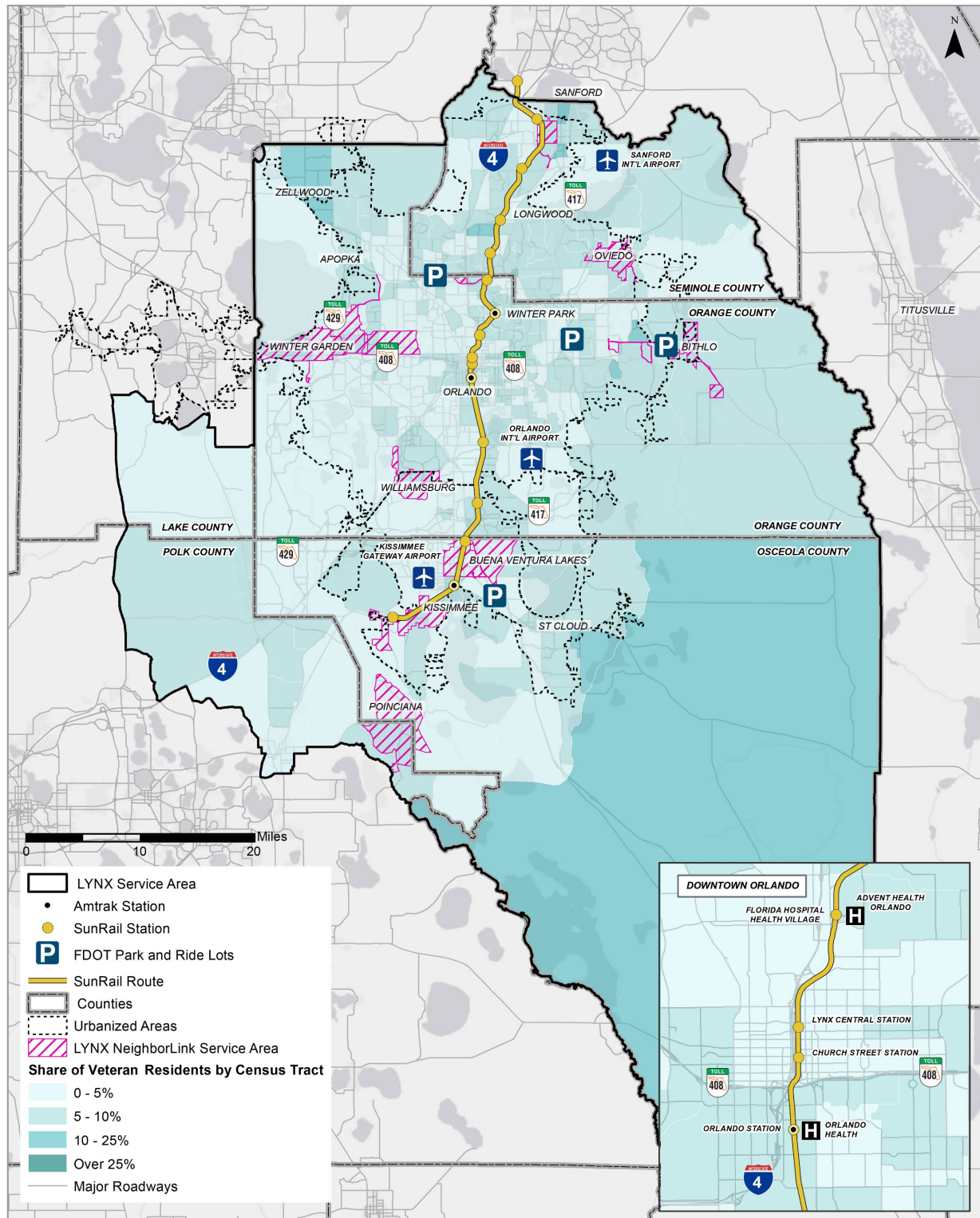


## 6.3 Veteran Population

In the LYNX service area, around 23.8 percent of the census tracts have higher percentages of veteran populations than the state of Florida average of 6.5 percent. The highest density of veteran populations within the LYNX service area is in east Central Florida, along E. Colonial Drive near the Orlando Executive Airport, to the west of SR 436 just south of SR 417, Zellwood north of US 441, and in Conway. The highest percentage by census tract (13.9 percent) is in Census Tract 201.01, in east Central Florida at Downtown Sanford. The distribution of veteran populations within the LYNX service area is illustrated in **Figure 6**.



Figure 6 – Existing Share of Veterans in Service Area





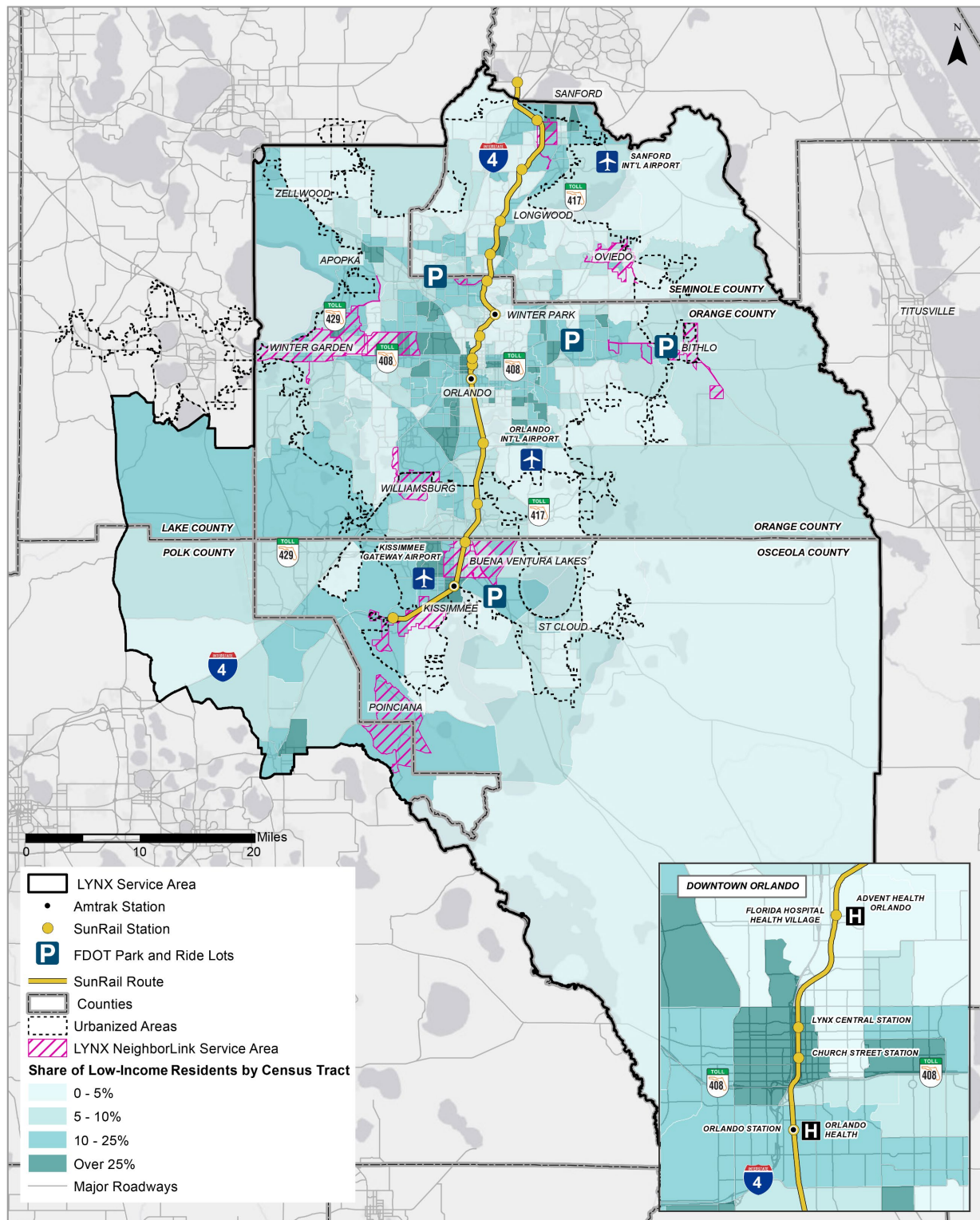
## 6.4 Low-Income Population

In the LYNX service area, around 52.4 percent of the census tracts have higher percentages of low-income populations than the state of Florida average of 8.7 percent. Both Orange and Osceola Counties have a higher percentage of low-income populations (9.3 percent and 9.6 percent respectively) than the state of Florida average (8.7 percent). The highest density of low-income populations within the LYNX service area are in west downtown Orlando in the Parramore and Callahan neighborhoods, and to the north of W. Colonial Drive in east Pine Hills, as well as in northeast Central Florida in the west side of downtown Sanford. The highest percentages by census tract (45 percent) are in Census Tract 187, in east Pine Hills. The distribution of low-income populations within the LYNX service area is illustrated in **Figure 7**.





Figure 7 – Existing Share of Low-Income Residents in Service Area



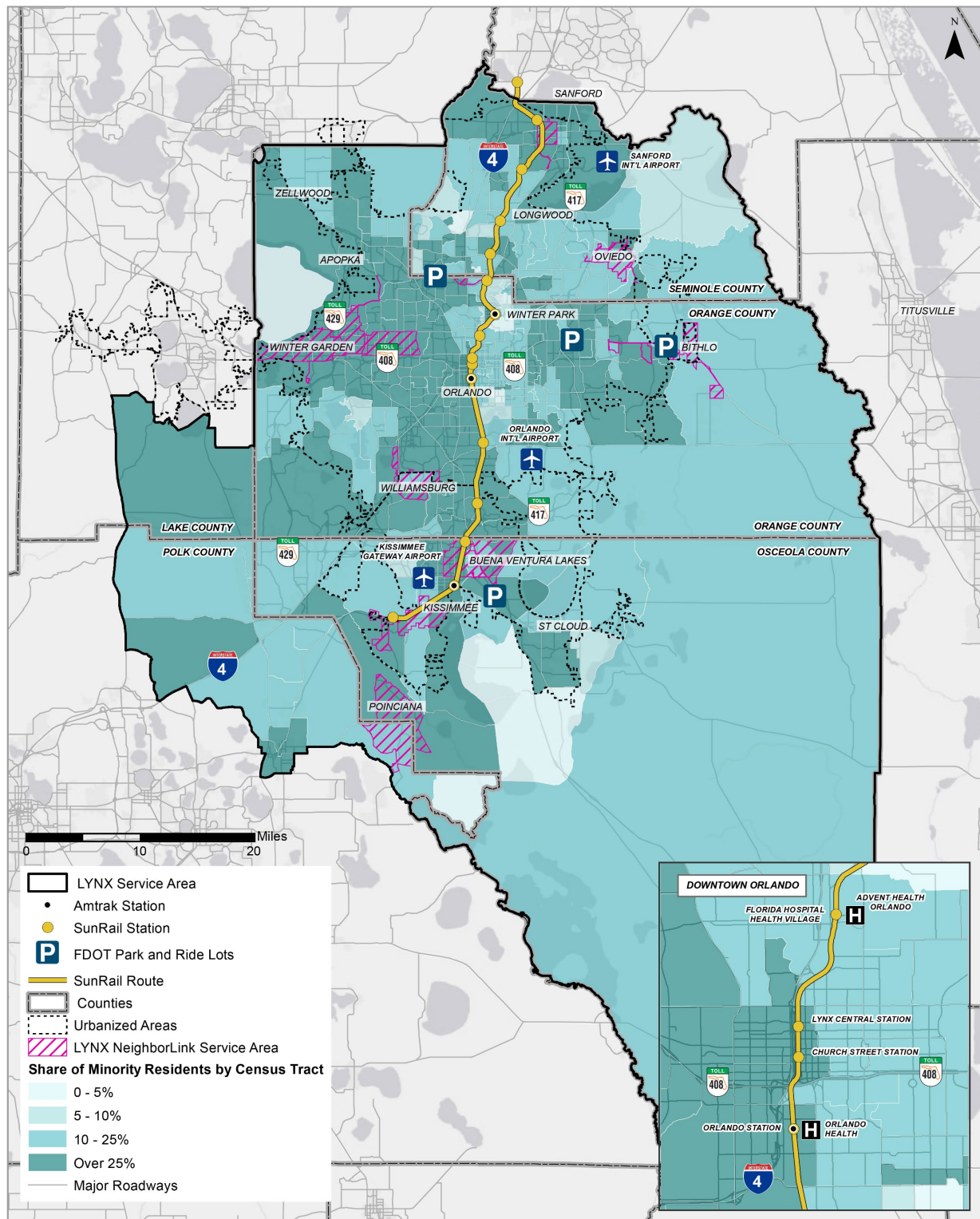


## 6.5 Minority Population

In the LYNX service area, around 53.9 percent of the census tracts have higher percentages of minority populations than the state of Florida average of 25.5 percent. All Orange, Osceola and Seminole Counties have a higher percentage of minority populations (36.4 percent, 28.3 percent, and 28.4 percent respectively) than the state of Florida average (25.5 percent). The highest density of minority populations within the LYNX service area is in west Orlando, along the north side of W. Colonial Drive in the Pine Hills area, and in the Orlovista area along John Young Parkway, Bruton Boulevard, and Old Winter Garden Road. The highest percentages by census tract (99 percent) are in Census Tract 146.05, in the City of Orlando along Bruton Boulevard, west of John Young Parkway and northwest of First Baptist Church of Orlando. The distribution of minority populations within the LYNX service area is illustrated in **Figure 8**.



Figure 8 – Existing Share of Minority Residents in Service Area





**Table 4** presents the percentages of demographics for Orange County, Osceola County, Seminole County, and the State of Florida based on the 2019 ACS 5-Year Estimates. Of the three counties, Seminole County has the highest percentage of older adults and veterans, while Osceola County has the highest percentage of individuals with disabilities and lower income persons.

*Table 4 - Demographic Percentages for Orange, Osceola, and Seminole Counties*

Demographic	Orange	Osceola	Seminole	Florida	Percentage of Census Tracts Higher than Florida
<b>Older Adults</b>	12.3 %	13.5 %	15.9 %	20.9 %	10.3 %
<b>Individuals with Disabilities</b>	11.3 %	13.1 %	11.6 %	13.2 %	30.0 %
<b>Veterans</b>	4.1 %	4.7 %	5.8 %	6.5 %	23.8 %
<b>Low Income</b>	9.3 %	9.6 %	6.6 %	8.7 %	52.4 %
<b>Minority</b>	36.4 %	28.3 %	28.4 %	25.5 %	53.9 %

## 6.6 Major Employers

The top twenty employers in Central Florida as of 2021 are listed in **Table 5** and illustrated in **Figure 9**. Evaluating where these major employers are located helps evaluate if employees can access their workplace using fixed-route bus routes or other LYNX services. As shown on the map, most major employers are within proximity to some type of LYNX public transportation service. Compared to 2017 data, the main change in major employers is the decrease in employment in entertainment and tourism industry, but an increase in health care. It is important to provide public transit for employees in these sectors.



*Table 5 – Major Employers*

Company	City	County	Employment
Walt Disney World Resort	Lake Buena Vista	Orange	58,478
Advent Health	Orlando	Orange	37,000
Universal Orlando Resort	Orlando	Orange	21,143
Orlando Health	Orlando	Orange	19,657
Orlando International Airport	Orlando	Orange	15,783
University of Central Florida	Orlando	Orange	12,354
Lockheed Martin	Orlando	Orange	10,000
Siemens	Orlando	Orange	5,541
Westgate Resorts	Orlando	Orange	4,975
SeaWorld Parks & Entertainment	Orlando	Orange	4,472
Valencia College	Various	Various	4,226
Marriott Vacations Worldwide	Orlando	Orange	4,210
The Ritz-Carlton Orlando, Grande Lakes	Orlando	Orange	3,838
Southwest Airlines	Orlando	Orange	3,000
U.S. Army, Navy, Air Force, Marine Corps Commands	Orlando	Orange	2,942
JetBlue Airways	Orlando	Orange	2,661
Rosen Hotels & Resorts	Orlando	Orange	2,658
Travel-Leisure Co. (Previously Wyndham Destination)	Orlando	Orange	2,500
Full Sail University	Orlando	Orange	2,200
Deloitte Consulting	Heathrow	Seminole	2,100

Source: Orlando Economic Partnership 2021

## 6.7 Activity Centers

Within the Central Florida region, there are several local activity centers that many individuals with disabilities or the elderly wish to visit using public transportation. These are listed in the following tables, including colleges/universities in **Table 6**, community centers in **Table 7**, senior centers in **Table 8**, and hospitals in **Table 9**. All of these activity centers are illustrated in **Figure 10**, and evaluating their locations helps evaluate if users of these activity centers are able to access these using fixed-route bus routes or other LYNX services. As shown on the mapping analysis, many of the activity centers are located within the LYNX service area while some may have limited transit coverage. Activity centers with limited or no transit options include:

- Osceola County Council on Aging (½ -mile Route 10 and park and ride access)
- Southport Community Center (Approximately .8 mile proximity to Route 11)
- Renaissance Community Center (Approximately 1.3 mile proximity to Route 3)
- Casselberry Recreation Center (Approximately 1 mile proximity to Route 103)
- Clarcona Community Center (Approximately ½ mile proximity to NeighborLink 611 north service area)
- East Orange Community Center (Approximately ½ mile proximity to Route 104)
- Lake Nona



▪ Horizons West

**Table 6 – Colleges/Universities**

College/University	City	County	Enrollment
Barry University – Orlando East Location	Orlando	Orange	300
Barry University – Orlando South Location	Orlando	Orange	N/A
City College	Altamonte Springs	Seminole	135
DeVry University	Orlando	Orange	N/A
Florida A&M Law School	Orlando	Orange	530
Florida Christian College	Kissimmee	Osceola	1,000
Florida College of Natural Health	Maitland	Orange	450
Advent Health College of Health Sciences	Orlando	Orange	1,600
Full Sail University	Winter Park	Seminole	21,000
Herzing College	Winter Park	Orange	600
Reformed Theological Seminary	Oviedo	Seminole	N/A
Rollins College	Winter Park	Orange	3,100
Seminole State College – Lake Mary/Sanford	Sanford	Seminole	17,700*
Seminole State college - Oviedo	Oviedo	Seminole	17,700*
University of Central Florida	Orlando	Orange	70,400
University of Phoenix	Maitland	Orange	830
Valencia College – East	Orlando	Orange	33,700
Valencia College – Lake Nona	Orlando	Orange	2,700
Valencia College – Osceola	Kissimmee	Osceola	14,325
Valencia College – Poinciana	Poinciana	Osceola	1,800

\* Enrollment for all campuses



Table 7 – Community Centers

Community Centers	City	County	Capacity
Arab American Community Center	Orlando	Orange	N/A
Callahan Neighborhood Center	Orlando	Orange	285
Citrus Square Neighborhood Center	Orlando	Orange	N/A
Clarcona Community Center	Orlando	Orange	98
College Park Neighborhood Center	Orlando	Orange	619
Colonialtown Neighborhood Center	Orlando	Orange	130
Denton Johnson Center	Eatonville	Orange	35
Dover Shores Neighborhood Center	Orlando	Orange	825
Downtown Recreation Complex	Orlando	Orange	1000
East Orange Community Center	Orlando	Orange	113
Engelwood Neighborhood Center	Orlando	Orange	675
Hannibal Community Center	Winter Park	Orange	350
Hankins Park Neighborhood Center	Orlando	Orange	30
Hope Community Center	Apopka	Orange	N/A
Italian American Community Center	Orlando	Orange	N/A
Ivey Lane Neighborhood Center	Orlando	Orange	N/A
Jackson Neighborhood Center	Orlando	Orange	250
Jewish Community Center of Central Florida	Winter Park	Orange	500
Jewish Community Center South	Orlando	Orange	300
Langford Park Neighborhood Center	Orlando	Orange	50
Lesbian, Gay, Bisexual, Transgender Community Center	Orlando	Orange	N/A
Northwest Neighborhood Center	Orlando	Orange	870
Orange County – Barnett Park & Gym	Orlando	Orange	N/A
Orange County – West Orange Recreation Center	Orlando	Orange	N/A
Reeves Terrace Neighborhood Center	Orlando	Orange	N/A
Rock Lake Neighborhood Center	Orlando	Orange	125
Rosemont Neighborhood Center	Orlando	Orange	181
Smith Neighborhood Center	Orlando	Orange	1,051
Wadeview Neighborhood Center	Orlando	Orange	870
YMCA of Central Florida (22 locations)	Multiple	Multiple	N/A



**Table 8 – Senior Centers**

Senior Center	City	County	Capacity
Casselberry Multi-Purpose Senior Center	Casselberry	Seminole	161
L. Claudia Allen Senior Center	Orlando	Orange	275
Maitland Senior Center	Maitland	Orange	70
Marks Street Senior Recreation Complex	Orlando	Orange	N/A
Orange County – Renaissance Senior Center	Orlando	Orange	N/A
Osceola County COA	Kissimmee	Orange	N/A
Sanford Senior Center	Sanford	Seminole	N/A
St. Cloud Senior Center	St. Cloud	Osceola	N/A
William Beardall Senior Center	Orlando	Orange	225
Winter Springs Senior Center	Winter Springs	Seminole	N/A

**Table 9 – Hospitals**

Hospital	City	County	No. of Beds
Central Florida Regional Hospital	Sanford	Seminole	221
Doctor Phillips Hospital	Orlando	Orange	207
Advent Health – Altamonte Spring	Altamonte Springs	Seminole	398
Advent Health - Apopka	Apopka	Orange	112
Advent Health – Celebration Health	Celebration	Osceola	227
Advent Health – East Orlando	Orlando	Orange	2,925
Advent Health – Kissimmee	Kissimmee	Osceola	138
Advent Health – Orlando	Orlando	Orange	1,75
Advent Health – Winter Garden	Winter Garden	Orange	
Advent Health – Winter Park Memorial Hospital	Winter Park	Orange	422
Health Central	Ocoee	Orange	171
Lakeside Alternatives – Central Plaza	Orlando	Orange	150
Lakeside Alternatives – Princeton Plaza	Orlando	Orange	
Nemours Children’s Hospital	Lake Nona	Orange	130
Orlando Health – Orlando Regional Medical Ctr	Orlando	Orange	808
Orlando Health UF Cancer Center	Orlando	Orange	N/A
Orlando Health – Arnold Palmer Hospital	Orlando	Orange	158
Orlando Health – Winnie Palmer Hospital	Orlando	Orange	350
Orlando Health – South Seminole Hospital	Longwood	Seminole	206
Orlando Health – Horizons West Hospital	Horizons West	Orange	120
Osceola Regional Medical Center	Kissimmee	Osceola	404
St. Cloud Regional Medical Center	St. Cloud	Osceola	84
University Behavioral Center	Lake Nona	Orange	114
VA Medical Center Lake Nona	Lake Nona	Orange	134



Figure 9 – Major Employers in Service Area

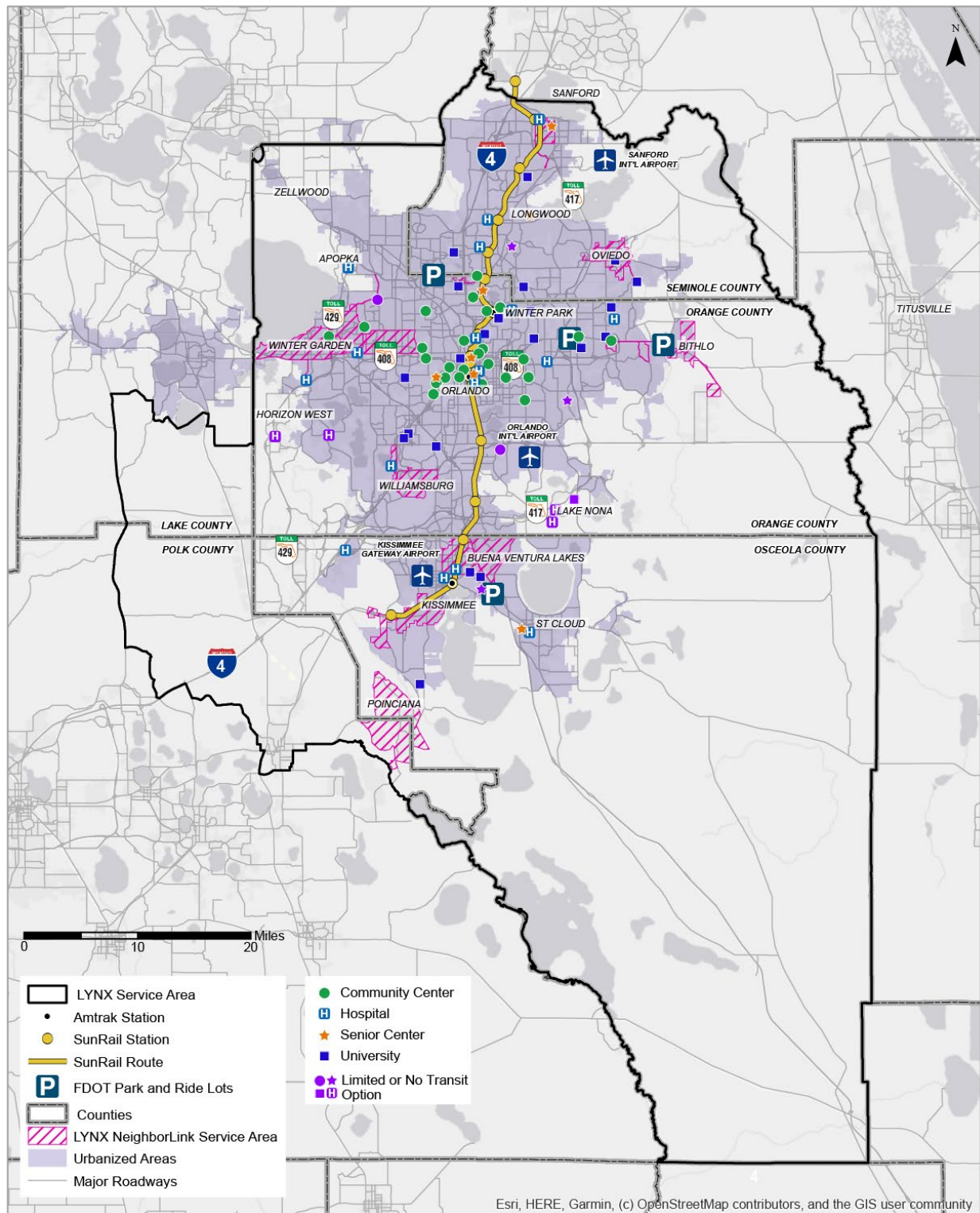
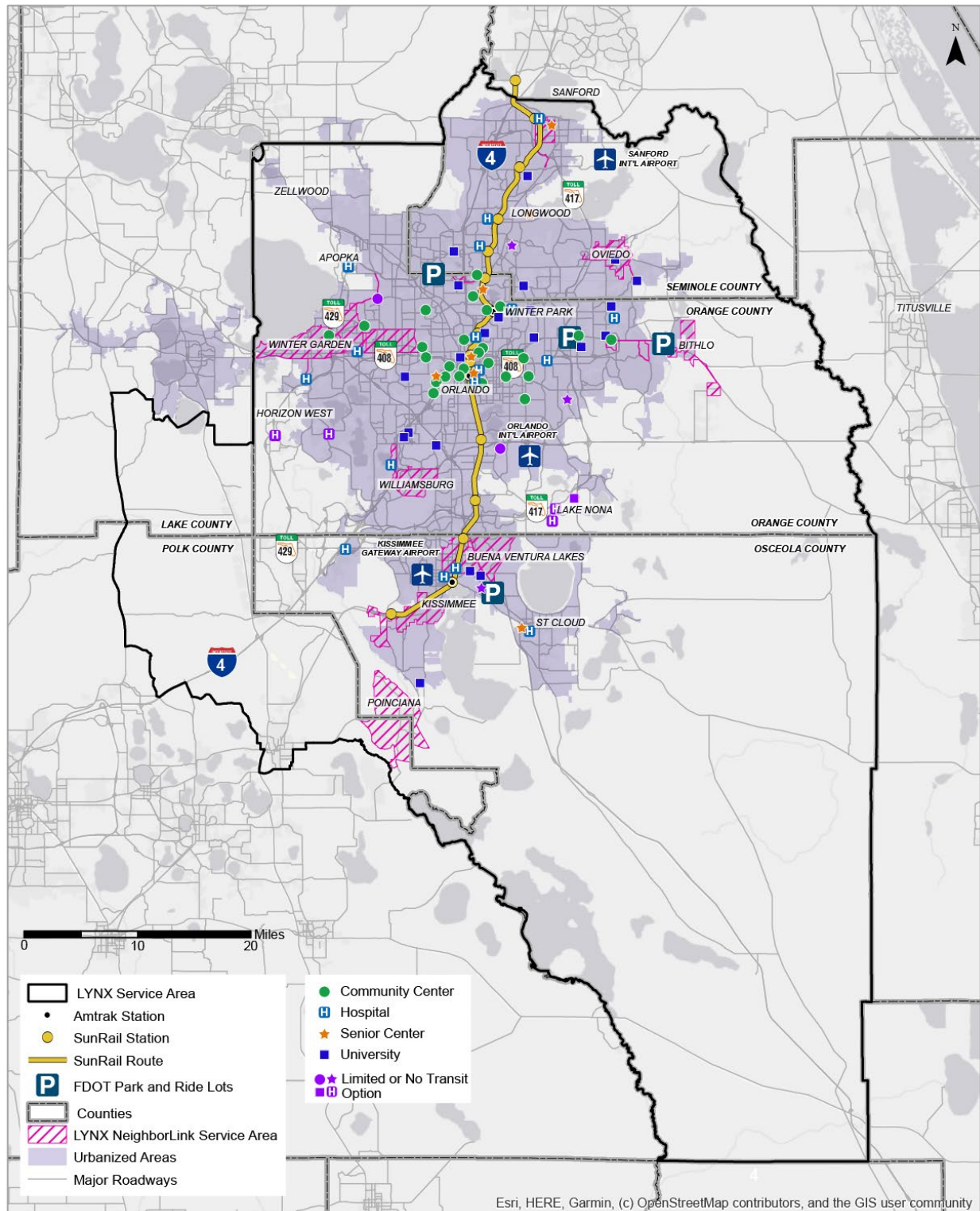






Figure 10 – Activity Centers in Service Area





## 7.0 Review of Existing Transportation Services

This section presents a review of existing services offered by LYNX including Fixed-route, ACCESS LYNX, NeighborLink, Vanpool and LYMMO. As a system, LYNX provides more than 41,053 rides each weekday and served over 14 million passenger trips in Fiscal Year (FY) 2021 (from October 1, 2020 through September 30, 2021). Also, included in this section are other transportation services that may be available through public, private, or non-profit transportation providers.

### 7.1 Fixed-Route Bus

As of February 2022, LYNX operates a total of 68 routes (known as “Links”) across the Central Florida region, within Orange County, Osceola County and Seminole County as well as routes in partnership with Polk and Lake Counties. The earliest LYNX service begins at 3:50 AM and the last bus arrives at the downtown station at 2:50 AM. The average bus frequency in the urban area is 30 minutes and frequencies in the outlying areas operate every hour. LYNX fixed-route buses can hold up to two (2) wheelchairs per vehicle. Fare for a LYNX fixed-route trip is \$2.00 for one ride, and \$4.50 for an all-day pass. The reduced fare for the fixed-route service is \$1.00 for one ride, and \$2.25 for an all-day pass.

### 7.2 Bus Rapid Transit (LYMMO)

LYNX operates LYMMO, a fare-free downtown Orlando bus rapid transit (BRT) service using hybrid-electric and electric buses (The LYMMO fleet will be 100% electric buses by Summer 2022). LYMMO provides a quick and easy way for downtown residents and commuters to move around downtown on exclusive bus lanes. LYMMO operates on three (3) routes:

- Route 60 – Orange Line/Downtown Line
- Route 61 – Lime Line
- Route 62 – Grapefruit Line

### 7.3 Express Bus (FastLink)

LYNX operates several FastLink routes, designed to provide a quicker trip for commuters than traditional routes along the same corridors. FastLink routes often overlap with fixed routes, but stop fewer times to provide faster service. The fare for a FastLink trip is \$2.00 for one ride, and \$4.50 for an all-day pass and the discounted fare is \$1.00 for one ride, and \$2.25 for an all-day pass. LYNX offers three (3) FastLink routes:

- Route 407 – Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Florida Mall/Meadow Woods/Lake Nona
- Route 441 – South U.S. 441 (Orange Blossom Trail) FastLink

### 7.4 NeighborLink (Flex Service)

LYNX operates twelve (12) NeighborLink routes, on-demand service for select neighborhood areas connecting to destinations within the neighborhood area or fixed-route bus stops. To use NeighborLink, eligible passengers need to schedule their ride two (2) hours in advance either via phone or the NeighborLink mobile application. NeighborLink vehicles can hold up to 14 passengers and two (2) wheelchairs per vehicle. Fare for a LYNX NeighborLink trip is \$2.00 for one ride, and \$4.50 for an all-day pass.



- NeighborLink 601 – Poinciana
- NeighborLink 604 – Intercession City/Campbell City
- NeighborLink 611 – Ocoee
- NeighborLink 612 – Winter Garden
- NeighborLink 613 – Pine Hills
- NeighborLink 621 – East Colonial Drive/Bithlo
- NeighborLink 622 – Oviedo
- NeighborLink 631 – Buena Ventura Lakes
- NeighborLink 632 – North Kissimmee
- NeighborLink 641 – Williamsburg
- NeighborLink 651 – Goldsboro
- NeighborLink 652 – Maitland Center

### 7.5 Disney Direct

LYNX operates six (6) Disney Direct routes that provide direct access trips to Disney from various nearby locations as detailed in the route list below. Routes operate 2-3 times a day to provide morning, afternoon and evening access to Disney.

- 301 – Disney Direct/Pine Hills
- 302 – Disney Direct/Rosemont
- 303 – Disney Direct/Washington Shores
- 304 – Disney Direct/Rio Grande /Vistana
- 306 – Disney Direct / Poinciana
- 312 – Disney Direct/Ocoee

### 7.6 Paratransit (ACCESS LYNX)

LYNX operates ACCESS LYNX, a door-to-door paratransit service for eligible customers that are unable to use regular fixed-route service, due to a disability or other limitations. ACCESS LYNX service is available at any time the fixed-route bus is in operation, and fares range from \$4.00 - \$7.00 per ride, depending on program and proximity to the LYNX service area.

To use ACCESS LYNX, eligible passengers must apply through a written application process to participate in the program – determination is based on verification of the application, may also include a functional assessment, and is valid for two years. Once approved, ACCESS LYNX users must schedule their ride at least one (1) day in advance. Bus passes for ACCESS LYNX ADA users are available at a discounted rate through the ACCESS Plus Program. Currently, the ACCESS LYNX program provides more than 2,100 scheduled passenger trips each weekday, using a variety of vehicles. ACCESS LYNX vehicles vary in size and accommodations, and the largest vehicles can hold up to 14 passengers and two (2) wheelchairs per vehicle.

### 7.7 Vanpool

LYNX operates three Vanpool programs, including commuter-based, employer-based, or the human services agency program. Through these programs, LYNX provides the vehicle that typically accommodates up to 15 passengers, vehicle maintenance, and insurance for a monthly fee. The Vanpool





participant is responsible for the monthly lease fee as well as gas and tolls. The route, schedule, and pick-up/drop-off locations are determined by the driver and the other Vanpool participants.

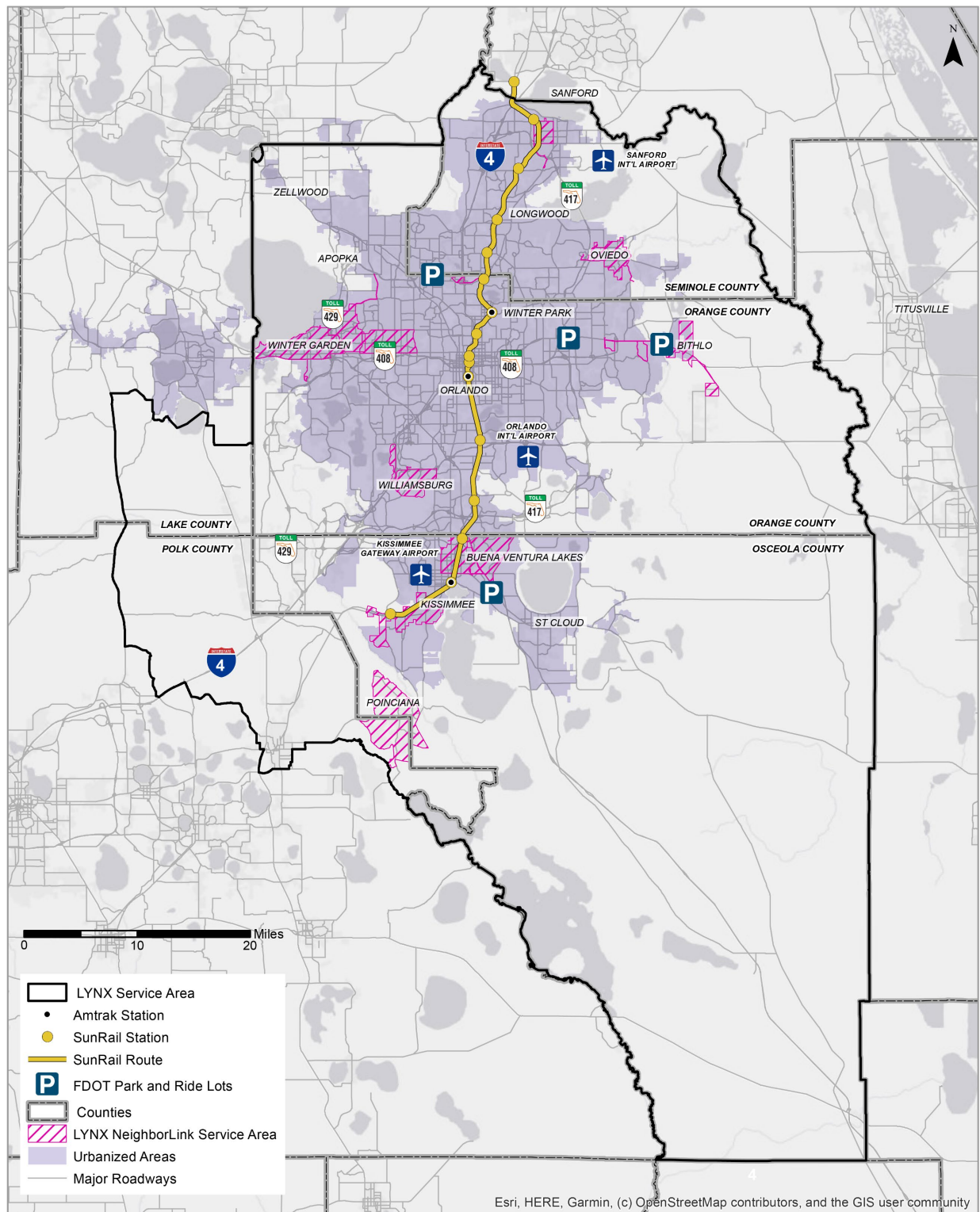
Each program is different and has different requirements. A brief description of each program is provided below.

- **Commuter Vanpool** – A LYNX commuter Vanpool is a group of people who live and work near one another, have similar work schedules and commute to work at the same time each day using a van provided by LYNX. Typically, one person from the group volunteers as the primary driver and is not hired to operate the vehicle. However, LYNX usually requires that more than one participant become an authorized driver so that several or all the participants may share the driving.
- **Agency Vanpool** – This is a separate, employer-based Vanpool service provided by LYNX. The cost is a single monthly rate and is usually subsidized by the company interested in providing this service to their employees or clients. The pricing for a 10, 12, or 15 passenger van is \$690 per month (\$525 if lessee provides insurance).
- **LYNX Human Services Agency Vanpool** – This program allows human services agencies to apply for funding under the FTA Section 5310 grant program during the application cycle competitive selection process. Agencies that are awarded vans may operate the vehicles for the provision of agency client trips. Vanpools under this program must be operated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options. The lease cost of this program is the same as the agency vanpool previously defined; however, under this program, the sub-recipient pays 100 percent of the vanpool lease and bills LYNX for 50 percent reimbursement, if the agency has been awarded funding under the Section 5310 grant selection process. Based on the program funds apportionment, vanpools under this program must operate within the Orlando and Kissimmee urbanized area presented in Figure 10.

**Figure 11** present the Orlando and Kissimmee urbanized area along with the SunRail route and stops and stops.



Figure 11 – LYNX Service Area





## 7.8 Review of Existing CTC Providers

This section presents an inventory of existing CTC contract coordination providers partnered with LYNX.

LYNX has approximately 25 CTC providers that transport their own clients but are partnered with LYNX as part of a larger coordinated effort. Approximately six (6) of the transportation providers in Table 1 are sub-recipients under the Section 5310 program and have either been awarded funding to lease an agency Vanpool from LYNX to provide or expand their capacity to provide transportation services to their clients or have been awarded operating funds that can only be used to support transportation services. The list of current LYNX CTC providers is listed below in **Table 10**.

**Table 10 – LYNX CTC Providers**

Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Aspire Health Partners, Inc.	Orange, Osceola, Seminole	17	259,487	Medical	Ambulatory Accessible
Crystal Lake Supportive Environment Inc.	Orange, Seminole	13	119,436	Education, Training, Daycare	Ambulatory Accessible
Elquanah Group Home, Inc.	Orange	2	33,208	Medical, Education, Training, Daycare, Personal, Business, Other	Wheelchair Accessible
Life Concepts, Inc. Dba Quest, Inc.	Orange, Seminole	35	39,590	Medical Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Meals on Wheels, Etc.	Seminole	10	107,294	Medical, Nutritional, Personal, Other	Ambulatory Accessible
Nation Mentor Health Care - Florida Mentor	Orange, Seminole	10	165,049	Education, Training, Daycare	Wheelchair Accessible
Osceola Council on Aging	Osceola	17	107,517	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible



Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Pachot Group Home, Inc.	Orange	1	15,298	Education, Training, Daycare	Ambulatory Accessible
Primrose Center, Inc.	Orange, Seminole	12	77,290	Education, Training, Daycare	Wheelchair Accessible
Seniors First Inc.	Orange	11	N/A	Nutritional	Wheelchair Accessible
The Evangelical Lutheran Good Samaritan Society	Osceola	9	62,981	Medical, Personal	Wheelchair Accessible
The Opportunity Center, Inc.	Orange, Osceola	13	107,655	Education, Training, Daycare	Wheelchair Accessible
Trinity Home Care Facility, Inc.	Orange, Osceola, Seminole	22	33,362	Education, Training, Daycare	Wheelchair Accessible



## 7.9 Sub-Recipient Providers

There are seven (7) sub-recipient providers receiving FTA funds through the Section 5310 program to provide transportation services, including the Seniors First, The Opportunity Center, Meals on Wheels, Life Concepts d.b.a. Quest, Osceola Council on Aging, Aspire Health Partners, and Primrose Center. These seven (7) sub-recipients were selected through competitive processes from Fiscal Years (FY) 2018 - 2021. Project proposals were evaluated and selected by a multi-agency committee from FDOT, MetroPlan Orlando, and ACCESS LYNX. Provided below are descriptions of each of the selected sub-recipient providers currently under contract with LYNX.

### **Seniors First, Inc.**

Seniors First, Inc. is a non-profit, 501(c)(3) service organization with a mission to enhance the quality of life of seniors by maintaining their independence and dignity. The program offers vital support systems to vulnerable, older adults aged 60 years and up and adults of all ages living with disabilities. Primary services include meal delivery, congregate meals, comprehensive community-based programs, in-home care, providing medical equipment, and public guardianship to help individuals age in place.

Seniors First provides transportation services through 13 routes from client's homes to 8 neighborhood lunch sites within Orange County, as well as to essential services such as shopping centers and pharmacies. The agency leases two (2) Vanpool vehicles to help provide services to their clients. As a Section 5310 sub-recipient, Seniors First can: 1) Provide transportation services to 600 seniors in Orange county; 2) meet the daily living needs of its clients; 3) maximize the health and independence of its clients; 4) maintain or improve quality of life for its clients.

**Service Area:** Seniors First provides transportation services in Orlando and Seminole counties.

**Operating Hours/Days:** Monday through Friday from 7:00 AM – 3:00 PM for transportation to lunch sites; Monday, Wednesday and Friday from 10:00 AM to 2:00 PM on fixed route from senior residences to shopping centers and pharmacies.

### **Primrose Center, Inc.**

Primrose Center, Inc. is a non-profit, 501(c)(3) service organization whose mission is to transform the lives of people with developmental disabilities by providing opportunities to reach their fullest potential. The Primrose Center programs and services include an Adult Day Training program where guests learn employable skills and daily life skills; Residential Support which provides clients a safe and fulfilled life in their own home; and Employment Services which teaches job development skills and provides job placement support.

Primrose Center currently leases eight (8) Vanpool vehicles to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, Primrose can: 1) expand service to its wheelchair-bound clients, 2) increase mobility for seniors and disabled persons living in Primrose Residential Group Homes and the community; 3) provide daily service for its 65 disabled and senior clients; 4) consolidate and expand its transportation routes to realize efficiencies by reducing travel time, maintenance and overtime costs; and 5) retire costly private vehicle leases.

**Service Area:** Primrose Center, Inc. serves the population in the urbanized area of Orange County - providing transportation within the guidelines required by the Section 5310 program.



**Operating Hours/Days:** Primrose Center, Inc. operates seven (7) days a week, and for use on an emergency in the Residential Group Homes; and Monday through Friday from 6:30 AM – 5:00 PM in the Adult Training Center and Employment Services.

### The Opportunity Center

The Opportunity Center, a 501(c)(3), non-profit, private charitable organization, is a year-round day program for adults with developmental disabilities. The program currently serves approximately 85 clients who represent a broad range of mental and physical disabilities including autism, Down Syndrome and Cerebral Palsy.

The Opportunity Center provides transportation to adults with developmental disabilities, most of whom are unable to ride public transportation due to lack of ability or unavailable public transportation service in their area. The agency currently leases two (2) Vanpool vehicles to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, The Opportunity Center can: 1) maintain transportation services for 34 individuals with developmental disabilities; 2) decrease reliance on public transportation for individuals who are unable to utilize it due to lack of ability or unavailability; 3) continue providing service in the urbanized areas of Orlando and Kissimmee; 4) provide efficient and timely services to disabled clients.

**Service Area:** The Opportunity Center provides services to clients in the urbanized Kissimmee area, specifically the entirety of Osceola County and neighboring Orange County, providing transportation within the guidelines of the Section 5310 program.

**Operating Hours/Days:** The agency will provide door to door transportation on fixed-route Monday through Friday 6:30 AM to 8:30 AM and 2:30 PM to 4:30 PM.

### Meals on Wheels, Etc.

Meals on Wheels, Etc., a 501(c)(3), non-profit, private charitable organization, is dedicated to enhancing the quality of life of disadvantaged populations by providing nutritious meals as well as support services for seniors which enable them to maintain their independence and dignity.

Meals on Wheels, Etc., Inc. provides trips to disadvantaged seniors and disabled adults who are low income and cannot access traditional transportation. The transportation service is door-to-door for ambulatory and wheelchair residents. The agency currently leases one (1) Vanpool vehicle to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, Meals on Wheels can: 1) provide 145 disabled and elderly passengers with Door-to-Door trips to medical appointments (including dialysis), Seminole Work Opportunity Program, pharmacies, congregate dining sites, grocery stores, and other essential errands; 2) make transportation accessible for clients who cannot afford private fare and are not physically able to use a fixed-route bus; 3) increase the amount of trips provided within the current operating hours; 4) employ qualified paratransit drivers with fair and competitive wages.

**Service Area:** Meals on Wheels, Etc. serves the population in the Orlando urbanized area, specifically in Seminole County, providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** The agency provides service to clients Monday through Friday between the hours of 6:00am and 3:00pm.





### Osceola Council on Aging

The Osceola Council on Aging, Inc. is a 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.

The Osceola County Council on Aging supports disabled and elderly individuals with transportation service that allows them to meet their basic needs, to be self-sufficient and live independently. The agency currently leases two (2) Vanpool vehicles to help provide services to their clients. The agency also receives Operating assistance from LYNX. As a Section 5310 sub-recipient, Osceola Council on Aging can: 1) provide all of its residential clients with essential transportation service; 2) be the exclusive source of transportation for some of its residential clients; 3) serve clients that attend five different congregate dining sites casually known as the Dining Clubs located in Kissimmee, St. Cloud and the community of Buena Ventura Lakes; 4) enable seniors and individuals with disabilities to achieve and maintain self-sufficiency and live independently.

**Service Area:** Osceola Council on Aging serves the population in the urbanized Kissimmee area and the entirety of Osceola County, providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** The agency provides services to clients Monday through Friday between the hours of 7:00am and 5:00pm., and on a subscription based as needed basis for residential clients.

### Life Concepts d.b.a. Quest, Inc.

Quest, Inc. is a 501(c)3 non-profit organization dedicated to providing a variety of services to children and adults proven to increase their capabilities and quality of life. Quest's mission is to build communities where people with disabilities can achieve their goals.

Quest will provide transportation services to people residing in either of Quests eight (8) Orange County residential settings as well as one (1) Seminole County setting, which includes groups homes and an intermediate care facility. The agency receives Operating assistance from LYNX. As a Section 5210 Sub-recipient, Quest can: 1) meet 99 disabled clients' medical and social needs; 2) provide flexible routes varying based on the clients' needs; 3) transport disabled individuals to regional medical offices, pharmacies, grocery stores, shopping malls, restaurants, local libraries, museums, outdoor parks, sporting events, theme parks and attractions, and other outings near client residences; 4) prioritize group trips and transportation efficiency to the maximum extent possible.

**Service Area:** Quest, Inc. services the residential settings in Orange County and Seminole County.

**Operating Hours/Days:** Regular service hours are from 7:00 AM to 7:00 PM; however, staff is available 24 hours a day to provide for clients' needs beyond these hours.

### Aspire Health Partners

Aspire Health Partners, Inc. (Aspire), is a non-profit 501(c)3 behavioral healthcare organization. Aspire is Florida's largest Behavioral Health Non-Profit that provides a full continuum of behavioral healthcare services across six (6) Central Florida counties including Brevard, Hillsborough, Lake, Orange, Osceola, and Seminole Counties. There are 27 campuses throughout the six (6) counties that provide services for



children, adolescents, adults, and seniors. Trips in the urbanized areas of Orange, Osceola, and Seminole counties are funded through the LYNX Section 5310 Program.

Aspire provides transportation services to individuals with behavioral health disorders living within the communities. The agency received Operating assistance from LYNX. As a Section 5310 sub-recipient Aspire can: 1) operate 24-hours a day, 7-days a week providing transportation for purposes that include behavioral health, non-emergency medical, inpatient transfer, and discharge; 2) provide transportation to disabled and elderly clients within Orange County and the urbanized Orlando area; 3) tailor specialized service to the unique healthcare needs of its clients; 4) improve access to healthcare services for seniors and individuals with disabilities.

**Service Area:** Aspire provides services in Orange County and the urbanized Orlando area.

**Operating Hours/Days:** Services hours are 24-hours a day, 7-days a week.

### Other Transportation Providers

There are many other non-profit and private transportation operators in the LYNX service area that provide transportation services and do not coordinate their services with LYNX. These services may include private shuttles, taxis, and limousine services that are available to the public but more costly than public transportation. Other providers include transportation services that are limited to agency clients or may have eligibility requirements.

Additional private transportation providers are included in **Table 11**. The providers shown in the table were found through internet research and the list is not exhaustive of all transportation services that might be available in the Central Florida area; however, not being able to locate information on any additional transportation options is a barrier to using the services. While the private transportation providers may be available to provide additional transportation options both inside and outside of the urbanized areas, research has indicated that the cost varies and is typically based on a metered rate. The cost of these service per one-way trip may create a barrier for lower income individuals in need of transportation services.

**Table 11 – Private Transportation Providers**

Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
Comfort Ride Transportation	Wheelchair transportation service within Orlando, Sanford, Winter Park, Lake Mary, Longwood, Maitland, Apopka, Casselberry, Goldenrod, Altamonte Springs, Sanford, DeLand, Debary, Orange City, Leesburg, Mt. Dora, Eustis, Daytona Beach, New Smyrna Beach and Titusville	Taxi or Shuttle, Operates 24/7, Metered Rates	321.804.5233
Mears Shuttle Van Service	Central Florida Taxi, Airport Shuttle, Luxury Transportation, Car Services & Bus Transportation. To and from Orlando International Airport and hotels, Mears offers shuttle vans seat up to 11 people and are wheelchair-accessible to accommodate passengers with special needs	Taxi, Shuttle, or Van, Operates 24/7, Metered Rates	407.423.5566 esales@mearstransportation.com
MCO Luxury Transportation	Orlando, Osceola County, Airport, and Port Canaveral	Luxury Cars, SUV, Vans, or Buses, 24/7, Varies	561.777.5107 mcoluxury@gmail.com





Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
Maya's Carpool	Greater Orlando, school bus service, door-to-door daily transportation and school trips	Bus, Varies	407.485.0473 maya@mayascarpool.com
Mystic School Bus	South Orlando and parts of Kissimmee, door-to-door student transportation	Bus, Varies	407.888.0013 mysticbus@yahoo.com
Kiddie Kab Child Transportation	Central Florida	6 AM -5 PM Monday - Friday, Varies from \$7 per one way trip	407.490.3413 kiddiekab12@gmail.com
Silver Star Transportation	Unavailable	Unavailable	407.851.2771
E&J Medical Transportation Services	Ambulatory (Car) Services – Wheelchair, Med-chair, Stretcher, Automated Defibrillator, Basic Life Support Ambulance	Unavailable	407.223.8829
Turbo Transport Services, LLC	Non-emergency transportation using their privately owned/leased vehicle	Unavailable	772.332.0293 info@nonemer.com
Uber	Available throughout the three-county service area, private vehicle service. Individuals with folding wheelchairs may use any vehicle; however, those with wheelchairs that do not fold may not be able to use the Uber vehicle. Uber has launched UberWAV in several cities outside of Florida. The UberWAV program has wheelchair accessible vehicles.	24/7, Fare varies and requires computer or smart phone application for cashless payment	<a href="https://www.uber.com/">https://www.uber.com/</a>
LYFT	Available throughout the three-county service area, private vehicle service. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair.	24/7, Fare varies and requires computer or smart phone application for cashless payment	<a href="https://www.lyft.com/">https://www.lyft.com/</a>
Eustis Taxi	Lake County to the resorts, theme parks, beaches and Orlando International Airport and City of Orlando to any destination in the State of Florida. Specializing in catering to the needs of seniors, children who may be travelling alone and who need ground transportation assistance.	24/7, \$3.00 pickup, \$1.50 per mile, \$6.00 minimum, Delivery \$8.00 + cost of item., Special rates also available when your complete itinerary is known in advance	352.357.3671 <a href="http://www.eustitaxi.com">http://www.eustitaxi.com</a>
Taxi Orlando	Sedans, SUVs, and vans; Flat rate fees to and from the Orlando International Airport and attractions and hourly charter service available.	24/7 dispatch, Hourly charter starting at \$55 per hour, depending on vehicle, Flat	407.860.7564 <a href="https://www.taxiorlandoservice.com/contact-us">https://www.taxiorlandoservice.com/contact-us</a>



Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
		rates starting at \$39	
Yellow Car Orlando at Atlas Transportation	Serving greater Central Florida area, South Florida, and Orlando International Airport. Sedans, buses, shuttles, and vans are available.	24/7, Fixed rate airport service and daily rates, Metered rates vary	407.900.5207 <a href="http://www.atlascitycab.com/services.html">http://www.atlascitycab.com/services.html</a>
Ace Metro Cab	Sedan and van service originating at the Orlando International Airport as well as the Orlando Metro Area.	24/7, Varies	Phone: 407.855.1111 <a href="mailto:info@AceMetroCab.com">info@AceMetroCab.com</a>

## Summary

Key findings from the review of transportation providers are listed in this section.

- Many of the private transportation providers as well as the Paw Pass program may not be a good option for individuals who do not have access to credit cards or are unable to use smart phone devices and computers.
- ACCESS LYNX and TD services are available throughout the three-county service area and require an eligibility and approval process.
- The human services agencies that provide transportation service directly to their clients are improving options available to the target populations; however, these services are limited to clients of those agencies accessing agency programs.
- Several of the human services agencies have indicated that they are at capacity and have individuals on a waitlist based on the availability of vehicles, vehicle capacity, and the need to hire additional drivers.
- Human services agencies repeatedly cited the need for replacement vehicles and expansion vehicles for their programs.
- Many of the transportation providers that were found through internet research have both websites and/or telephone numbers that are no longer in service or limited social media presence (i.e. Facebook page), including private taxi services.
- Many of the private transportation provider websites are focused on travel to and from the Orlando International Airport as well as transportation to the Orlando area attractions.
- Few of the private transportation providers advertise the ability to accommodate wheelchairs and most that do mention wheelchair accessibility require that the device can be folded.
- In rural areas, available private transportation options cost more than in urban areas.



## 8.0 Public Outreach

The plan update process included several methods of public involvement and outreach activities as described in this section. Two stakeholder workshops were held – one at the beginning of the process to identify existing needs and priorities and a second meeting to update stakeholders of technical findings and survey results as well as obtain input on plan recommendations.

Multiple online surveys were conducted to gain insight into the needs, issues, and experiences of targeted populations (seniors and persons with disabilities) who currently use the system. One-on-one stakeholder interviews were also conducted as part of the public involvement process to obtain specific comments from human service agencies regarding their specific needs. Lastly, ride along surveys were conducted on the LYNX NeighborLink routes 601, 641, 611, 612, 613, 621, 622, and 631 to collect detailed information on existing system users and gain insight into how well NeighborLink is helping seniors and persons with disabilities use public transportation. The input received through the public involvement process are summarized in the following sections. **Table 12** is a summary of needs identified two or more times through the outreach process or were identified as a need by a majority of those surveyed. This information was then used to support the gaps analysis in Section 9 and identify strategies to address gaps and needs.

*Table 12 – Summary of Public Outreach Gaps Identified*

Type of Need or Gap in Service	Stakeholder Meeting	Neighborlink Survey	ACCESS LYNX Survey	Interviews	TDCLB Annual Meeting
Capital Assistance/ Replacement Vehicles	•			•	
On Time Performance		•	•		•
Sensitivity Training		•			•
Access to Training	•			•	•
Cost of Service	•				•
Safety & Security			•		•
Availability of Service (nights/weekends)	•	•	•		•
Accessible Apps	•	•	•	•	
Access to Healthcare		•	•	•	•



## 8.1 Stakeholder Outreach and Coordination

A stakeholder database was provided by LYNX at the initiation of the HSTP update process that included representatives and advocates for older adults and individuals with disabilities. This list was then used to poll stakeholders for availability to participate in the update process and attend at least one virtual meeting.

### Stakeholder Meeting #1

An initial stakeholder meeting was held on December 13, 2021 via Zoom and served as the project initiation meeting to introduce the plan update process and gather stakeholder input. A total of 15 people attended the first stakeholder meeting, including the project team. After the introduction and a brief presentation by the project team, several live polling questions were presented to gain input regarding service needs and priorities.

Poll Everywhere was used to track responses to questions. Participants could respond to each question by text, mobile app, or desktop website. The results for each poll question are shown beginning on the next page.

Figure 12 – Poll Everywhere Graphic

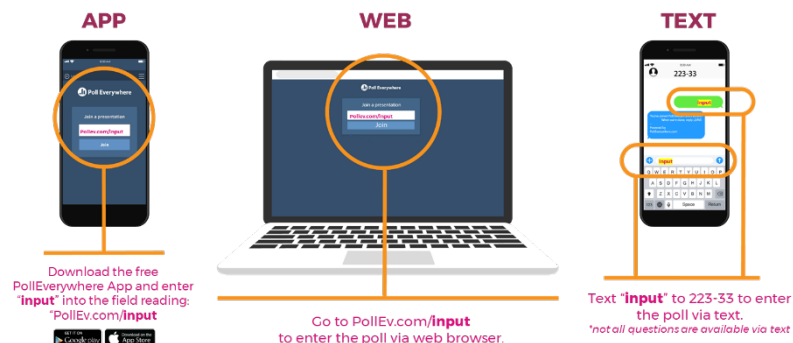
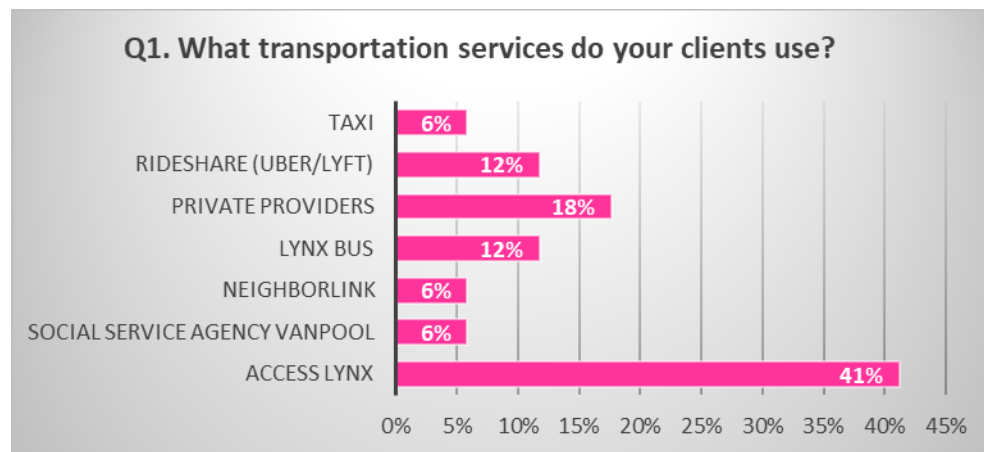


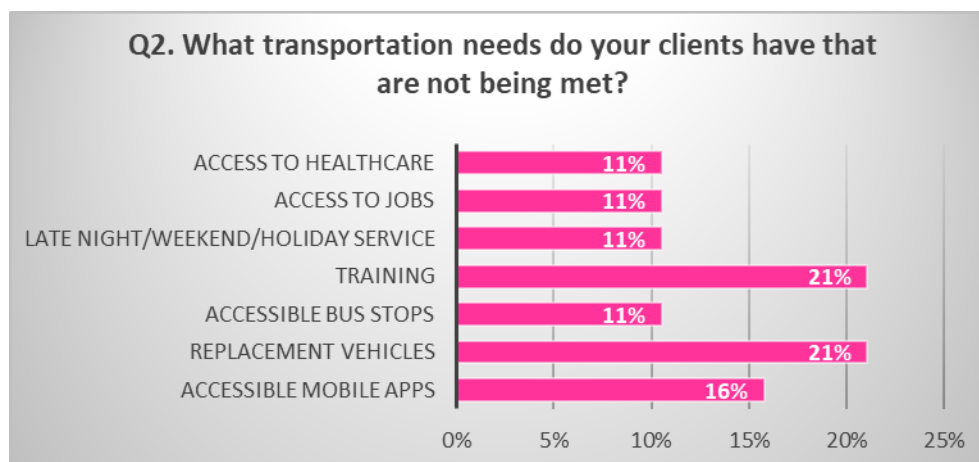
Figure 13 – Q1. Type of Transportation Services Used





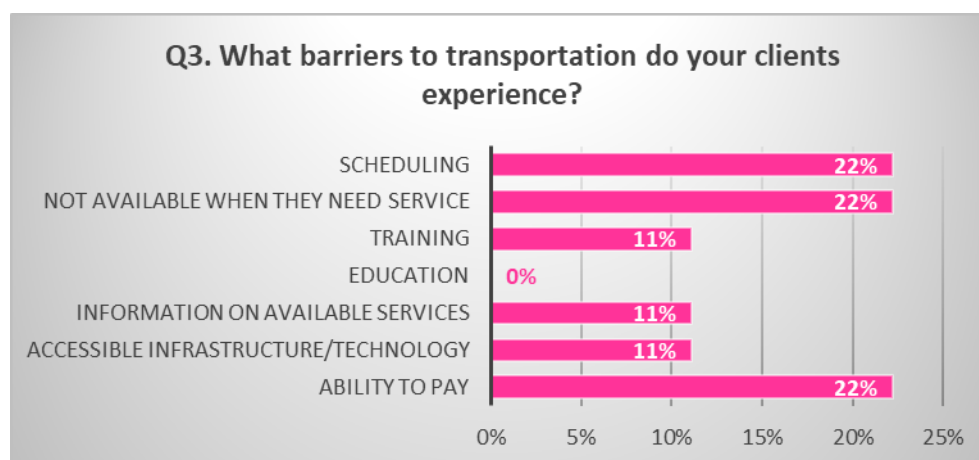
Participants reported that their clients often use ACCESS LYNX services, followed by private providers. Indicating that for many of the targeted population, other options may likely be less accessible or affordable for their clients. Other transportation services used include Transportation Network Companies (TNCs) such as Uber, Lyft, Silver Ride, UZURV, etc., and to a lesser extent taxi, NeighborLink, or Agency Vanpool.

**Figure 14 – Q2. Transportation Needs of Clients**



In terms of transportation needs, stakeholders reported their highest needs were for training and replacement vehicles. Accessible mobility apps were also in the top three needs. All other needs were tied in terms of importance and included access to healthcare and jobs, late night, weekend, and/or holiday service, and accessible bus stops.

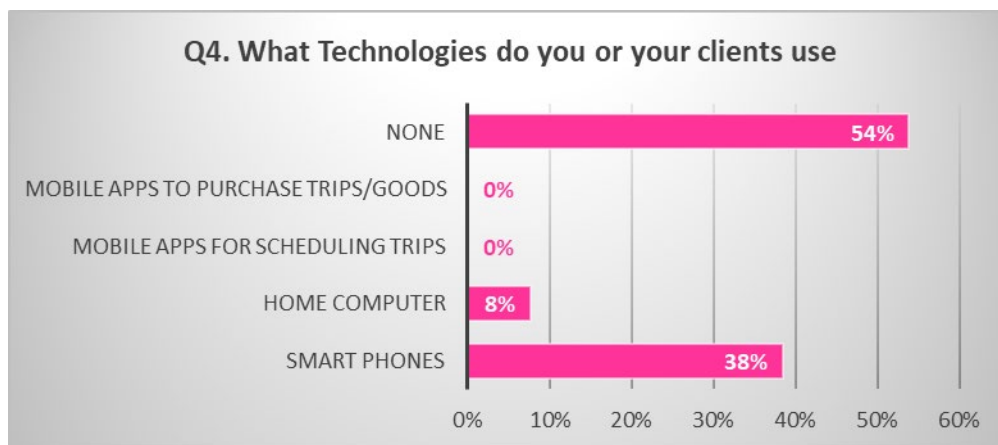
**Figure 15 – Q3. Barriers to Transportation**



The most reported barriers to transportation include scheduling, availability when needed and ability to pay. Based on follow up discussions scheduling, and availability challenges have increased during the COVID-19 pandemic. Many stakeholder clients are members of the targeted populations and are also at higher risk of complications due to COVID-19 infections. As a result, providers are struggling to meet schedules as well as experiencing staffing shortages.

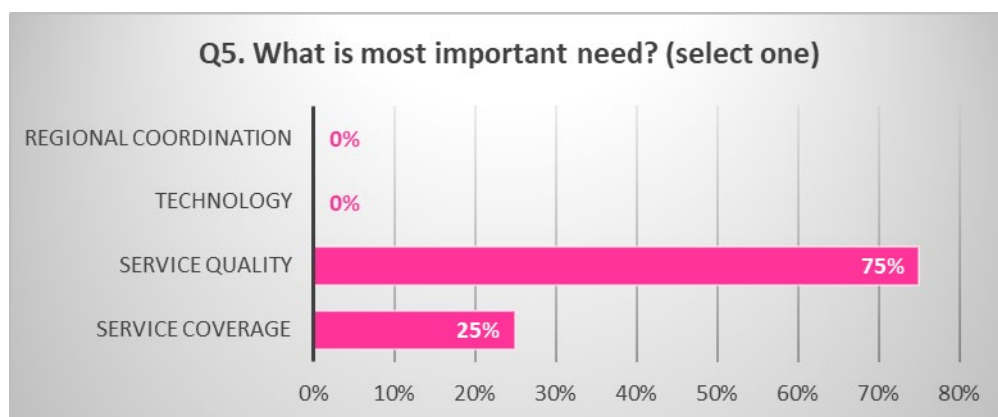


Figure 16 – Q4. Types of Technologies Used



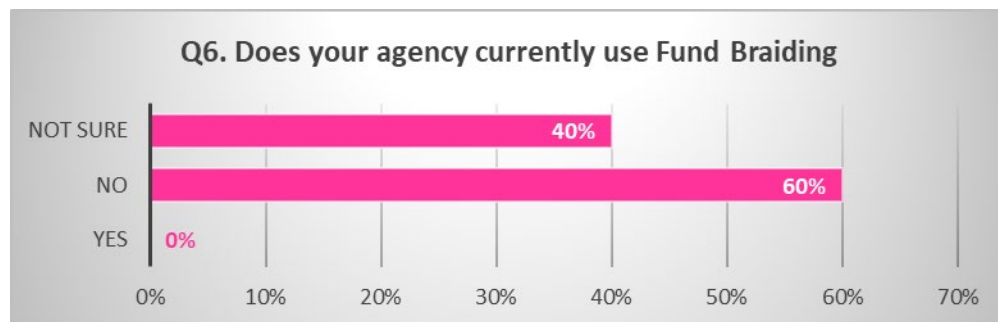
While more than a third of stakeholder clients have access to smart phones, more than 50% of stakeholders and their clients do not use any specific forms of technology for scheduling transportation trips or paying fares. A small percentage reported that they or their clients use home or desktop computers.

Figure 17 – Q5. Most Important Need



Participants cited service quality as being the most important need for their clients. Service coverage within the region was the other need identified as most important.

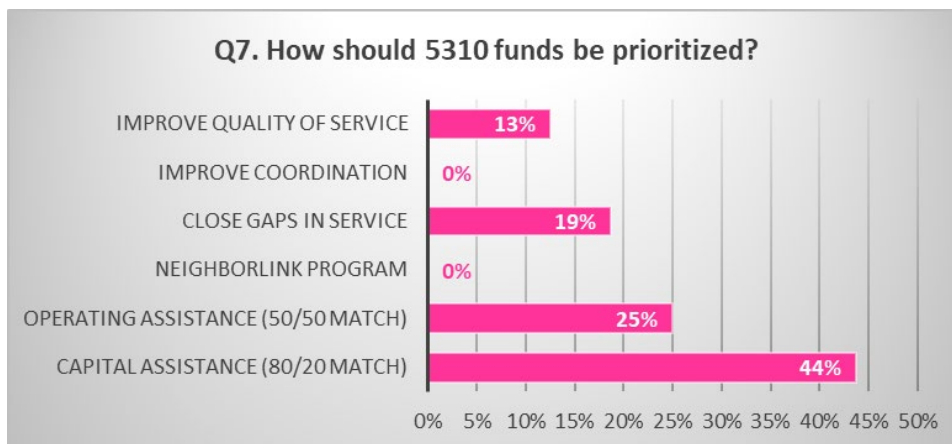
Figure 18 – Q6. Use of Fund Braiding





Fund braiding is a relatively new concept that does not appear to be in practice among stakeholders at this time. The project team gave a brief description and overview of how they may be able to leverage fund braiding as a technique to fund the local match requirements of the grant programs available for human transportation services.

**Figure 19 – Q7. Use of 5310 Funds**



The stakeholder participants indicated that their greatest priority for the use of 5310 funds should go towards capital assistance and operating assistance. Closing gaps in service and improving quality of service were also listed as priorities, but to a lesser extent.

## 8.2 Stakeholder Interviews

To gain additional feedback, several stakeholder agencies were interviewed and asked about the transportation needs of their clients.

### Meals on Wheels – Agency Transportation Provider for Seniors

The agency provides transportation to meal sites, shopping, and medical appointments for seniors residing in Seminole County. The most common trips are made to medical appointments, shopping, and meal sites. Travel to meal sites is done 5 days a week. Clients are provided transportation free of charge as long as they qualify. Persons 60 and older are eligible to use their service. Trips must be within Seminole County.

In terms of challenges, they experience in transporting clients is that many of their clients have mobility issues and use wheelchairs and walkers. The agency prefers to lease vehicles from LYNX through the Agency Van Pool program. The stakeholder stated that the monthly charge was cost effective. However, they have had some challenges with vehicles and would prefer an accessible 7 passenger van over a larger ACCESS LYNX type vehicle.

In terms of gaps in services and their greatest needs the representative stated that COVID-19 is their most prominent issue in terms of reducing their capacity on their vehicles. Additionally, they had purchased paratransit vehicles in the past and those vehicles are being retired and currently they cannot purchase those vehicles through LYNX or FDOT. They are also more expensive to operate and maintain. They prefer the lease option where monthly costs include maintenance and insurance. Availability of smaller accessible vans has also been impacted by current supply chain issues. Improved communication and coordination would likely help improve their understanding of the options available to them in terms of multiple vehicle types.



With respect to technology, the agency's current scheduling software is very out of date. The software still works but a better solution would be helpful. They will be hiring a new transportation director this year and will likely investigate the best solution for their agency.

### **Attain – Agency Transportation Provider for Persons with Intellectual Disabilities**

The agency provides day services and group homes for persons with intellectual disabilities. The majority of their clients are not able to use LYNX family of services and are dependent on their staff to ensure they are able to meet their daily needs, travel to medical appointments, and employment. The agency is a CTC contractor with LYNX and a portion of their trips are paid for through the Commission on Transportation Disadvantaged and agencies for persons with disabilities (Medicaid waiver). Currently, they own paratransit type accessible vehicles that are aging and need replacement. Their most pressing need in terms of transportation is the need to purchase replacement vehicles as well as expansion vehicles to improve scheduling and capacity for their clients.

The Agency Vanpool program is not a good fit for their organization in terms of duplication of reporting requirements, drug testing, screenings, etc. all of which comes at a cost to the agency. However, the Vanpool vehicles may work for day programs where the agency transports clients to day centers. Ideally, the agency would like to be able to assign a vehicle to a group home that is available to any staff member for transporting clients during their shift. Group homes have up to 6 clients per home with 3 staff members around the clock.

Currently the agency has three 15-passenger vehicles that are used for day programs where an employee is able to drive the vehicle to multiple locations picking up clients and transporting to day program sites. The agency stated they are having difficulty replacing older vehicles which is resulting in increased maintenance costs. They are currently unable to purchase replacement vehicles through LYNX using the 5310 program for their clients in LYNX' urbanized service area. The agency stated that they would like the ability to use urbanized 5310 funds controlled by LYNX to purchase vehicles rather than lease these vehicles via the Agency Van Pool program.

### **Lighthouse of Central Florida – Agency that Serves Persons with Visual Impairments**

This stakeholder provides vision rehabilitation for persons that are visually impaired. Their clients are using ACCESS LYNX and some limited fixed-route services. They serve persons of all ages needing vision rehabilitation services and provides training on how to lead independent lives. The agency representative reports that their clients are very pleased with ACCESS LYNX UZURV service which LYNX contracts with to provide shared ride services similar to Ube or Lyft. Another similar service provider is Silver Ride which is a subcontractor to MV Transportation – the contracted provider for ACCESS LYNX and NeighborLink services.

Due to COVID, the agency reports that extreme wait times and missed trips are commonplace on ACCESS LYNX and their clients have had better experiences using UZURV. The benefits of UZURV are that the vehicles are operated by independent contractors and the service provides messaging alerts for when the driver is on the way, arrival times, and other updates. Conversations with ACCESS LYNX staff concurs with these statements and indicated that future paratransit service contracts will include the option for sub-contractors for shared ride services using service providers such as UZURV and Silver Ride.

Accessible needs for their clients include larger print or braille materials. Many clients are starting to be trained on using smart phones and mobile apps. Most clients use smartphone with screen readers enabled. Any mobile apps created by LYNX should have accessible features and settings to aid those with visual impairments.





## 8.3 NeighborLink Surveys

On board surveys were performed on NeighborLink routes in early December 2021. The project team rode eight NeighborLink routes and conducted on-board surveys. The survey requested trip origin and destination, satisfaction with the service, demographic and income information, and any comments. The following figures summarize the data and information collected during the NeighborLink survey. A majority of the people surveyed were age 55 and older. Nearly 30 percent of the riders surveyed reported that they rode NeighborLink 5 days per week. Just over 34 percent of passengers reported that they considered themselves to have a disability and 58 percent reported that they had a household annual income less than \$20,000. The most common destinations were shopping, connection to LYNX fixed-route service, medical appointments, and job sites. With respect to quality of service, the majority of passengers reported being satisfied with the service in terms of wait times, feeling safe, and the length of their trip.

Comments received included:

- Sunday service for those that need transportation to jobs was a repeated comment
- Complaints about some operators being rude, lots of praise for others
- Long wait times and missed connections with fixed-route
- The app is difficult to navigate and not intuitive
- Would like ability to schedule trips more than 1 week in advance on the app
- Would like to be able to book a trip less than 2 hours ahead of time
- Would like to have a pre-paid fare card
- Expand service area to include medical facilities – dislike having to transfer to another bus
- Bus often not on time, missed trips/pick-ups once a week
- Missed transfers – better coordination between NeighborLink and fixed-route dispatch – multiple comments related to this topic
- A number of compliments for LYNX and the service
- Better communication with passengers using text or other alerts/notifications for customers
- More call center staff to schedule rides

*Figure 20 – Passenger Age Distribution*

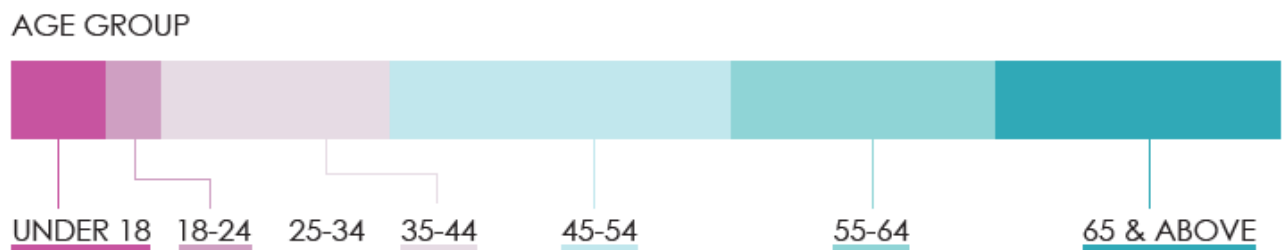




Figure 21 – How Often Riders Use NeighborLink

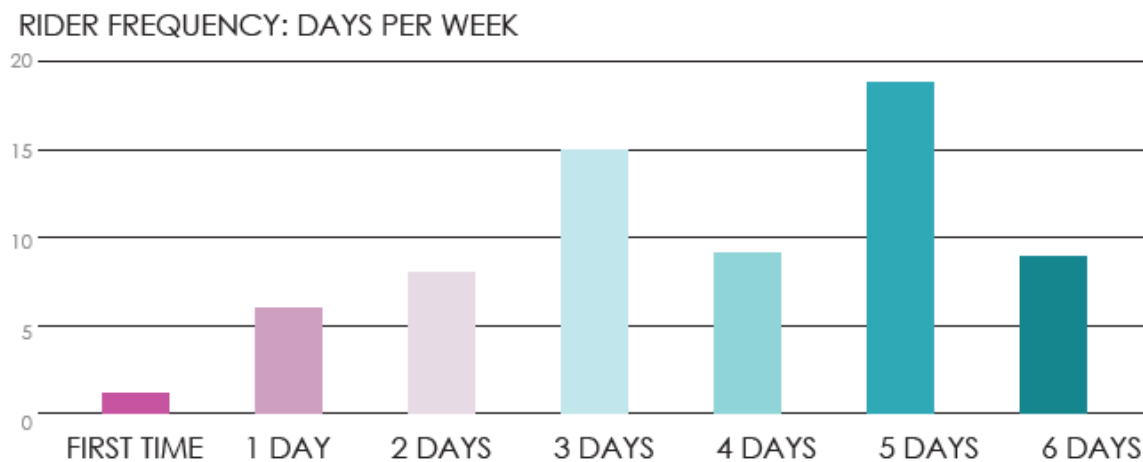


Figure 22 – Trip Type

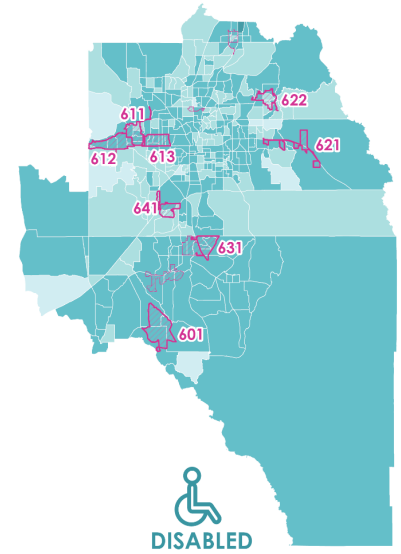
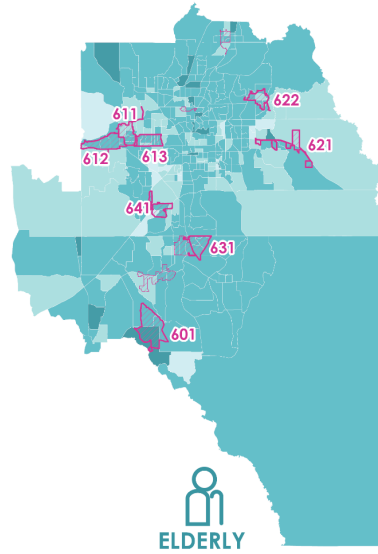
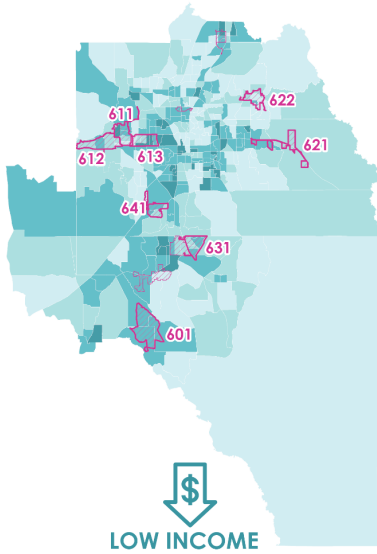




Figure 23 – Demographic Context

RESIDENTS SHARE BY CENSUS TRACT

0 - 5%    5 - 10%    10 - 25%    Over 25%



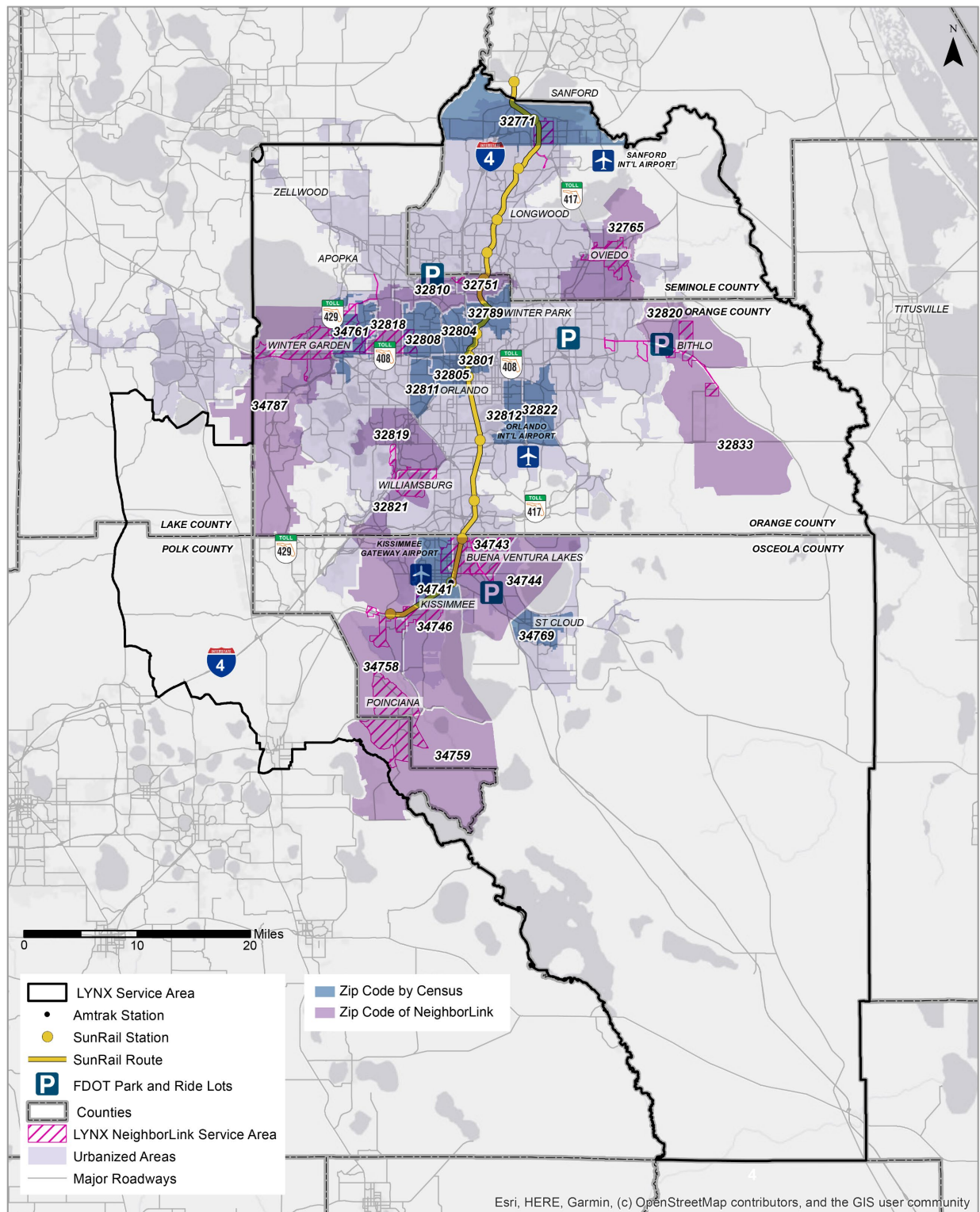
601 - POINCIANA	15.8%	21.0%	17.8%
611 - OCOEE	16.0%	11.7%	14.5%
612 - WINTER GARDEN	11.7%	15.0%	14.0%
613 - PINE HILL	21.5%	11.6%	15.0%
621 - BITHLO	14.6%	13.7%	13.0%
622 - OVIEDO	4.2%	13.4%	9.7%
631 - BUENA VENTURA LAKES	11.6%	13.0%	14.0%
641 - WILLIAMSBURG	9.0%	11.6%	8.4%
SERVICE AREA AVERAGE	11.4%	14.0%	11.8%

## 8.4 ACCESS LYNX Rider Surveys

The project team worked with LYNX Mobility Services to develop a sampling of ACCESS LYNX passengers to survey via email. The team selected zip codes that had higher representation of elderly persons and persons with disabilities as well as low income and minority representation. Additionally, ACCESS LYNX clients living in the zip codes served by NeighborLink services were also included in the sample. Approximately 500 clients were mailed online surveys, however a very small number of surveys were returned. Over half of the respondents were over 65 years of age. Clients reported using ACCESS LYNX 3 days a week or more, and 95 percent stated that they had a disability. The majority of users stated they use ACCESS LYNX for transportation to medical appointments and most do not use fixed-route service. While the majority of respondents said riding ACCESS LYNX was safe, there were a significant number that disagreed and a majority (60%) stated that their wait times were too long. However, generally speaking survey respondents agreed that the service was satisfactory.



Figure 24 – Selected Zip Codes for Survey Area





## 8.5 2021 TDLCB Public Meeting

Below is a list of transportation needs that were identified through the public comment process at the MetroPlan Orlando TDLCB annual public meeting held on November 18, 2021. Comments centered around how staffing shortages had increased wait times and reduced on time performance. Impacts of the COVID-19 pandemic were cited as contributing to the staff shortages. LYNX Mobility Services was addressing the issue by raising hourly wages for operators by \$3 starting in December 2021. Other comments included praise for the use of UZURV for trips that did not require an accessible vehicle. Many ACCESS LYNX' passengers with visual impairments had high praise for the service citing the app, text notifications when the driver was on their way, at their home, etc. A detailed list of specific comments related to TD services are listed below:

- Speaker shared that their child was declared ineligible for ACCESS LYNX services and classified as TD. They use ACCESS LYNX for work trips and have experienced a number of missed trips and late trips.
- There is a lack of communication from LYNX with respect to late trips – would be helpful to have calls from dispatch/call center when rides are late
  - Multiple speakers stated rides were up to 3 hours late
- Currently, TD trips cannot be scheduled more than 24 hours in advance which creates additional planning and effort on the part of seniors and persons with disabilities that people with easy access to transportation do not have to contend with.
- Several speakers stated they experience issues with late pickups as well as late pickups for return trips resulting in them being left outside of doctor offices or facilities in the dark after the facilities close. This can be a safety concern for vulnerable populations like seniors and persons with disabilities.
- Some speakers felt that there were too many conditions placed on passengers to be eligible to use the service – for example, individual stated they are only approved to use ACCESS LYNX if conditions are hot or there is a lack of smooth surface for them to negotiate.
- Speaker believed that there was a lack of transparency in making eligibility determinations for using ACCESS LYNX.
- There are more late rides on Sundays. Many fixed routes and NeighborLink routes do not have Sunday service.
- Multiple speakers stated that the UZURV service is a great option for them and that they hope it remains available. Features they liked were text notifications via the app from the drivers, and improved reliability with respect to on time performance.
- Driver training
  - New drivers were not taking the fastest routes in their opinion, causing delays and longer travel time – better GPS equipment would be beneficial.
  - Suggest providing a diagram inside the vehicle indicating to driver on where wheelchairs and electric chair tie downs are located. Some drivers do not secure chairs properly and could cause damage to their mobility device.
- Cost of trips
  - \$4 for each trip vs \$4.50 for all day pass for fixed route service
  - \$7 dollars per trip on ACCESS LYNX paratransit service if not considered an ADA complementary trip. The cost to customers in need of the service is burdensome to them.
- Speaker was concerned for passengers' safety due to drivers being tired/over-worked due to staff shortages.



- Invest in tablets for buses for trip planning.
- Install or provide flip phones on buses so drivers can contact riders directly instead of having to rely on dispatch to communicate between driver and customer.
- Provide a maximum of 30 minute service frequency for all bus routes.
- There is a need for a bus to connect to Oviedo Blvd and route 434.
- There is a need for service from SunRail to Seminole State College.
- Speaker has had drivers claim rider was a no-show when the driver was observed going past their home and not making an attempt to stop to pick them up.
- Speaker stated that there is a need for additional sensitivity and customer service training for drivers.
- Speaker stated they have safety and security concerns when waiting for pick up in evenings or late at night.
- Speaker stated travel times are too long and has experienced spending 4 or more hours on the vehicle in order to get to their destination.



## 9.0 Gap Analysis

This section provides a summary of the existing gaps analysis, including an analysis of employers, activity centers, and frequent destinations.

### 9.1 Assessment of Service Needs

Service needs are determined from a review of the demographic characteristics of our clients in combination with comments and recommendations for service improvements. This section will highlight both of these elements to derive service needs.

#### Demographics Assessment

The demographic analysis in Section 6 identified both population characteristics and trip attractor land uses (i.e. activity centers, medical facilities). Key client demographics (based on 2019 ACS estimates developed from Census data) were further analyzed to determine higher densities of existing and potential human services transportation customers. Three “heat mapping” analyses were conducted to assess the locational intensity of different demographics – for elderly and disabled persons, veteran persons, and minority and low-income populations. Heat mapping is a method of showing the geographic clustering of a phenomenon. Our analyses show the locations of higher densities of the five selected demographic characteristics. The objective of these hot spot maps is to gain knowledge of clusters of our target clients for human services transportation assistance. **Figures 25 through 29** illustrate this analysis on the following pages.

The hot spot maps provide an analysis by census tracts where persons who may need transportation assistance based on demographic characteristics are concentrated. Some areas that have high concentrations (shown as confidence level in the map legend) of target populations may not show up on the hot spot map because they are surrounded by or adjacent to census tracts where the population is not as concentrated. **Table 13** summarizes the locations where higher concentrations of persons with the noted demographic characteristics reside.

**Table 13 – Demographic Characteristics – Areas of Concentration**

Area	Elderly	Disabled	Veteran	Low-Income	Minority
Pine Hills				•	•
Ocoee				•	•
Winter Park/Maitland			•		•
Apopka	•				•
Zellwood	•		•		
Poinciana	•			•	•
Orlando				•	•
Williamsburg		•		•	•
Kissimmee		•		•	•
Winter Springs	•		•		
Sanford	•		•		
Oviedo	•		•		
St. Cloud		•		•	





Figure 25 – Hot Spot Map - Elderly Population

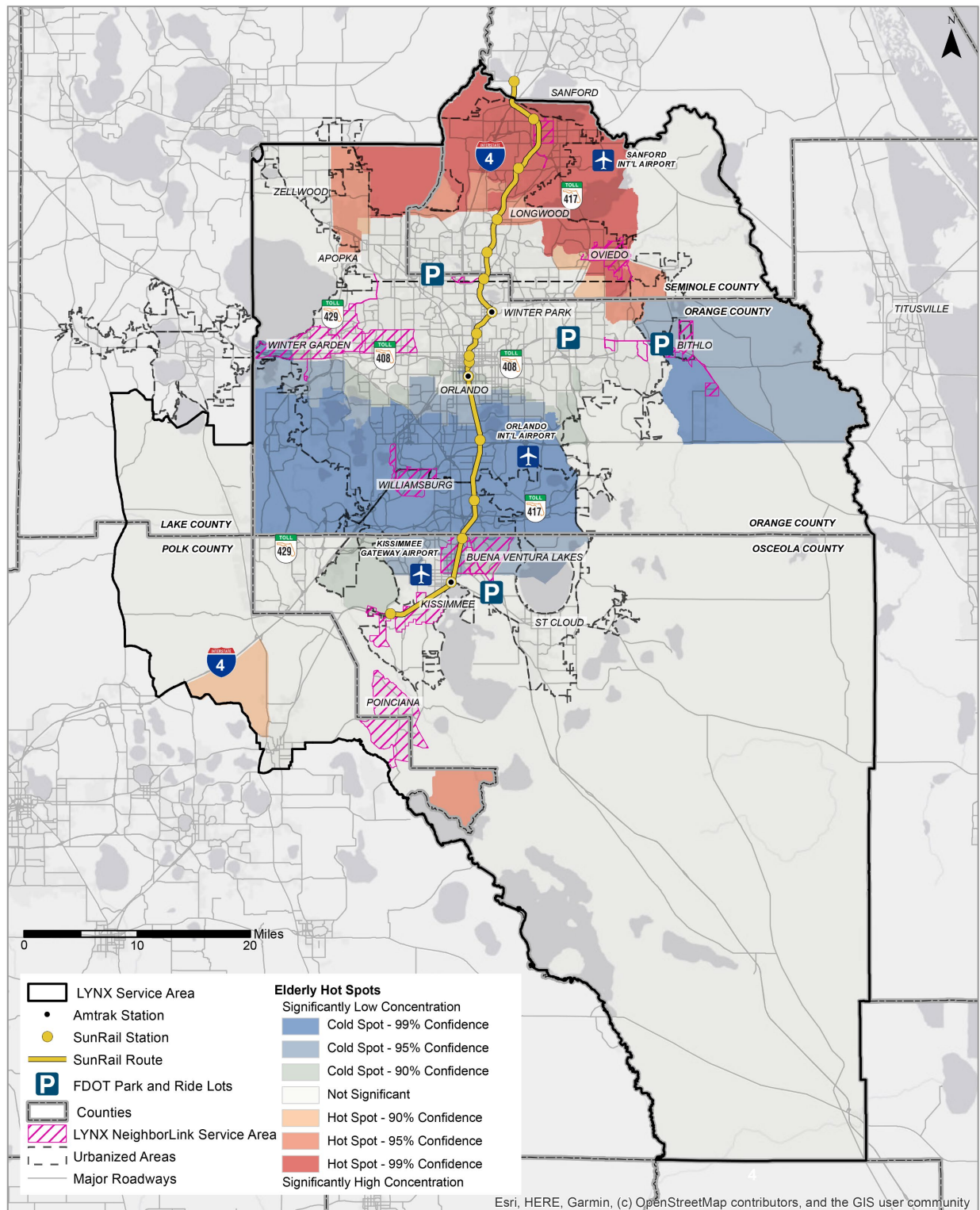






Figure 26 – Hot Spot Map - Disabled Population

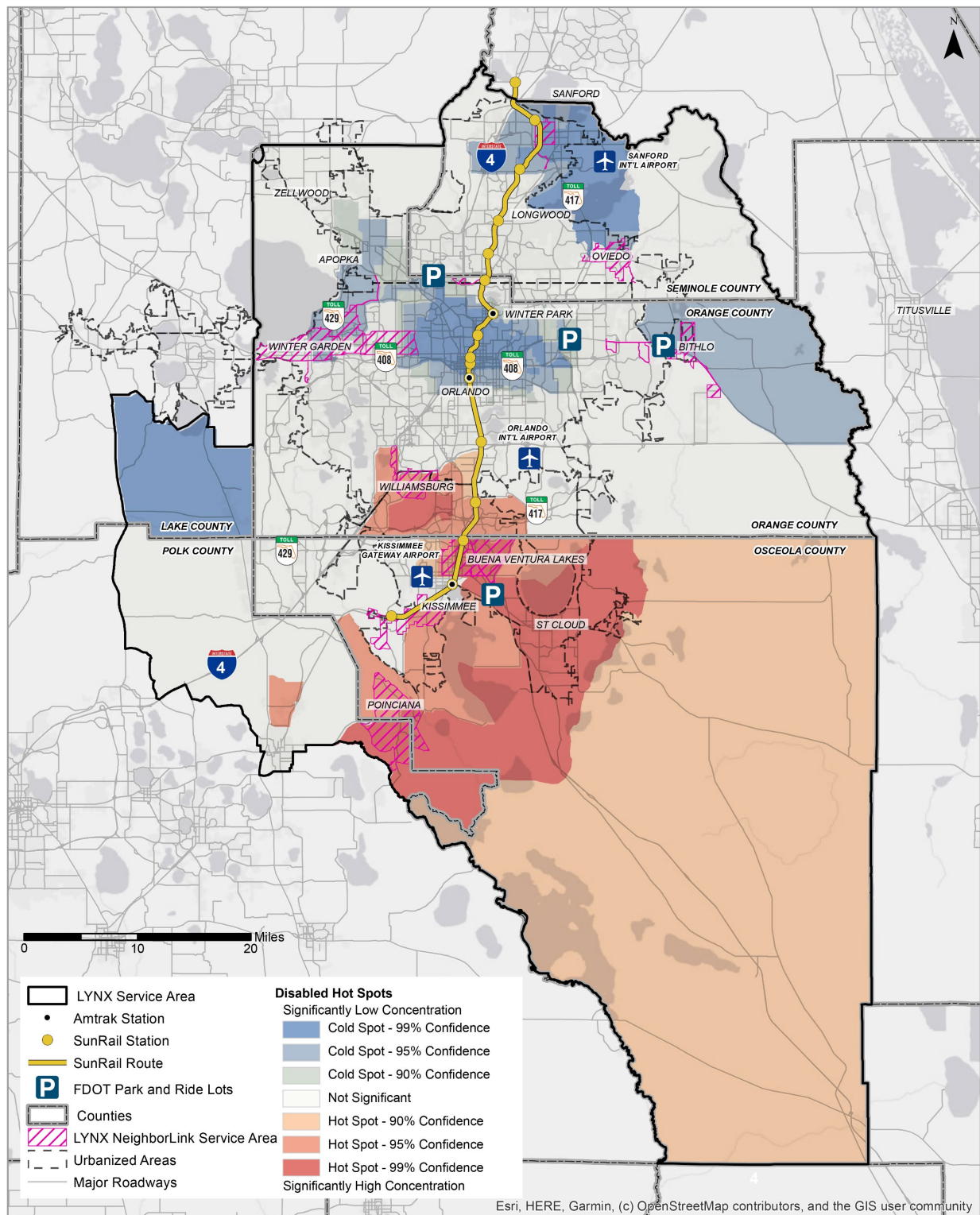




Figure 27 – Hot Spot Map – Veteran Population

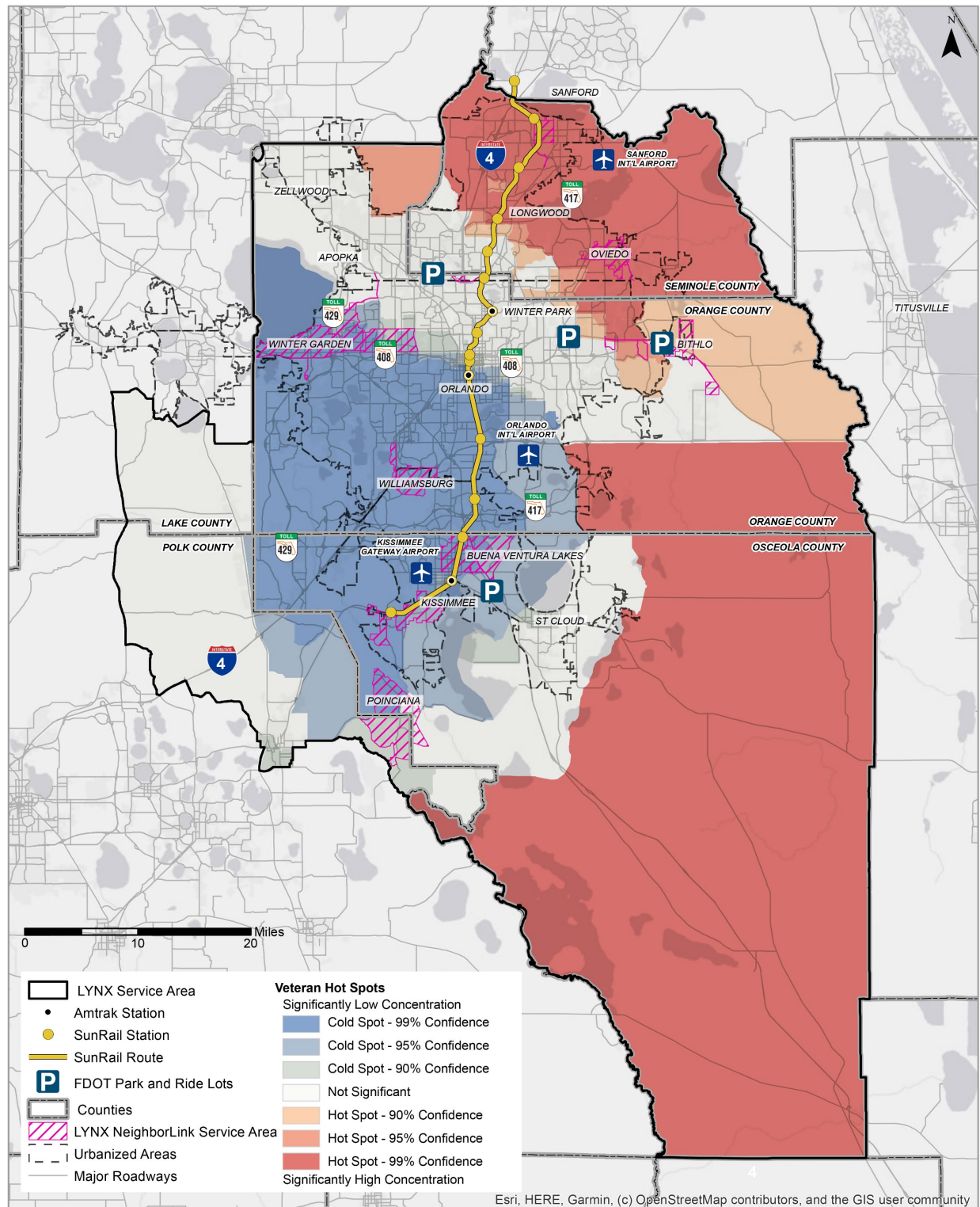






Figure 28 – Hot Spot Map - Low Income Population

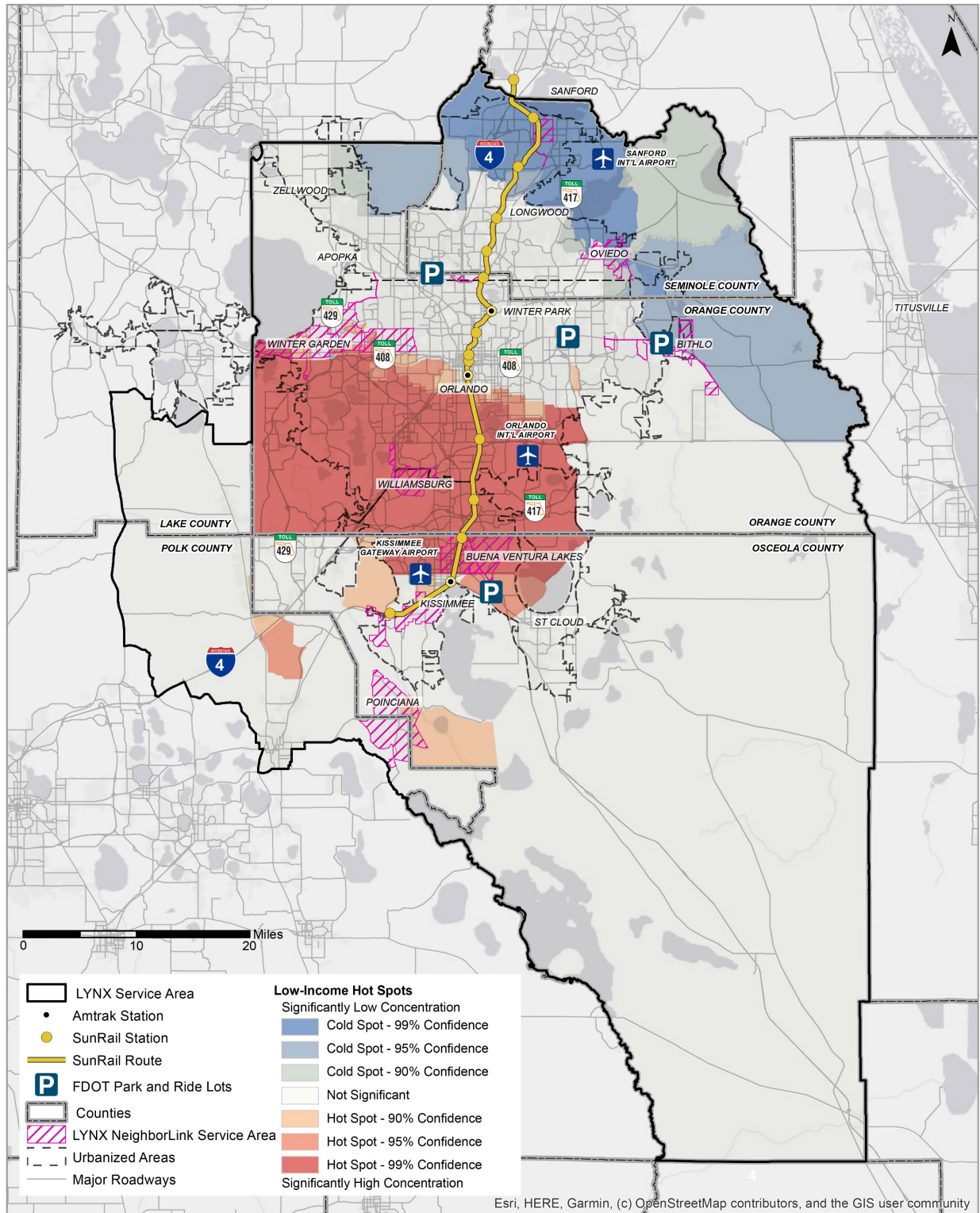
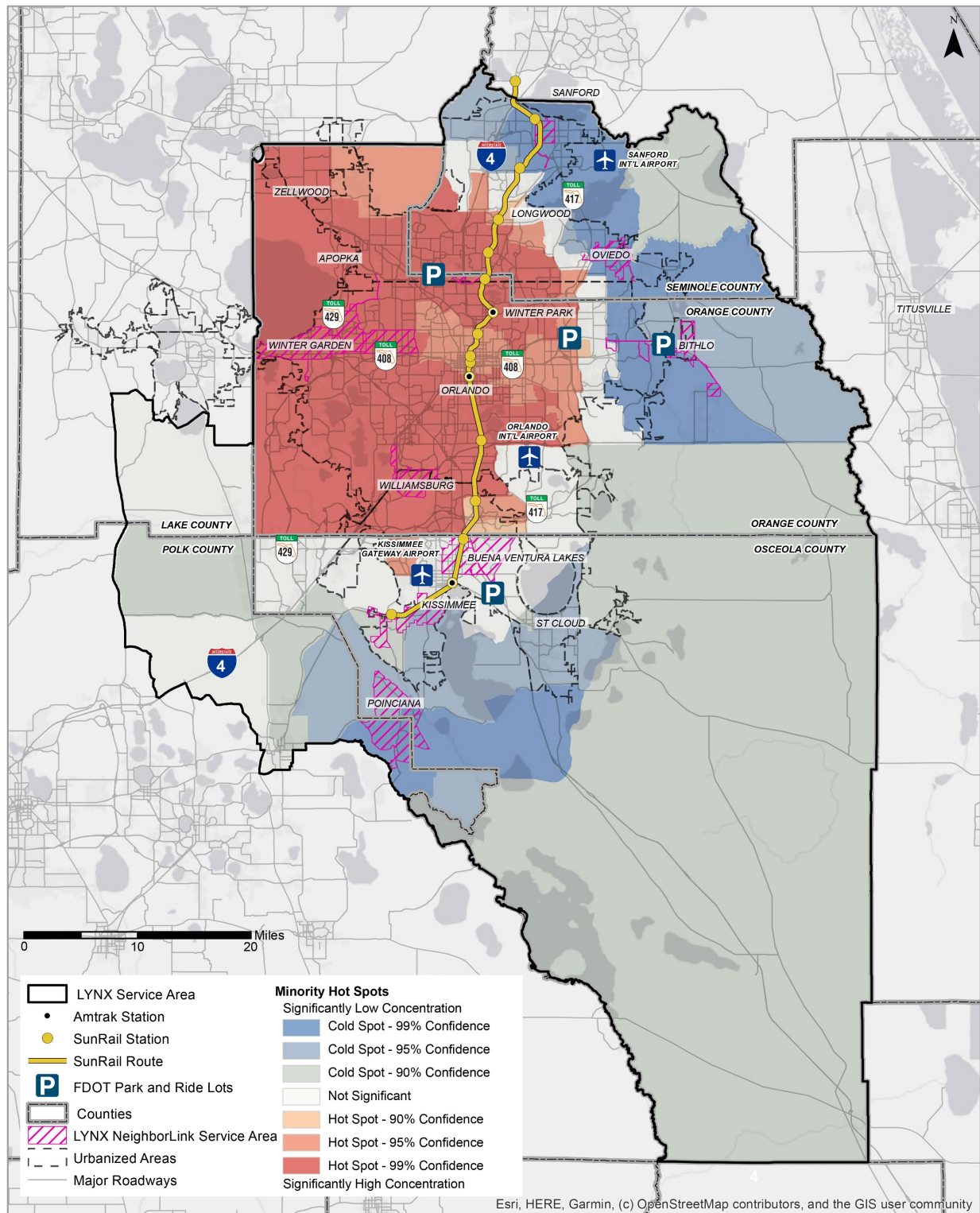




Figure 29 – Hot Spot Map – Minority Population





### Geographic Service Needs

Through the demographic analysis of existing elderly persons, veterans, low-income persons, and minority persons, several primary residential locations can be identified as having a high concentration within LYNX service area:

- The area in east Central Florida along East Colonial Drive, SR 434 in Altamonte, and Zellwood have high concentrations of older adults.
- Osceola County, including downtown Kissimmee and downtown St. Cloud, as well as Orlovista/John Young Parkway have higher densities of individuals with disabilities.
- The highest density of veteran populations is located along East Colonial near the Executive Airport, just southeast of UCF, and the Conway area.
- The areas with higher concentrations of lower income persons are located in west downtown Orlando, east Pine Hills, and to the west of downtown Sanford.

## 9.2 Assessment of Transportation Gaps and Needs

This section highlights the potential geographic gaps and needs that derived from the mapping analysis. These areas may have public transportation that is insufficient, unavailable, or inappropriate or only have access to the LYNX TD services available in the rural area. The rural area is shown as a need resulting from the analysis; however, the funding for these areas is not administered by LYNX and will go through the process completed by FDOT. No duplications in service were identified.

Other general needs identified during the TDLCB annual meeting primarily consisted of staffing shortages resulting in longer trips, very early morning pick-ups for destination trips and very late pickups for return trips. This resulted in clients having to arrive to appointments before the facility opened or being picked up for their return trip after facilities had closed.

The geographic areas shown in **Table 12** were identified as needs through the technical mapping analysis of the target populations, major employers, and activity centers. The areas identified in the table have limited transportation service available or other options that may create barriers for older adults, individuals with disabilities, or lower income individuals to access those services due to mobility or cost. Other areas where there were higher percentages of target populations and multiple transportation options were not included in this table but are discussed in the previous demographics section. However, those areas previously noted as having hot spots of target populations could benefit from any increases in transportation coverage, frequency, or service hours. The geographic areas are identified as having gaps or barriers to accessing transportation services and considered the highest geographic needs in this plan update.

In recent years developing areas of Lake Nona and Horizons West have opened new medical facilities including Nemours Children's Hospital and VA Medical Center in Lake Nona and a regional hospital in Horizons West. These areas currently have limited transit services and will likely put increasing demand on ACCESS LYNX Service as well as HSAs for veterans, seniors and persons with disabilities.

In addition to the areas identified in **Table 12**, other geographic areas include:

- **Orange County - Renaissance Community Center** in East Orlando is operated by Orange County Parks and Recreation and facilitates activities for seniors. This location is located approximately ½-mile to the nearest fixed-route transit service. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, this area may benefit



from additional transit options or realigning the nearby transit service. Being within close proximity to Advent Health East Orlando and an area with higher percentages of lower income and minority residents, may also increase the need for additional transit options.

- **Seminole County** has many senior centers, including Sanford, Casselberry, Winter Springs, Lake Mary, Longwood, and others. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.
- **Osceola County – Aging Senior Center** is located off of U.S. 192 and is more than 1 mile to the nearest fixed-route transit service (LYNX Route 10). While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.





Table 14 – Geographic Assessment

Geographic Area	High Propensity of Target Populations	Major Destinations	Transportation Service Available	Need
<b>Longwood Area</b>	Older adults/individuals with disabilities/veterans/lower income	Seminole State College, South Seminole Hospital, Social Security Admin.	Routes 434 and 103, private transportation providers, ACCESS LYNX and TD services, SunRail service	The area near I-4 may benefit from additional transportation options such as NeighborLink
<b>Forest City</b>	Lower income	Springs Village Shopping Center,	Route 23, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service – NeighborLink
<b>Clarcona</b>	Lower income	Clarcona Community Center	NeighborLink 611, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service. NeighborLink 611 North serves area but misses Clarcona Community Center
<b>Ocoee/Winter Garden/Oakland</b>	Older adults/minority/lower income	West Oaks Mall, West Side Tech, Health Central Hospital	Oakland and Winter Garden have access to the NeighborLinks 611 and Route 105 that connects to the West Oaks Mall SuperStop and with LakeXpress Route 50 to Lake County. The City of Ocoee has access to multiple routes (125, 105, 54) and NeighborLink 612.	The Winter Garden and Oakland areas have NeighborLink circulator service and limited fixed-route service. Ocoee has W. Oaks Mall Superstop and NeighborLink 612
<b>North Apopka/Wekiva Springs</b>	Older adults/minority	Zellwood Daycare Center, Errol Plaza, Apopka High School	Multiple routes in the City of Apopka (Routes 436N, 106, 44, and 405) connecting at the Apopka SuperStop and to Zellwood connecting with LakeXpress Route 4.	The area north of Apopka, including Wekiva Springs may need additional transportation options.
<b>Kissimmee</b>	Individuals with disabilities/lower income/minority	Kissimmee Gateway Airport/ Osceola Council on Aging (Route 10)	NeighborLink 631 and 632, Routes 155, 18, 407, 10, 108, 441, 55, 709, 26, 57, 56, Kissimmee Intermodal Center, private transportation providers, ACCESS LYNX paratransit, and TD service, SunRail service	There are multiple transit routes in the Kissimmee area; the airport and surrounding area may benefit from additional transportation options.
<b>Winter Springs</b>	Older adults/individuals with disabilities	Winter Springs City Hall, South Seminole Hospital	Route 434, private transportation providers, ACCESS LYNX paratransit, and TD service.	Higher proportions of both target populations are shown in this area with limited fixed-route transit service.



Geographic Area	High Propensity of Target Populations	Major Destinations	Transportation Service Available	Need
<b>Oviedo</b>	Older adults/veterans/minority	Oviedo Mall, Oviedo Medical Center, Seminole State College	NeighborLink 622 and Route 434. Route 434 connects at the UCF SuperStop providing additional access to other transit routes and areas. Seminole State College is not served by NeighborLink 622 or Route 434.	Based on the target population hot spots identified in this area, there may be a need for additional transportation options.
<b>Rural Seminole County (including airport)</b>	Older adults/veterans/minority	Rural communities of Chuluota and Geneva	LYNX provides some NeighborLink fixed-route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
<b>Rural Osceola County</b>	Older adults/individuals with disabilities/veterans/minority	Rural communities of Holopaw and Kenansville	LYNX provides some NeighborLink fixed-route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
<b>Rural East Orange County</b>	Older adults/individuals with disabilities/veterans/minority	Rural communities of Christmas and Bithlo	LYNX provides some NeighborLink fixed-route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.





## 9.3 Prioritization of Transportation Service Needs

All service needs documented in this plan may be considered a need for purposes of identifying future potential projects for implementation through the Section 5310 program. Particularly, the needs that were mentioned frequently during the public outreach process and documented in the previous section. However, to further prioritize the service needs based on the Section 5310 program goals and requirements, the needs were reviewed and ranked based on the following criteria.

- Maximize transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee areas
- Increase the mobility options for seniors and persons with disabilities across the urbanized portions of the LYNX service area
- Continue to provide for the special needs of elderly and persons with disabilities for whom transportation services are unavailable, insufficient or inappropriate
- Public transportation projects that exceed the requirements of the ADA
- Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service
- Alternatives to public transportation that assist seniors and individuals with disabilities with transportation
- Service needs mentioned during public meetings, stakeholder meetings, interviews, and comments on surveys
- Geographic area identified as a need through the geographic mapping analysis
- Service need meets the program requirements and goals of the Section 5310 program

Service needs grouped by category (service coverage, infrastructure, technology, mobility management/regional coordination, and service quality operations) are presented in **Table 15**, and further prioritized to determine how best to leverage the resources that are available within the parameters of the program. The top needs that resulted from the prioritization process are identified and may be given higher priority during the project ranking process. Top needs are considered those that meet 5 or more of the goals/objectives identified in **Table 15**. Other projects that meet the needs identified in this plan will still be considered but at a lower priority.



Table 15 – Prioritization of Transportation Strategies

Potential Project/ Strategy	Maximizes transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee area	Increases mobility options for older adults and individuals with disabilities	Continues to provide for the special needs of older adults and individuals with disabilities for whom transportation services are unavailable	Public transportation project exceeds the requirements of the ADA	Public transportation project improves access to fixed-route service and decreases reliance by individuals on the ADA paratransit	Alternatives to public transportation that assist older adults and individuals with disabilities with transportation	Need mentioned during two or more public outreach activities	Area resulted as a need from the geographic mapping analysis	Meets program requirements and goals of the Section 5310 program	Total
Service Coverage										
Continue agency vanpool program (lease program and vehicle purchase for use in program and spares)	•	•	•			•	•		•	6
Vehicle acquisition for expansion or replacement (transit agency or human services agencies) outside of Van Pool	•	•	•			•	•		•	6
New and expanded NeighborLink service areas	•	•		•	•				•	5
Operating assistance to support non-profit transportation providers	•	•	•			•			•	5
Larger vehicles with more wheelchair seating		•			•		•		•	4
Use of TNCs for ACCESS LYNX trips	•	•					•			3
Expanded service hours on the fixed-route system		•						•		2
Increased frequency on the fixed-route system		•						•		2
New and expanded transportation services to the VA facilities in Baldwin Park and Lake Nona		•				Depends on type of service proposed		•	•	2
New and expanded transportation options to rural Osceola County		•		•			•	•	Rural	Rural
New and expanded transportation options to rural Orange County (east and north)		•		•			•	•		
Infrastructure										
Installation of bus shelters and benches		•			•		•		•	4
Bus stop accessibility improvements to sidewalks and curb cuts, signals, etc.		•			•		•		•	4
Repair and make accessible crosswalk buttons at intersections		•			•				At Station Locations	3
Add additional bus stops along routes		•			•		•			3
Technology										
Upgrade mobile apps for visually impaired users	•			•	•		•		•	
Smart phone application for ACCESS LYNX vehicle arrival notifications							•		•	2
Automatic phone call technology for ACCESS LYNX vehicle arrival notifications							•		•	2
Develop educational materials for new and existing ACCESS LYNX riders – promote travel training, trip options, scheduling, etc.	•						•		•	3
Develop reloadable fare payment card									•	1
Upgrade mobile app to show all available route options and modes	•						•			1
Upgrade mobile fare payment app for ACCESS LYNX trips	•									1
Mobility Management/Regional Coordination										
Mobility management software/ staff to coordinate transportation among all providers, including healthcare	•	•	•			•			•	5
Taxi vouchers for human services agencies	•	•	•			•			•	5
Service Quality / Operations										
Update scheduling software and process for ACCESS LYNX to reduce travel and wait times	•						•		•	3
Develop easy to read schedules, travel tips, and signage		•							•	2
Sensitivity and customer service training for ACCESS LYNX employees							•		•	2



## 9.4 Strategies for Addressing Service and Coverage Gaps

The strategies to address the transportation gaps and needs were developed through surveys, feedback from stakeholders, interviews, and review of previous plan accomplishments, consideration of the Section 5310 program requirements. Funding is not available to fund all potential projects identified in this plan; however, the strategies have been included for consideration as funding becomes available through other grants and programs administered by LYNX or other agencies that may submit applications for Section 5310 funding. Strategies have been identified as near-term (1-3 years), intermediate-term (4-6 years), and long-term (over 7 years) timeframes with regard to implementation.

### Near-Term Strategies (1-3 Years):

- Planning
  - Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses.
  - Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
  - Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
  - Review and update LYNX website to ensure accurate 5310 program information is provided
- Mobility Services
  - Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
  - Develop a “welcome packet” or revised “How to Ride Guide” for new ACCESS LYNX clients informing them on how to schedule trips, the riders code of conduct, and other LYNX services available to them.
  - Encourage the use of Fund Braiding to provide for the local match for 5310 programs (See **Appendix A**).
  - Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.
  - Coordinate operator training with Human Services Agencies that use ACCESS LYNX service to transport their clients with special needs.
- Operations
  - Upgrade the ACCESS LYNX telephone system to better communicate with passengers regarding pick up, drop off, and other information via text messages, phone calls, or email.
  - Allow ACCESS LYNX customers to select their preferred means of communication.
  - Upgrade scheduling software to improve trip wait times and on time performance.
  - Increase pay and other incentives to address operator shortages
  - Leverage the use of TNCs (shared ride services) where practical for ACCESS LYNX trips.
- Customer Service
  - Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.



- Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
- Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.

### Intermediate-Term Strategies (4-6 Years):

- Planning
  - Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.
  - Rebrand the agency Vanpool program to eliminate confusion between the requirements of the agency Vanpool and the commuter Vanpool programs and promote Vanpool as a transportation option, particularly during Mobility Week.
  - As new service areas are identified, consider the geographic service areas identified in this plan for future NeighborLink service or “feeder” service provided by taxis or Vanpools to assist target populations with the “first mile, last mile” to the fixed-route stop.
  - Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
  - Automate the Section 5310 grant application process to be submitted through a web portal/grant management web application.
- Mobility Services
  - Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
  - Work to identify solutions that improve coordination among various providers either through software interface, improvements to scheduling software, or phone systems in order to maximize transportation resources.
  - Improve trip scheduling with healthcare providers to gain efficiencies, particularly for dialysis centers to offer an alternative to public transportation option.
  - Coordinate with FDOT to identify passengers/agencies in need of transportation split between urban and rural and make use of taxi vouchers to offer an alternative to public transportation option.
  - Encourage the sharing of vehicles among sub-recipients to leverage the resources available.
  - Coordinate the sub-recipient review process with FDOT and the CTC to reduce the duplication in oversight and processes.

### Long Term Strategies (Over 7 Years):

- Mobility Services
  - Coordinate with other private and non-profit transportation providers and agencies to develop a system for the coordination of shared vehicles.
  - Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs.



- Operations
  - Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience.

## 9.5 Project Progress Measures

LYNX will continue to monitor its sub-recipients and measure the success of the projects that were awarded funding using the project progress measures listed below. This information will be reported and used to evaluate the accomplishments of the program.

- Gaps in service filled
- Actual or estimated number of one-way passenger trips provided to individuals with disabilities or older adults
- Increases or enhancements related to geographic coverage, service quality, or service times
- Additions or changes to physical infrastructure, technology, or vehicles

## 9.6 Project Selection Process

The project selection process and sample FY 2022 application is included as **Appendix B: FY 2022 Application Manual** for reference. The following general scoring criteria are used to evaluate applications that are submitted. Applications that address the top priority needs and strategies will be scored higher than proposed projects of a lower priority.

### Scoring Criteria

- Documents – 15 points
- Budget – 25 points
- System description – 14 points
- Proposed project description – 30 points
- Overall Impression – 16 points



## 10.0 Action Plan

The development of this LYNX Human Services Transportation Plan Update was derived from a public outreach process that included older adults, individuals with disabilities, human services representatives, transportation providers, and the public. Meetings, one-on-one discussions, interviews, and ride-a-longs on NeighborLink routes were conducted to ensure that all needs were heard and documented. This HSTP update considers each need and how that need may be addressed through the Section 5310 program or other strategies to be considered through other planning efforts. The stakeholders and participants helped to draft a plan that identifies the most current local service needs. Through a technical mapping analysis, areas without transportation service or with insufficient or inappropriate transportation service were also identified for further consideration of enhanced transportation options.

As federal and state regulations are updated and in coordination with the local metropolitan planning process, this plan will be updated to reflect those changes and assess the needs of the most current local conditions and technologies that are available. All priorities considered for Section 5310 funding must meet one of the needs identified through this plan update process. The following action plan identifies specific actions for LYNX to take to meet the short term and long-term strategies identified in Section 9.4,

### External Outreach & Marketing

- Ensure LYNX website is reviewed and updated on a quarterly basis to ensure information provided on LYNX services is accurate and up to date. In particular Fast Link Service, FTA 5310 Program,
- Ensure new ACCESS LYNX clients are properly “onboarded” by providing them with a welcome packet that explains in detail how to schedule trips through the ACCESS LYNX call centers, travel training benefits, information on LYNX apps, and information regarding the LYNX family of services.
- Ensure CTC providers are properly “onboarded” by providing an overview of the 5310 program, provide any promotional materials regarding the Agency Van Pool Program, information about the Florida Commission for the Transportation Disadvantaged (CTD), and goals of the CTC program.
- Promote the CTC during Mobility Week by promoting the Florida Transportation Disadvantaged Voluntary Dollar Program, creating a quarterly profile of a LYNX customer, CTC contractor, sub-recipient provider, or NeighborLink route that is supported by the 5310 program that enhances mobility for seniors and persons with disabilities. Share via LYNX social media accounts, LYNX board meetings, MetroPlan Board meetings, etc.

### Education and Training

- Attend and actively participate in FFTA Professional Development Workshops and CTD Annual Training Workshop and Expo as well as other mobility conferences to learn about best practices and innovations
- Proactively promote the ACCESS LYNX travel training program to existing ACCESS LYNX clients.
- Make sensitivity training available to all LYNX staff, including administration and leadership to better understand the challenges seniors and persons with disabilities face with respect to mobility.
- Require annual sensitivity training for LYNX fixed route operators, ACCESS LYNX operators, and call center staff.



### Coordinated Planning

- Coordinate with FTA Region 4, FDOT, Metroplan and the LYNX Board in updating LYNX Policy regarding the purchase of replacement and expansion vehicles for HSAs.
- Proactively seek out grant opportunities to fund innovations through FTA's Coordinating Council on Access and Mobility and Office of Research, Demonstration, and Innovation.
- Host semi-annual meeting of sub-recipient agencies, coordinated contractors, transportation providers, and stakeholder agencies to highlight the 5310 program, updates to the program, track progress, and identify gaps, innovative solutions, and upcoming opportunities.
- Meet bi-monthly or quarterly with LYNX Mobility Services, Service Planning, Grants, and Strategic Planning to track progress in meeting HSTP near term, intermediate term, and long-term strategies.
  - Report on key performance indicators (KPIs) for mobility services – ridership, on time performance, call center wait times, customer service complaints.
  - Identify potential service changes to meet gaps in services identified in the HSTP
  - Identify technology solutions to automate reporting, track KPIs, improve customer service and provide training to employees that would use these tools
- Track progress on strategies identified in section 9.4 on a quarterly basis noting status of effort, identify responsible party, meetings held, or any issues or concerns.



## APPENDIX A FUND BRAIDING MATRIX





**APPENDIX B  
FY 2022  
5310 GRANT APPLICATION MANUAL**

# Fund Braiding Matrix

The following fund braiding matrix has been created to outline specific programs within various federal agencies to serve as a guide for transit agencies. Federal agency abbreviations used are as follows:

- The United States Department of Transportation (DOT)
- Department of Justice (DOJ)
- Department of Health and Human Services (HHS)
- Department of Agriculture (USDA)
- Department of Veterans Affairs (VA)

Federal Agency	Specific Administration	Program	Comments
DOT	Federal Highway Administration	Recreational Trails Program	Fund Braiding <b>allowed</b> through 23 U.S.C. 206(f) with conditions: <ul style="list-style-type: none"> <li>○ 95% of the project cost may be federally funded, if the project sponsor is federal agency.</li> <li>○ 100% of the project cost may be federally funded, if the project sponsor is any other agency.</li> </ul>
DOT	Federal Highway Administration	Transportation Alternatives	Fund braiding <b>allowed</b> , so long as the federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
DOT	Federal Highway Administration	Tribal Transportation Program	Fund braiding <b>allowed</b> through 25 CFR 170.133, so long as the other federal funding program does not prohibit Title 23 funds from fulfilling the match requirement
DOT	Federal Transit Administration	Section 5307 – Urbanized Area Formula	Fund Braiding <b>allowed</b> through 49 U.S.C. 5307(d)(1)(D) with conditions: <ul style="list-style-type: none"> <li>○ Other DOT funds may not be used as matching funds for this program</li> </ul>

Federal Agency	Specific Administration	Program	Comments
			<ul style="list-style-type: none"> <li>Any federal funds spent before grant award date are not eligible for local match</li> <li>Matching funds used must be available at the award of the grant</li> <li>Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program</li> </ul>
DOT	Federal Transit Administration	Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities	<p>Fund Braiding <b>allowed</b> through 49 U.S.C. 5310(d)(3)(B) with conditions:</p> <ul style="list-style-type: none"> <li>Other DOT funds may not be used as matching funds for this program, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds</li> <li>Any federal funds spent before grant award date are not eligible for local match</li> <li>Matching funds used must be available at the award of the grant</li> <li>Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement</li> </ul>
DOT	Federal Transit Administration	Section 5311 – Non-Urbanized Formula	<p>Fund Braiding <b>allowed</b> through 49 U.S.C. 5311(g)(3)(D) and (E) with conditions:</p> <ul style="list-style-type: none"> <li>Other DOT funds may not be used as matching funds for this program, with the exception of Federal Lands Access Program (23 U.S.C. 204) funds</li> <li>Any federal funds spent before grant award date are not eligible for local match</li> </ul>

Federal Agency	Specific Administration	Program	Comments
			<ul style="list-style-type: none"> <li>○ Matching funds used must be available at the award of the grant</li> <li>○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement</li> </ul>
DOT	Federal Transit Administration	Section 5312 – Public Transportation Innovation	Fund Braiding <b><u>allowed</u></b> with conditions: <ul style="list-style-type: none"> <li>○ Any federal funds spent before grant award date are not eligible for local match</li> <li>○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement</li> </ul>
DOT	Federal Transit Administration	Section 5324 – Emergency Relief Funding	Fund Braiding <b><u>allowed</u></b> with conditions: <ul style="list-style-type: none"> <li>○ Any federal funds spent before grant award date are not eligible for local match</li> <li>○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement</li> </ul>
DOT	Federal Transit Administration	Section 5339 – Bus and Bus Facilities	Fund Braiding <b><u>allowed</u></b> with conditions: <ul style="list-style-type: none"> <li>○ Any federal funds spent before grant award date are not eligible for local match</li> <li>○ Federal program being used for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement</li> </ul>
DOJ	Office of Justice Programs	Adult Drug Court Discretionary Program	Fund Braiding <b><u>NOT allowed</u></b>

Federal Agency	Specific Administration	Program	Comments
DOJ	Office of Justice Programs	Comprehensive Opioid Abuse Program	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Family Drug Court Program	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Justice and Mental Health Collaboration Program	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Juvenile Drug Treatment Court Program	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Residential Substance Abuse Treatment Program	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Second Chance Act	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Tribal Juvenile Healing to Wellness	Fund Braiding <b><u>NOT allowed</u></b>
DOJ	Office of Justice Programs	Youth Mentoring	Fund Braiding <b><u>NOT allowed</u></b>
HHS	Administration for Community Living	Centers for Independent Living	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Developmental Disabilities Support and Advocacy	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the

Federal Agency	Specific Administration	Program	Comments
			match requirement of another federal program.
HHS	Administration for Community Living	Developmental Disabilities Projects of National Significance	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Independent Living State	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Special Programs for the Aging, Title III, Grants for Supportive Services and Senior Centers	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Administration for Community Living	Special Programs for the Aging, Title VI	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.
HHS	Centers for Disease Control	High Obesity Program	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program

Federal Agency	Specific Administration	Program	Comments
HHS	Centers for Disease Control	Improving the Health of Americans through Prevention and Management of Diabetes and Heart Disease	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	Improving the Health of People with Mobility Limitations and Intellectual Disabilities	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	Monitoring and Evaluating Programs Supporting Young Breast Cancer Survivors	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	National Breast and Cervical Cancer Early Detection Program	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	National Centers on Health Promotion for Persons with Disabilities	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	National Comprehensive	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation

Federal Agency	Specific Administration	Program	Comments
		Cancer Control Program	that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	Racial and Ethnic Approaches to Community Health	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Centers for Disease Control	State Physical Activity and Nutrition Program	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Foster Care Program for Successful Transition to Adulthood	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Child Care and Development Fund (CCDF)	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Community Services Block Grant, including Discretionary Awards	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program



Federal Agency	Specific Administration	Program	Comments
HHS	Administration for Children and Families	Esther Martinez Immersion Program	<ul style="list-style-type: none"> <li>○ Fund braiding <b><u>allowed</u></b>, so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.</li> <li>○ If other matching funds are being used to fulfill this program's match requirements, those funds are limited to come from other Native American Housing Assistance Programs.</li> </ul>
HHS	Administration for Children and Families	Head Start Program	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Native Employment Works	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Promoting Safe and Stable Families	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
HHS	Administration for Children and Families	Refugee and Entrant Assistance Grants	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the

Federal Agency	Specific Administration	Program	Comments
			match requirement of another federal program
HHS	Administration for Children and Families	Social and Economic Development Strategies	<ul style="list-style-type: none"> <li>○ Fund braiding <b><u>allowed</u></b>, so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program.</li> <li>○ If other matching funds are being used to fulfill this program's match requirements, those funds are limited to come from other Native American Housing Assistance Programs.</li> </ul>
HHS	Administration for Children and Families	Social Service Block Grants	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
USDA	Rural Development	Community Facilities Loan and Grants	Fund braiding <b><u>allowed</u></b> , so long as the federal program being used as for matching funds contains a stipulation that authorizes those funds to fulfill the match requirement of another federal program
VA	Veterans Health Administration	Beneficiary Travel	Fund Braiding <b><u>NOT allowed</u></b>
VA	Veterans Health Administration	Highly Rural Transportation Grants	Fund Braiding <b><u>NOT allowed</u></b>
VA	Veterans Health Administration	Veterans Transportation Service	Fund Braiding <b><u>NOT allowed</u></b>



# LYNX SECTION 5310 FFY 2022-2023 GRANT APPLICATION

Central Florida Regional Transportation Authority



*In accordance with:*

49 U.S.C. Section 5310 | FAST Act Section 3006  
Enhanced Mobility of Seniors and Individuals with Disabilities

# Checklist for Application Assistance

Name of Applicant: \_\_\_\_\_

The following documents must be included in Section 5310 Operating, Vanpool and Capital Assistance Applications in the order listed:

- ☐ This Checklist
- ☐ Applicant's Cover Letter (Use Template Provided)
- ☐ Applicant History
- ☐ Current System Description
- ☐ Budget Considerations
- ☐ Proposed Project Description
  - ☐ Service Area Maps ([LYNX provided maps](#))

## Required Excel Documents:

- ☐ Form 1: Annual Operating Data (Excel Worksheet)
- ☐ Form 2: Funding Request (Excel Worksheet)
- ☐ Form 3: Local Match (Excel Worksheet)
- ☐ Form 4: Fact Sheet (Excel Worksheet)
- ☐ Form 5: Vehicle Inventory (Excel Worksheet)
- ☐ Application for Federal Assistance (Standard Form 424)
- ☐ Federal Certifications and Assurances
- ☐ Exhibit A: CTC Coordination Contract
  - ☐ CTC Required Meeting Date (Place date in text box)
  - ☐ Previous AOR submitted to CTC (if current coordinating agency)
- ☐ Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act
- ☐ Exhibit C: Coordinated Public Transit – Human Services Transportation Plan
- ☐ Exhibit D: Governing Board's Resolution
- ☐ Exhibit E: Certification of Equivalent Service

## Applicant's Cover Letter

When application is submitted, please attach a copy of the signed and completed form.

### CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GRANT APPLICATION

\_\_\_\_\_(agency name) submits this Application for the Section 5310 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

\_\_\_\_\_(agency name) further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless LYNX and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

Sunshine Law - Please note: Florida has a very broad public records law. Following the evaluation and scoring of your application, it is subject to this law, and upon request, available for public disclosure.

This Application is submitted on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ with an original resolution or certified copy of the original resolution authorizing Name and Title to sign this Application.

Agency Name

Name and title of authorized individual

\_\_\_\_\_  
(Signature of Authorized Individual) [blue ink]

\_\_\_\_\_  
(Date)

*NOTE: Agency **MUST** attach a Resolution of Authority from your Board (original document) for the person signing all documents on behalf of your agency. See Exhibit D.*

## Applicant History

1. Type of Applicant (place X in box):

☐

New

☐

Existing

2. Have you had a Section 5310 project funded by LYNX (place X in box)?

☐

Yes

☐

No

3. If YES, briefly describe your previously funded Section 5310 project and summarize project outcomes for the clients/populations served by your agency:

I

## Current System Description

It is requested that applicants provide the System Description in a question/answer format. Please limit response to two pages. The following information shall be included in the narrative in a detailed manner:

- I. An overview of the organization including its mission, program goals, and how transportation fits into the overall organization mission

I



- 2 Organizational structure, type of operation, number of employees, and other pertinent organizational information:

I

- 3 Who is responsible for insurance, training and management, and administration of the organization transportation programs?

I

- 4 Who provides maintenance of the vehicles?

I

5. Breakdown of transportation related employees (drivers, schedulers, dispatchers, etc.):

I

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

I

7. A detailed description of service routes/areas and ridership numbers (including, but not limited to, monthly trips and unduplicated passengers per month). You must include your software or method of data collection for accuracy of reporting.

I

## Budget Considerations

The overall funding request and budget account for 25% of the total score of the project proposals. Use the questions below to provide a narrative of the use of funding for the application.

- I. Provide a detailed description of how grant funds will be used. Description below should be an explanation of the Form 2: Funding Request

## Proposed Project Description

The proposed project description should be thorough as the evaluation committee will rely heavily on the narrative in reviewing and ranking a grant application. **It is required that all applicants provide the Project Description in a question/answer format.**

I. This project will:

- ☐ Maintain existing services
- ☐ Expand existing services
- ☐ Provide a new service

- a. If maintaining existing services, will the quality or efficiency of service improve?
- b. If an expansion of existing services, how does this project achieve that expansion (i.e. through increased service hours, increased number of vehicles in service, coordination with other transportation providers, expanded service area, etc.)?
- c. If a new service, what is the demand for such a project (what factors led to this project's development; what analysis was conducted to verify need/demand)?

2. How will the project meet the purpose of the 5310 program, as outlined in the Application Manual?

I

3. How will the project address the priorities for the Urbanized Orlando and Kissimmee areas, as outlined in the “2022-2023 Program Goals and Priorities” section of the Application Manual?

I

4. How does the proposed project fit into the coordinated transportation system in the LYNX service area? *(The required meeting with CTC will help with answering this question)*

I

5. Please explain the geographic location of your proposed service area. Will the service operate entirely within the urbanized areas of Orlando and/or Kissimmee, or will some of the services span both urban and non-urbanized areas?

- a. If services span both urban and non-urbanized areas, please explain the methodology used to determine if this project will predominately serve the urbanized areas.
- b. The maps provided by LYNX must be marked up clearly (in color) to show the proposed service areas and included in the grant application.  
(<http://lynx.maps.arcgis.com/apps/webappviewer/index.html?id=90bfdab26dc2438a93ea0b751394a851>)

I

What priorities does the project address in the LYNX TDSP? (Copy and Paste:  
[https://www.golynx.com/core/fileparse.php/142441/urlt/LYNX-Final-TDSP-Minor-Update\\_May2021.pdf](https://www.golynx.com/core/fileparse.php/142441/urlt/LYNX-Final-TDSP-Minor-Update_May2021.pdf))

- c. Are unmet needs or gaps (time-based or geographic) addressed by this project?  
Which? Please cite the pages and specific references from the TDSP for support.

I



6. If this project helps realize service (operational) efficiencies; what are those efficiencies?  
How does the project help realize those efficiencies?

I

7. What population(s) will the project serve (elderly, disabled, other transportation disadvantaged groups, general population)?

I

8. How does the project provide a service that the CTC cannot, or at a more efficient rate than the CTC?

I

9. Will the project be sustainable after initial award, or is it only feasible to provide the service(s) with the support of these funds?

a. If applicable, how will the project become sustainable?

I

## Required Excel Documents

All required excel documents available at:

<https://www.golynx.com/corporate-info/doing-business/fta-5310-program.shtml>

### Form 1: Annual Operating Data

As support for the information provided on the Budget and in the Fact Sheet, please complete the Annual Operating Data in the Excel Workbook provided at the link above. When the application is submitted, please attach a copy of the completed “Annual Operating Data” worksheet.

### Form 2: Funding Request

Please complete the 5310 Funding Request in the Excel Workbook provided at the link above. When the application is submitted, please attach a copy of the completed “Funding Request” worksheet.

### Form 3: Local Match

Please complete the Local Match form in the Excel Workbook provided at the link above. Identify the specific sources of funds (public and private) to be used as local contribution. Applicants may provide local match from other federal programs that are eligible to be expended for transportation, with the exception of USDOT/FTA programs. In addition, state the dollar amount associated with each local match funding source. Authorized Representative **must sign the form**.

### Form 4: Fact Sheet

Please complete the Fact Sheet in the Excel Workbook provided at the link above. When the application is submitted, please attach a copy of the completed “Fact Sheet” worksheet.

### Form 5: Vehicle Inventory

Please complete the Vehicle Inventory in the Excel Workbook provided at the link above. When the application is submitted, please attach a copy of the completed form.

## Standard Form 424

Please complete Standard Form 424 as part of application. An editable pdf can be found at (**copy and paste** links below):

Standard Form 424 - [https://apply07.grants.gov/apply/forms/sample/SF424\\_4\\_0-V4.0.pdf](https://apply07.grants.gov/apply/forms/sample/SF424_4_0-V4.0.pdf)

Standard Form 424 Instructions - [https://apply07.grants.gov/apply/forms/instructions/SF424\\_4\\_0-V4.0-Instructions.pdf](https://apply07.grants.gov/apply/forms/instructions/SF424_4_0-V4.0-Instructions.pdf)

## Federal Certifications and Assurances

All application must include the most recent signed copy of the FTA Certifications and Assurances. These can be found at the following link:

[FY2021 Annual List of Certifications and Assurances for FTA Grants and Cooperative Agreements \(dot.gov\)](#)

## Exhibit A: CTC Coordination Contract

A copy of the written coordination agreement between the applicant and the CTC in the appropriate service area should be identified as Attachment B and included in the application. The agreement must be specific as to how the services to be provided will complimentary to the services the CTC provides, and how duplication and fragmentation of services will be avoided. If the applicant's service extends into areas covered by more than one CTC, copies of all applicable coordination agreements should be included in the application.

If agency does not have a current Coordination Contract with the CTC, a letter of intent to do so is required in place of the contract. Grant awards will not be made without an appropriate coordination agreement.

## CTC Required Meeting

Applicants must meet with the CTC prior to submitting an application and **must include the date of the meeting on the checklist of this application**. The period to meet with the CTC is between January 27 and February 4, 2022. To schedule a meeting with the CTC please contact Selita Stubbs at [sstubbs@golynx.com](mailto:sstubbs@golynx.com) or (407) 254-6039.

## Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act

Applicants will provide their most recent Single Audit Report, with any findings and corrective actions; or, if the audit is not applicable, Applicants will provide a Certification of Exemption from Single Audit Act.

Please complete the template form below. When application is submitted, please attach a copy of the completed form.

IT IS HEREBY CERTIFIED THAT the Applicant:

1. Will not receive \$750,000 or more for the current Fiscal Year from all federal sources combined, and is, therefore, exempt from the Single Audit Act as described in OMB A-133; and
2. In the event the applicant does receive \$750,000 or more in total from all federal sources during the current fiscal year, the applicant will comply with the Single Audit Act and submit LYNX a copy of its most recent audit conducted in compliance with the Act within 90 days of audit completion.

Name and title of authorized individual

\_\_\_\_\_  
(Signature of Authorized Individual) *[blue ink]*

\_\_\_\_\_  
(Date)

## Exhibit C: Coordinated Public Transit – Human Services Transportation Plan

Please complete the template form below. The form is to be completed and signed by an individual **authorized by the governing board** of the applicant agency and submitted with the grant application. When application is submitted, please attach a copy of the completed form.

The \_\_\_\_\_ certifies and assures to the Central Florida Regional Transportation Authority (dba LYNX) in regard to its Application for Assistance under U.S.C. Section 5310 dated \_\_\_\_\_:

This grant request is derived from a coordinated plan compliant with Federal Transit Administration Circular 9070.1G.

1. The name of this coordinated plan is:

\_\_\_\_\_ ]

2. The agency that adopted this coordinated plan was:

Central Florida Regional Transportation Authority dba LYNX \_\_\_\_\_

3. The date the coordinated plan was adopted was:

\_\_\_\_\_ ]

4. The page number of the coordinated plan that this application supports:

\_\_\_\_\_ ]

Name and title of authorized individual \_\_\_\_\_

\_\_\_\_\_  
(Signature of Authorized Individual) *[blue ink]*

\_\_\_\_\_  
(Date)

## Exhibit D: Governing Board's Resolution

Please complete the template form included below: When application is submitted, please attach a copy of the completed form.

A RESOLUTION of the \_\_\_\_\_ (Governing Body) \_\_\_\_\_  
authorizing the signing and submission of a grant application and supporting documents and  
assurances to the Central Florida Regional Transportation Authority (dba LYNX), and the  
acceptance of a grant award from LYNX.

WHEREAS, \_\_\_\_\_ (Applicant) \_\_\_\_\_ has  
the authority to apply for and accept grant awards made by LYNX as authorized by Chapter  
34I, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;  
NOW, THEREFORE, BE IT RESOLVED BY THE \_\_\_\_\_ (Governing  
Body) \_\_\_\_\_

\_\_\_\_\_, FLORIDA: ]

1. This resolution applies to Federal Program(s) under U.S.C. Section(s)  
\_\_\_\_\_.
2. The submission of a grant application(s), supporting documents, and assurances to the  
CFRTA is approved.
3. (Authorized Individual by Name and Title) \_\_\_\_\_ is authorized  
to sign the application and accept a grant award, unless specifically rescinded.

[DULY PASSED AND ADOPTED THIS \_\_\_\_\_, 20\_\_\_\_ ]

By: \_\_\_\_\_  
(Signature, Chairperson of the Board) [blue ink]

\_\_\_\_\_  
[(Typed name & title) ]

[ATTEST: ]

\_\_\_\_\_(seal)

## Exhibit E: Certificate of Equivalent Service

According to Circular 9070.iG, providers of demand responsive service must utilize accessible vehicles, as defined at 49 CFR 37.7 or meet the applicable equivalent service standard. For private and public entities, the service must be equivalent in regard to schedules, response times, geographic areas of service, hours and days of service, availability of information, reservations capability, constraints on capacity or service availability, and restrictions based on trip purpose. If a subrecipient does not have wheelchair accessible vehicles available, a Certificate of Equivalent Service must be on file with LYNX at time of application and should be submitted with the 5310 Application. A certification of Equivalent Service has been provided below.

### **CERTIFICATION OF EQUIVALENT SERVICE**

(Agency Name) certifies that its demand responsive service offered to individuals with disabilities, including individuals who use wheelchairs, is equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, is provided in the most integrated setting feasible and is equivalent with respect to:

1. Response time;
2. Fares;
3. Geographic service area;
4. Hours and days of service;
5. Restrictions on trip purpose;
6. Availability of information and reservation capability; and
7. Constraints on capacity or service availability.

In accordance with 49 CFR Part 37, public entities operating demand responsive systems for the general public which receive financial assistance under 49 U.S.C. 5310 and 5311 of the Federal Transit Administration (FTA) funds must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state office program. Such public entities receiving FTA funds under any other section of the FTA Programs must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing. Non-public transportation systems that serve their own clients, such as social service agencies, are required to complete this form.

Name and title of authorized individual

---

(Signature of Authorized Individual) *[blue ink]*

---

(Date)



## Attachment 7: Rate Calculation Worksheets

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** CFRTA/LYNX

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

**Contact Person:** Norm Hickling

**Phone #** 407-254-6169

Check Applicable Characteristic:

**ORGANIZATIONAL TYPE:**

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

**NETWORK TYPE:**

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

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

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2021</b> to June 30th of <b>2022</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2022</b> to June 30th of <b>2023</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

Farebox	\$ 1,455,723	\$ 1,576,094	\$ 1,497,484	8.3%	-5.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 6,254,963	\$ 8,816,073	\$ 7,005,558	40.9%	-20.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 472,002	\$ 1,054,889	\$ 820,995	123.5%	-22.2%	
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 4,868,077	\$ 4,698,696	\$ 3,513,812	-3.5%	-25.2%	\$3,513,812 is 90% of the \$3,904,235 allocated as Option 1.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 100,000	\$ 1,250,000	\$ 2,500,000	1150.0%	100.0%	\$10.46M and \$4.87M - Planning Asst. from Fed. Grants
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development	\$ 97,647	\$ 300,000	\$ 600,000	207.2%	100.0%	
Commuter Assistance						
Other DOT (specify in explanation)	\$ 10,462,766	\$ 4,870,582	\$ 70,000	-53.4%	-98.6%	
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						AHCA - Para Agency Rev. - ADA TNC's
Other AHCA (specify in explanation)	\$ 39,558			-100.0%		
<b>Bus Pass Program Revenue</b>						

### DCF

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

### DOH

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

### DOE (state)

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

### AWI

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

### DOEA

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

### DCA

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

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2021</b> to June 30th of <b>2022</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2022</b> to June 30th of <b>2023</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## APD

Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
<b>Bus Pass Program Revenue</b>					

## DJJ

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

## Other Fed or State

Total ADA Compl. Services	\$ 13,829,980	\$ 12,133,865	\$ 15,489,577	-12.3%	27.7%
xxxx					
xxxx					
<b>Bus Pass Program Revenue</b>					

The Local ADA Funding is LYNX's computed funding allocations from Orange, Seminole and Osceola counties for ADA services.

## Other Revenues

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

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve			\$ 4,347,926		
---------------------------------------	--	--	--------------	--	--

The Budget Stabilization Fund was set up as part of LYNX's reserve model to balance the budget when unexpected costs arise.

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$37,580,716	\$34,700,199	\$35,845,352	-7.7%	3.3%

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

### Operating Expenditures

Labor	\$ 1,041,229	\$ 1,255,857	\$ 1,518,800	20.6%	20.9%
Fringe Benefits	\$ 557,702	\$ 556,181	\$ 656,772	-0.3%	18.1%
Services	\$ 450,606	\$ 690,902	\$ 636,915	53.3%	-7.8%
Materials and Supplies	\$ 1,655,277	\$ 2,676,770	\$ 2,541,383	61.7%	-5.1%
Utilities	\$ 42,390	\$ 141,560	\$ 146,360	233.9%	3.4%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 22,140,140	\$ 29,363,409	\$ 30,171,652	32.6%	2.8%
Other					
Miscellaneous					
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 277,990	\$ 15,520	\$ 173,470	-94.4%	1017.7%
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

### Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

<b>ACTUAL YEAR GAIN</b>	\$11,415,382				
Total Expenditures =	\$26,165,334	\$34,700,199	\$35,845,352	32.6%	3.3%

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.

# Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's <b>ACTUALS</b> from July 1st of <b>2020</b> to June 30th of <b>2021</b>	Current Year's <b>APPROVED</b> Budget, as amended from July 1st of <b>2021</b> to June 30th of <b>2022</b>	Upcoming Year's <b>PROPOSED</b> Budget from July 1st of <b>2022</b> to June 30th of <b>2023</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

**County:** Orange, Seminole and Osceola

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

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

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

\$ -

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

**County:** Orange, Seminole and Osceola

## Worksheet for Program-wide Rates

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

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips ( **GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

### PROGRAM-WIDE RATES

Total Projected Passenger Miles = 9,812,875

Rate Per Passenger Mile = \$ 3.42

Total Projected Passenger Trips = 686,215

Rate Per Passenger Trip = \$ 48.93

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = 14.3 Miles

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

Rate Per Passenger Mile = \$ 6.63

Rate Per Passenger Trip = \$ 94.85

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

#### Vehicle Miles

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

#### Vehicle Revenue Miles (VRM)

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

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

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.



## Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

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

### 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 checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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 checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<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 type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
How many of the total projected Passenger Miles relate to the contracted service?  
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

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

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

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

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

## Worksheet for Multiple Service Rates

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

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

### SECTION III: Escort Service

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

☐ Yes  
☒ No

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

☒ Pass. Trip  
☐ Pass. Mile

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

### SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....   
..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate 0.00 to 1.00**

Do NOT  
Complete  
Section IV

### SECTION V: Rate Calculations for Multiple Services:

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

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

		RATES FOR FY: 2022 - 2023			
		Ambul	Wheel Chair	Stretcher Leave Blank	Group Leave Blank
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,812,875	7,124,147	2,688,728		0
Rate per Passenger Mile =		\$2.86	\$4.91	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	686,215	497,506	188,709		
Rate per Passenger Trip =		\$40.90	\$70.11	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher 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 =		\$2.86	\$4.91	\$0.00	\$0.00
				per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$5.55	\$9.51	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$79.28	\$135.91	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				