

Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties
Minor Update 2025



Central Florida Regional Transportation Authority



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April 2025

TABLE OF CONTENTS

LIST OF FIGURES.....	iii
LIST OF TABLES.....	iii
TDLCB ROSTER (MARCH 2025)	v
TDLCB Certification	ix
TDSP CERTIFICATION	xi
TDLCB ATTENDANCE OF TDSP CERTIFICATION	xii
I. INTRODUCTION	1
II. DEVELOPMENT PLAN	1
Introduction to the Transportation Disadvantaged Program	1
Federal Level Roles and Responsibilities.....	2
Local Level Roles and Responsibilities	3
Community Transportation Coordinator Designation Date and History	6
Organizational Charts.....	6
Consistency Review of Other Plans	9
Service Area Profile and Demographics	11
Service Area Description	11
Demographics.....	13
Trip Generators of ACCESS LYNX Passengers.....	23
Service Analysis.....	25
Forecasts of TD Population.....	25
Needs Assessment.....	30
Barriers to Coordination.....	31
Goals, Objectives, and Strategies.....	32
Implementation Schedule.....	38
III. SERVICE PLAN.....	41
Operations.....	41
1. Types, Hours, and Days of Service	41
2. Accessing Services	42
3. Transportation Operators and Coordination Contractors.....	49

4.	Public Transit Utilization.....	53
5.	School Bus Utilization	53
6.	Vehicle Inventory.....	53
7.	System Safety Program Plan.....	62
8.	Inter-county Services.....	63
9.	Natural Disaster/Emergency Procedures	63
10.	Marketing	64
11.	Acceptable Alternatives.....	64
12.	Service Standards	64
13.	Local Grievance Procedures/Process for TD.....	69
14.	CTC Monitoring Procedures of Operators and Coordination Contractors	69
	Cost/Revenue Allocation and Rate Structure Justification	70
IV.	QUALITY ASSURANCE	71
	TDLCB and Sub-Committees.....	71
	CTC Evaluation Process	71
	FCTD CTC Quality Assurance and Program Evaluation.....	71
	Attachment 1 - Glossary of Terms	
	Attachment 2 - ACCESS LYNX Transportation Disadvantaged (TD) Program Eligibility Application	
	Attachment 3 - ACCESS LYNX American with Disabilities Act (ADA) Program Eligibility Application	
	Attachment 4 - ACCESS LYNX Appeal Process	
	Attachment 5 - ACCESS LYNX Request for Appeal	
	Attachment 6 – TDLCB Grievance Procedures	
	Attachment 7 - LYNX Human Services Transportation Plan	
	Attachment 8 - LYNX System Safety Program Plan	
	Attachment 9 – Rate Justification Worksheets	
	Attachment 10 – ACCESS LYNX “How to Ride” Guide	
	Attachment 11 – Quality Assurance Documentation	

LIST OF FIGURES

Figure 1 - Transportation Disadvantaged Program Concept Chart	5
Figure 2 – LYNX Organizational Chart (March 2025)	7
Figure 3 – LYNX Mobility Services Organizational Chart (March 2025)	8
Figure 4 - LYNX Network Service Area (December 2025)	12
Figure 5 - General TD Population Groups	25

LIST OF TABLES

Table 1 - Service Area Population by County	14
Table 2 - Service Area Population Change by County	14
Table 3 - Sex and Age Demographics by County	15
Table 4 - Race Demographics by County	16
Table 5 – Demographic Population Summary by County	17
Table 6 - Demographic Population Change by County	17
Table 7 - Service Area Housing Unit Characteristics	18
Table 8 - Burden of Housing Costs by Income – Orange County	19
Table 9 - Burden of Housing Costs – Osceola County	20
Table 10 - Burden of Housing Costs – Seminole County	20
Table 11 - BEBR Population Projections 2023 - 2050 by County	21
Table 12 - Labor Force and Unemployment	22
Table 13 - ACCESS LYNX Trips by Purpose (CY2024)	23
Table 14 - ACCESS LYNX Top 20 Trip Generators (CY2024)	24
Table 15 - Service Area TD Population Forecast and Trip Demand	26
Table 16 - Orange County General TD Population Forecast	27
Table 17 - Orange County Critical Need TD Population Forecast and Annual TD Trip Demand ...	27
Table 18 - Osceola County General TD Population Forecast	28
Table 19 - Osceola County Critical Need TD Population Forecast and Annual TD Trip Demand ..	28
Table 20 - Seminole County General TD Population Forecast	29
Table 21- Seminole County Critical Need TD Population Forecast and Annual TD Trip Demand ..	29
Table 22 - ACCESS LYNX Goals and Objectives	33
Table 23 - Five-Year Implementation Schedule	39



Table 24 - ACCESS LYNX Operating Policies.....	43
Table 25 - Coordinated System Service Providers (2024).....	52
Table 26 - Paratransit Vehicle Inventory (FY2024)	54
Table 27 - NeighborLink Vehicle Inventory (FY2024)	62
Table 28 - ACCESS LYNX Service Standards	65
Table 29 - Transportation Disadvantaged Trip and Equipment Calculated Rates FY2025/2026	70

TDLCB ROSTER (MARCH 2025)

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Ms. Tashara Cooper
Ms. Cena Underwood

TDLCB Certification



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

Date: March 12, 2025

Name (DOPA): MetroPlan Orlando

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

APPROVED BY
METROPLAN ORLANDO
3/12/2025 *L. Smith*

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: 
Honorable Bob Dallari

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. Pat Bates (Seminole)	-
	Hon. Jackie Espinosa (Osceola)	-
	Hon. Mayra Uribe (Orange)	-
FLORIDA DEPT. OF TRANSPORTATION	Jamie Kersey Ledgerwood	-
AGENCY FOR PERSONS WITH DISABILITIES	Jeanette Estes	-
MEDICAL COMMUNITY	Betsy Delano	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-

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

Page 2

ECONOMICALLY DISADVANTAGED	Yvette Reyes	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Vacant Alternate: Vacant	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds Alt: Shinara Hughes	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Wendy Ford Alt: Rob Gilts	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Charlotte Campbell	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	VACANT	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	VACANT, Emergency Medical Services Alt: Vacant	-
	Luiz Nieves, SunRail CAC	-
	Tashara Cooper, At Large Alternate	One Year
	Cena Underwood, At Large Alternate	One Year
	Frances Collazo-Rivas, Alternate representing the Medical Community	-

TDSP CERTIFICATION

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board (TDLCB) approved the TDSP and rates at the meeting held on May 15, 2025.

Date
Local Coordinating Board Chairperson

Mayor Pat Bates,

TDLCB ATTENDANCE OF TDSP CERTIFICATION

I. 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

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.

II. 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.

Introduction to 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's latest update to the Human Services Transportation Plan (HTSP) was completed in 2022. An update to the plan is being completed concurrently with the TDSP and will be attached as an appendix (**Attachment 7**) following review and approval of the TDLCB.

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 final review and approval process.

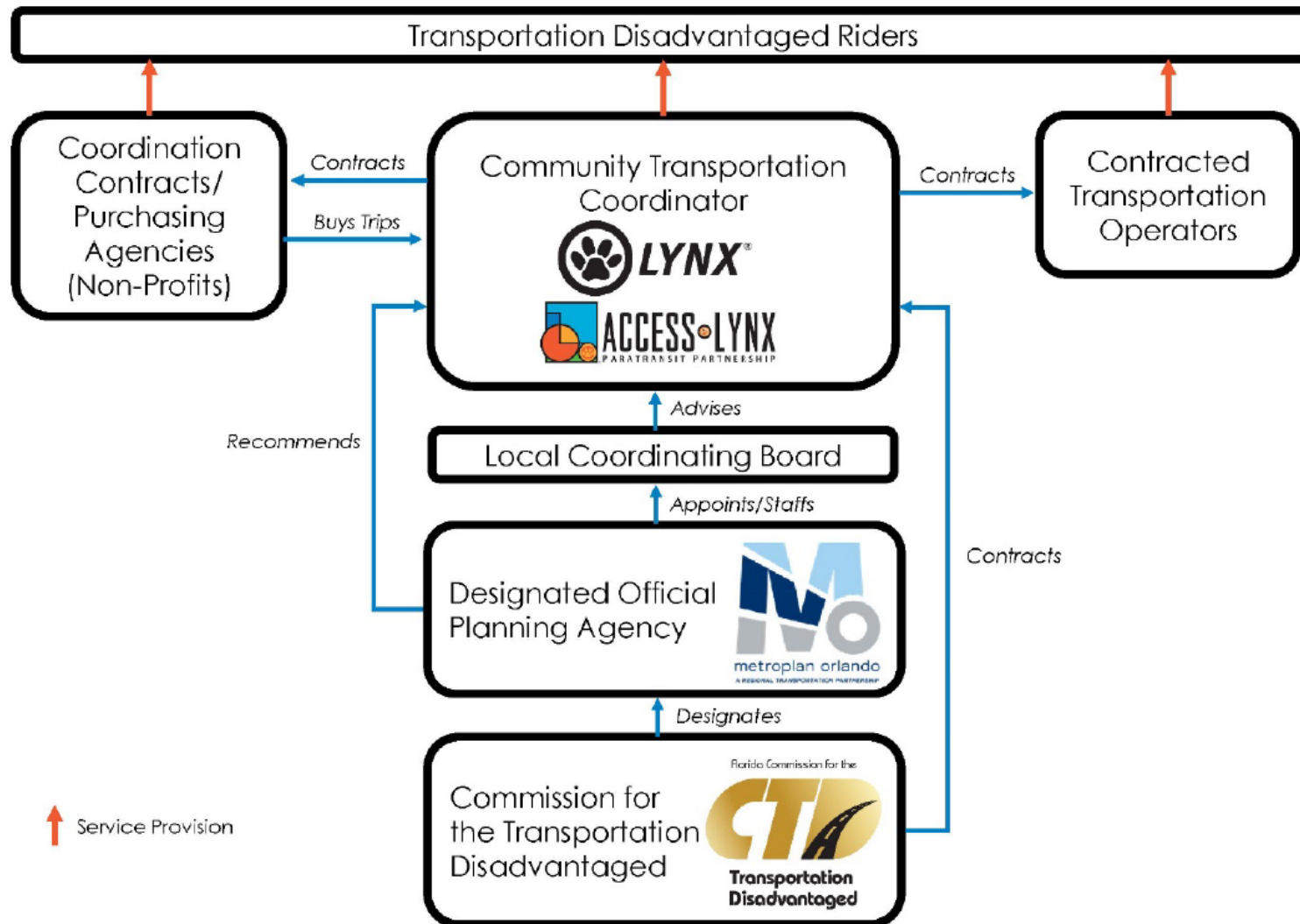
Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating 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 is a concept chart of the Transportation Disadvantaged Program.

Figure 1 - Transportation Disadvantaged Program Concept Chart



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.

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.

Figures 2 and 3 are organizational charts for LYNX and LYNX's Mobility Services Department as of March 2025.

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

Figure 2 – LYNX Organizational Chart (March 2025)

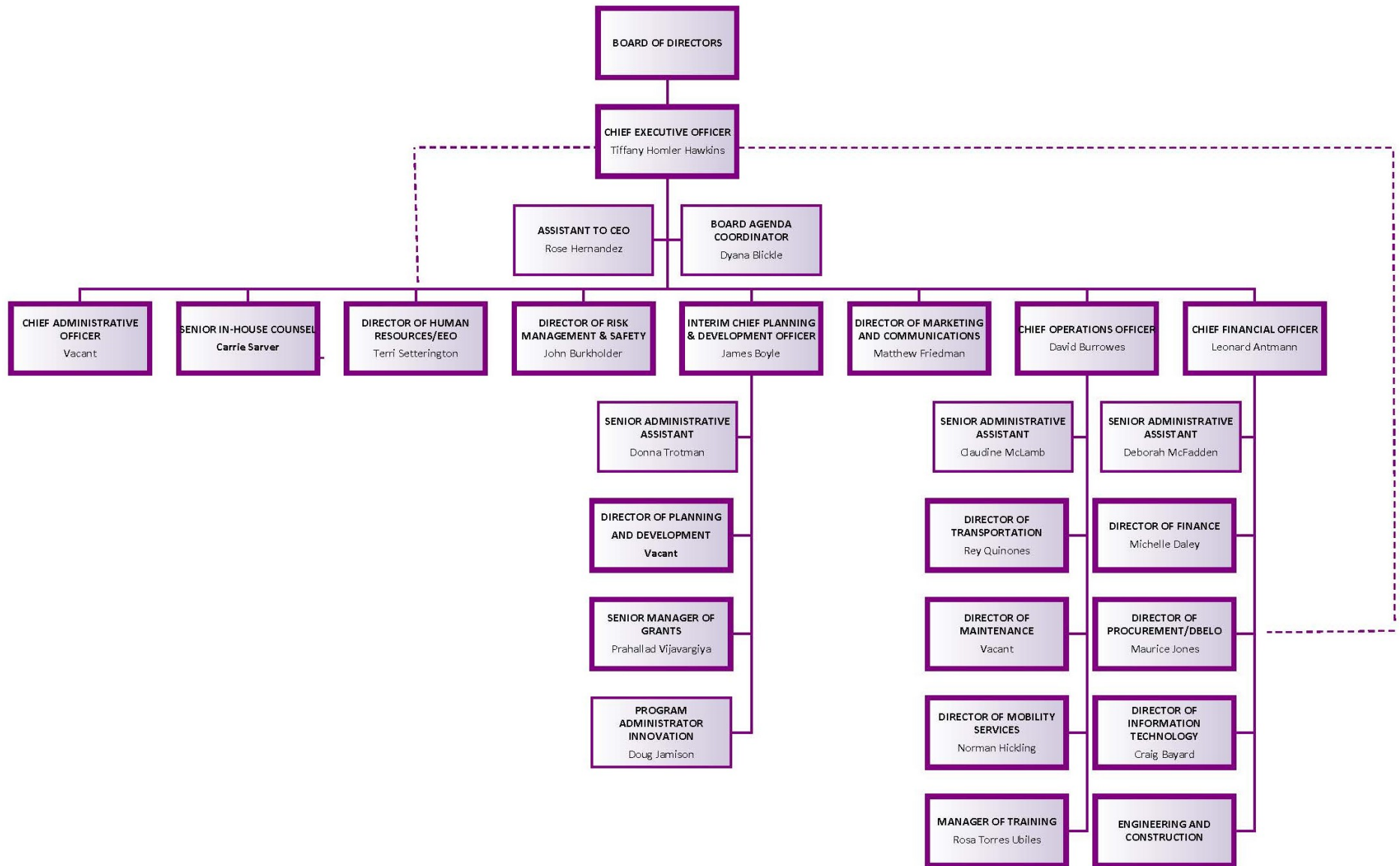
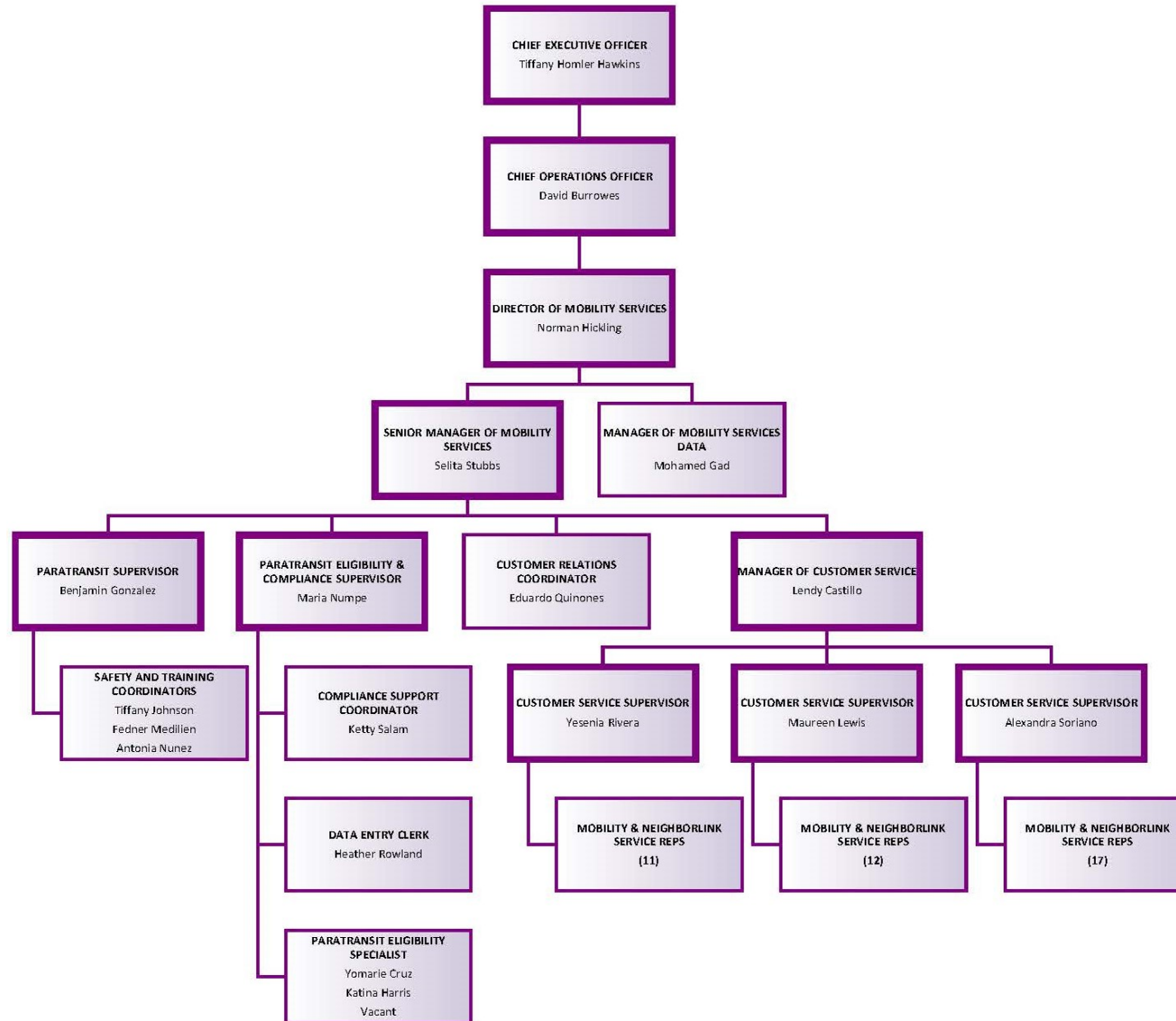


Figure 3 – LYNX Mobility Services Organizational Chart (March 2025)



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 (annual updated completed in March 2025) 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 2025 through 2034. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10th year.

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.

- 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 Metropolitan Transportation Plan (MTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2045 MTP 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 latest FY2024/25-2028/29 TIP were reviewed to ensure consistency with this TDSP annual update.

Service Area Profile and Demographics

Service Area Description

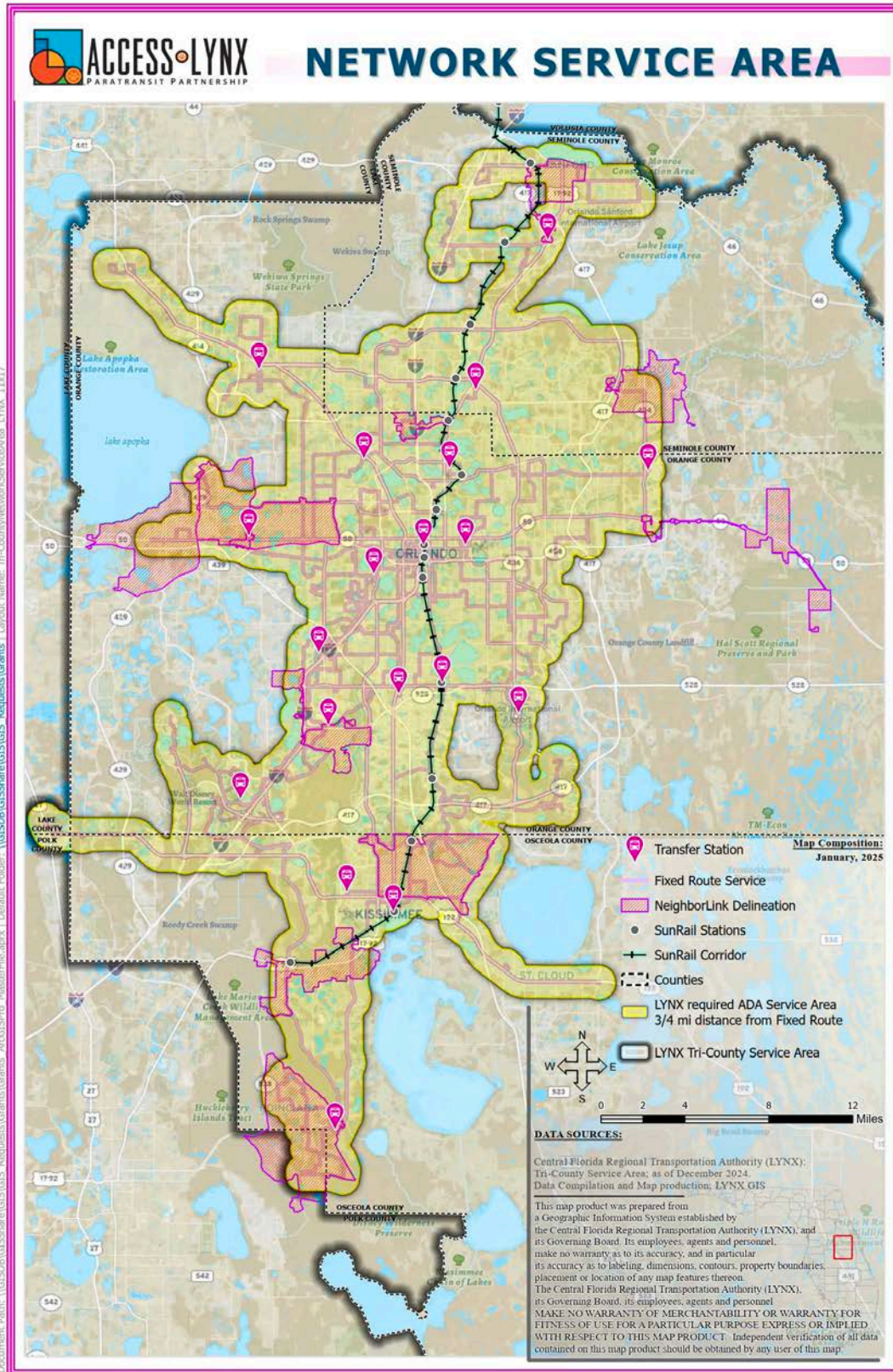
The TD service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service 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. **Figure 4** shows a map of the entire three-county service area along with LYNX NeighborLink services, fixed-route services, and the $\frac{3}{4}$ -mile ADA service area.

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.

- **Orange County:** The eastern portion of Orange County is mostly rural with some low-density suburban areas. Moving west towards Orlando, it becomes low to medium-density residential suburban with urban/downtown activity. The southwest is characterized by large commercial and entertainment districts, driven by major theme parks and visitor accommodations alongside low to medium-density residential zones.
- **Osceola County:** Southern and eastern areas of Osceola County are primarily rural or conservation land with some designated as rural settlements. Concentrated development is in the northwestern part around Kissimmee, St. Cloud, and Poinciana, classified mainly as low to medium-density suburban, with mixed-use and tourist commercial centers related to theme parks.
- **Seminole County:** The eastern areas of Seminole County are mainly agricultural or conservation land with some low-density suburban areas. The western portion is largely suburban, featuring low to medium-density residential and commercial uses.

Figure 4 - LYNX Network Service Area (December 2025)



Demographics

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. The following section will include demographic data tables that represent the population within the three county Central Florida region. This includes demographics of transportation disadvantaged (TD) populations that have historically been dependent on public transit services:

- Older adults (65 years and older)
- Individuals with disabilities
- Veterans
- Population below poverty

Understanding the demographic makeup of the LYNX service area helps identify areas with high percentages of historically disadvantaged communities. The following population and demographic tables were developed using the most recently completed demographic dataset provided by the U.S. Census Bureau, the 2023 American Community Survey (ACS) 5-Year Estimate.

Table 1 - Service Area Population by County

Population	Orange	Osceola	Seminole	Total Service Area
Total Population	1,440,471	406,943	474,912	2,322,326
Population as a percent of total service area	62%	18%	20%	100%

2023 American Community Survey 5-Year

Table 2 - Service Area Population Change by County

County	2024 TDSP	2025 TDSP	Population Change	Percent Change
Orange	1,427,403	1,440,471	+13,068	+0.9%
Osceola	393,745	406,943	+13,198	+3.4%
Seminole	471,321	474,912	+3,591	+0.8%
Total	2,292,469	2,322,326	+29,857	+1.3%

2024 TDSP: 2022 American Community Survey 5-Year

2025 TDSP: 2023 American Community Survey 5-Year

Table 1 and 2 shows the total estimated population for the three counties is 2,322,326, an increase of 1.3% from the population estimates included in the 2024 TDSP Minor Update that was based on the 2022 American Community Survey 5-Year estimates. From the 2022 to 2023 estimates, Osceola County was the fastest growing county in the service area with a 3.4% increase in population.

Table 3 - Sex and Age Demographics by County

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
Female	731,286	50.8%	205,064	50.4%	243,796	51.3%	1,180,146	50.8%
Male	709,185	49.2%	201,879	49.6%	231,116	48.7%	1,142,180	49.2%
Under 18 Years Old	310,666	21.6%	97,784	24.0%	98,405	20.7%	506,855	21.8%
18 to 24 years	148,450	10.3%	36,284	8.9%	38,219	8.0%	222,953	9.6%
25 to 34 Years	232,493	16.1%	57,749	14.2%	67,875	14.3%	358,117	15.4%
35 to 44 Years	211,937	14.7%	60,563	14.9%	68,708	14.5%	341,208	14.7%
45 to 54 Years	187,246	13.0%	54,551	13.4%	63,421	13.4%	305,218	13.1%
55 to 59 Years	87,283	6.1%	23,858	5.9%	30,011	6.3%	141,152	6.1%
60 to 64 Years	78,715	5.5%	21,662	5.3%	30,794	6.5%	131,171	5.6%
65 and Older	183,681	12.8%	54,492	13.4%	77,479	16.3%	315,652	13.6%

2023 American Community Survey 5-Year

Table 3 shows sex and age demographics for the three counties. By sex, the region is evenly split with 50.8% female and 49.2% male. Orange County has the largest cohort of younger populations, with 48% being under the age of 34. However, Osceola County has the largest minor population, with 24% of the population under 18. Seminole County has the largest cohort of older adults, with 29.1% being over the age of 54 and the highest population of seniors, with 16.3% being over the age of 65.

Table 4 - Race Demographics by County

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
Hispanic or Latino	478,735	33.2%	223,890	55.0%	110,154	23.2%	812,779	35.0%
Non-Hispanic or Latino	961,736	66.8%	183,053	45.0%	364,758	76.8%	1,509,547	65.0%
African American	337,519	23.4%	60,152	14.8%	69,309	14.6%	466,980	20.1%
American Indian & Alaska Native	18,452	1.3%	5,280	1.3%	5,913	1.2%	29,645	1.3%
Asian	96,299	6.7%	16,893	4.2%	30,242	6.4%	143,434	6.2%
Native Hawaiian and Pacific Islander	3,699	0.3%	1,319	0.3%	1,260	0.3%	6,278	0.3%
White	919,772	63.9%	246,220	60.5%	359,115	75.6%	1,525,107	65.7%
Other	123,843	8.6%	92,685	22.8%	28,288	6.0%	244,816	10.5%
Identified by Two or More	270,244	18.8%	79,336	19.5%	66,583	14.0%	416,163	17.9%

2023 American Community Survey 5-Year

Table 4 shows current race demographics for the three counties. Region-wide, 65.7% are White, 20.1% African American, 10.5% Other, and 6.2% Asian. 35% of the population identifies as Hispanic or Latino while 65% identifies as Non-Hispanic or Latino. Seminole County has the largest proportion of White population (75.6%). Osceola County has the largest proportion of the population that identifies as Hispanic or Latino (55%) and Other (22.8%). Orange County has the largest proportion of African American (23.4%) and Asian populations (6.7%).

Table 5 – Demographic Population Summary by County

Demographics	Orange	Osceola	Seminole	Total Service Area
Older Adults (65 and older)	183,681	54,492	77,478	315,651
Individuals with Disabilities	160,460	53,617	54,484	268,561
Veterans	60,385	18,678	25,890	104,953
Population Below Poverty	182,784	50,246	43,264	276,294

2023 American Community Survey 5-Year

Table 6 - Demographic Population Change by County

Demographics	Orange			Osceola			Seminole		
	2024 TDSP	2025 TDSP	Percent Change	2024 TDSP	2025 TDSP	Percent Change	2024 TDSP	2025 TDSP	Percent Change
Older Adults (65 and older)	12.4%	12.8%	+0.4%	13.2%	13.4%	+0.2%	16.0%	16.3%	+0.3%
Individuals with Disabilities	11.2%	11.2%	0.0%	13.9%	13.2%	-0.7%	11.3%	11.6%	+0.3%
Veterans	5.6%	5.4%	-0.2%	6.1%	6.0%	-0.1%	7.2%	6.9%	-0.3%
Population Below Poverty	13.5%	13.0%	-0.5%	13.4%	12.5%	-0.9%	9.6%	9.2%	-0.4%

2024 TDSP: 2022 American Community Survey 5-Year

2025 TDSP: 2023 American Community Survey 5-Year

Tables 5 and 6 show the current demographic profile of TD populations and individuals with veteran status within the LYNX service area. Orange County has the highest proportion of population below poverty (13%). Seminole County has the highest proportion of veterans (6.9%) and older adults (16.3%). Osceola County has the highest proportion of individuals with disabilities (13.2%). From 2022 to 2023 estimates these populations have stayed consistent.

Housing Characteristics and Cost Burden

According to the 2022 Home Matters Report from the Florida Housing Coalition, over 2.1 million low-income Florida Households pay more than 30% of their incomes for housing. Of these low-income and cost-burdened households, 1.2 million also fall into the category of severely cost-burdened, meaning they pay more than 50% of their incomes for housing. These populations are more likely to use public transportation services due to lower disposable income, so it's important to understand burden of housing costs in the LYNX service area to better concentrate transportation efforts.

Table 7 - Service Area Housing Unit Characteristics

Housing Units	Orange		Osceola		Seminole		Total Service Area	
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
Total Units	576,450	100.0%	164,195	100.0%	197,167	100.0%	937,812	100.0%
Occupied Units	508,907	88.3%	131,365	80.0%	185,396	94.0%	825,668	88.0%
Owner-Occupied Units	291,933	57.4%	87,004	66.2%	121,917	65.8%	500,854	60.7%
Renter-Occupied Units	216,974	42.6%	44,361	33.8%	63,479	34.2%	324,814	39.3%

2023 American Community Survey 5-Year

Table 7 shows housing unit characteristics of the three counties. Region-wide, 88% of available housing units are occupied, with 60.7% being owner - occupied and 39.3% being renter - occupied. Orange County has the largest proportion of renter-occupied units (42.6%), and Osceola County has the largest proportion of owner-occupied units (66.2%). Osceola County has the highest number of available housing units, with an occupancy rate of 80% and Seminole County has the fewest available units, with an occupancy rate of 94%.

The Shimberg Center of Housing Studies at the University of Florida annually releases county housing cost burden estimates, based on the U.S. Department of Housing Development (HUD) Comprehensive Affordability Strategy (CHAS). **Tables 8 through 10** show estimated cost burdened households in the three counties based on area median

income (AMI). Seminole County has the highest proportion of households (69%) not burdened by housing costs, while Osceola County has the highest proportion of households at least moderately burdened (37.9%). Osceola County also has the highest proportion of households severely burdened (18.%).

- **Extremely Low-Income** - Household is at or below 30% of the AMI for households of the same size.
- **Very Low-Income** - Household is at or below 50% of the AMI for household of the same size.
- **Low-Income** - Household is at or below 80% of the AMI for households of the same size.
- **Not Burdened** - Household pays >30% of its gross income on housing costs.
- **Moderately Burdened** – Household pays >30% but no more than 50% of its gross income on housing costs.
- **Severely Burdened** - Household pays >50% of its gross income on housing costs.

Table 8 - Burden of Housing Costs by Income – Orange County

Income	Housing Burden – Orange County		
	Not Burdened	Moderately Burdened	Severely Burdened
Extremely Low-Income	1.2%	1.2%	9.1%
Very Low-Income	2.6%	4.4%	5.1%
Low-Income	8.2%	8.7%	2.1%
AMI >80%	7.8%	2.7%	0.3%
AMI >100%	43.8%	2.5%	0.4%
Total	63.5%	19.5%	17.0%
Total Burdened	NA	36.5%	

Shimberg Center for Housing Studies, 2022 Estimates

In Orange County, 36.5% of households are at least moderately burdened by housing costs, with 17.0% being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 30.6% of households being low to extremely low-income burdened by housing costs.

Table 9 - Burden of Housing Costs – Osceola County

Income	Housing Burden – Osceola County		
	Not Burdened	Moderately Burdened	Severely Burdened
Extremely Low-Income	1.5%	1.3%	9.1%
Very Low-Income	3.7%	4.8%	6.2%
Low-Income	9.3%	9.3%	2.3%
AMI >80%	9.5%	2.7%	0.2%
AMI >100%	36.4%	1.8%	0.1%
Total	62.1%	19.8%	18.0%
Total Burdened	NA	37.8%	

Shimberg Center for Housing Studies, 2022 Estimates

In Osceola County, 37.8% of households are at least moderately burdened by housing costs, with 18.0% being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 33.0% of households being low to extremely low-income burdened by housing costs.

Table 10 - Burden of Housing Costs – Seminole County

Income	Housing Burden - Seminole County		
	Not Burdened	Moderately Burdened	Severely Burdened
Extremely Low-Income	0.9%	0.9%	6.1%
Very Low-Income	2.4%	3.4%	5.2%
Low-Income	7.4%	7.7%	2.1%
AMI >80%	7.4%	2.6%	0.2%
AMI >100%	51.3%	2.1%	0.2%
Total	69.5%	16.8%	13.7%
Total Burdened	NA	30.5%	

Shimberg Center for Housing Studies, 2022 Estimates

In Seminole County, 30.5% of households are at least moderately burdened by housing costs, with 13.7% being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 25.4.6% of households being low to extremely low-income burdened by housing costs.

Population Projection

The Bureau of Economic and Business Research (BEBR) at the University of Florida creates county population projections using six different techniques in five-year increments (linear, exponential, share-of-growth, shift-share, constant-share, and constant). **Table 11** shows medium growth population projections for the three counties from 2023 to 2050. More detail on the methodology of these projections can be found in “Projections of Florida Population by County, 2023-2050, with estimates for 2023” by Stefan Rayer and Conor Comfort in Florida Populations Studies, Volume 57, Bulletin 198 (January 2024).

Table 11 - BEBR Population Projections 2023 - 2050 by County

County	2023	2025	2030	2035	2040	2045	2050	Growth 2024-2050
Orange	1,492,951	1,547,200	1,664,100	1,755,300	1,825,600	1,882,400	1,933,600	+29.5%
Osceola	439,225	469,000	531,600	582,300	623,800	660,500	695,000	+58.2%
Seminole	486,839	497,400	520,200	537,200	549,700	560,100	569,000	+16.9%
Total	2,419,015	2,513,600	2,715,900	2,874,800	2,999,100	3,103,000	3,197,600	+32.2%

Bureau of Economic and Business Research (BEBR) Projections of Florida Population by County, 2025-2050, with Estimates for 2023 (Medium Growth Projections)

As a region, the population is projected to grow by 32.2%, or approx. 770,000 people, by 2050. The fastest growing county in the LYNX service area is Osceola County, projected to grow 58.2% by 2050, the third highest growth percentage in the state. Orange County also has a significant population projection, projected to grow 29.5% by 2050. Orange County will also be the largest-gaining population in the state of Florida, projected to increase by approx. 440,000 people by 2050.

Labor Force and Employment

In Central Florida the local labor market significantly influences public transportation, shaping both transit demand and travel patterns. When unemployment is low, there is a heightened demand for public transit for work-related commuting. Conversely, during periods of high unemployment, the demand for public transit remains robust, but often shifts towards more localized, home-based trips. In such times, people may increasingly rely on public transit due to its affordability, emphasizing the role of the labor market in defining the purpose of public transportation use in the three-county region.

According to the U.S. Bureau of Labor Statistics, in the past 10 years the Central Florida labor market for the Orlando-Kissimmee-Sanford Metropolitan Area has continued to improve from an unemployment rate of 9.1% in 2014, decreasing to 3.1% in December 2024. The impacts of the COVID-19 pandemic, which began in March of 2020, briefly impacted the local tourism-based economy significantly. The unemployment rate reached a high of 22.3% in May 2020, however rebounded to 6.8% by January 2021. When the Center of Disease Control (CDC) declared the end of the pandemic in May 2023, the unemployment rate was at 2.8%.

Table 12 shows the current labor force and unemployment rates for the Orlando-Kissimmee-Sanford Metropolitan Area and the State of Florida from December 2024. The unemployment rate of the metropolitan area (3.0%) is slightly lower than the statewide unemployment rate (3.1%). Year over year the unemployment rate of the metropolitan area did not change and while the statewide unemployment rate increased by 0.2%.

Table 12 - Labor Force and Unemployment

Area	Civilian Labor Force	Number Unemployed	Unemployment Rate		
			2024 TDSP	2025 TDSP	Percent Change
Orlando-Kissimmee-Sanford Metropolitan Area	1,464,081	44,143	3.0%	3.0%	0%
State of Florida	10,944,794	337,589	2.9%	3.1%	+0.2%

2024 TDSP: U.S. Bureau of Labor Statistics, December 2023

2025 TDSP: U.S. Bureau of Labor Statistics, December 2024

Trip Generators of ACCESS LYNX Passengers

ACCESS LYNX provided a total of 648, 826 trips in CY2024 (January 1, 2024 – December 31, 2024). **Table 13** shows these trips by purpose. **Table 14** shows a list of the top 20 trip generators for the ACCESS LYNX service.

Table 13 - ACCESS LYNX Trips by Purpose (CY2024)

Purpose	Count	Percentage
Employment	185,561	28.6%
Dialysis/ Cancer	161,975	25.0%
Recreational	129,823	20.0%
Education	80,686	12.4%
Medical	78,346	12.1%
Shopping	10,029	1.5%
Functional Assessment	1,503	0.2%
Nutritional	770	0.1%
FEMA	133	0.02%
Total Trips	648,826	100%
Total Non-Work-Related Trips	463,265	71.4%
Total Dialysis/Medical Related Trips	240,321	37.0%

LYNX Mobility Services Department

Table 14 - ACCESS LYNX Top 20 Trip Generators (CY2024)

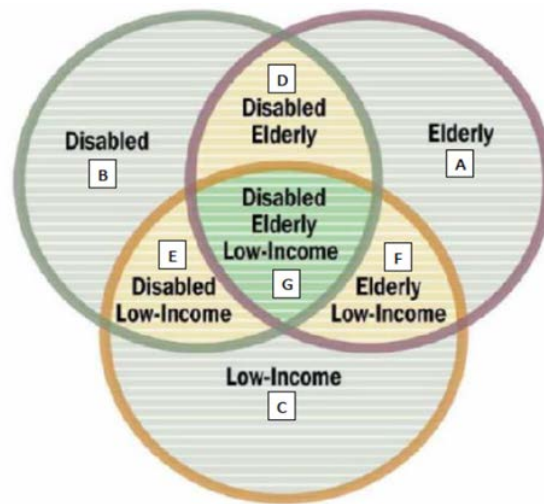
Facility	Number of Trips
Lighthouse Kunze	11,447
Lighthouse New Hampshire	9,018
Dialysis Davita Apopka	8,236
Dialysis Davita Kirkman	7,386
Sea World Florida	7,169
Dialysis Davita Central Orlando	6,716
Dialysis Sturtevant	6,538
Primrose Training Cn	6,247
Universal Employee Parking	6,176
Dialysis W Colonial	5,755
Dialysis Davita East	5,457
Easter Seals Day Break	5,241
Dialysis Center East Orlando	5,209
Orlando Health & Rehab	5,131
Helpers In Heels	5,034
Dialysis Apopka	5,012
Dialysis Kissimmee	4,957
Dialysis Florida Center	4,845
Dialysis Davita Winter Garden	4,604
Dialysis Central Florida Kidney Ernestine	4,473

LYNX Mobility Services Department

Service Analysis

A service analysis was completed to forecast the potential TD population and determine the demand for future TD services. The FDOT and FCTD define two categories of TD persons. Category I includes all disabled, elderly, and low-income persons, and children who are “high-risk” or “at-risk” as defined by Florida Statute 411.202. Category II is based on the Florida Statute definition of “transportation disadvantaged,” which includes disabled, elderly, and low-income persons who cannot transport themselves or purchase transportation. **Figure 5** shows the general TD population and overlaps among those populations.

Figure 5 - General TD Population Groups



Forecasts of TD Population

The following forecast estimate is the same analysis conducted in the 2023 TDSP Major Update and covers the years of 2021 to 2028.

Based on the Center for Urban Transportation Research (CUTR) report, *Forecasting Paratransit Services Demand – Review and Recommendations*, a forecast of the TD population within the service area was estimated over a 10-year period. The demand estimates were calculated based on the following:

- Formulas in the CUTR spreadsheet tool
- 2021 ACS 1-Year estimates
- BEBR Population Projections for 2025 and 2030, with Estimates for 2021 (published on February 10, 2022)

Tables 15 through 21 include the TD population estimates by county, based on a service area population coverage determined using the total population of census block groups within $\frac{3}{4}$ miles of fixed route service and adjacent to NeighborLink service, and service operating 365 days per year. The growth rate is based on BEBR population projections for each county. The service area population coverage and growth rate for each county are listed below.

- Orange County – 66% population coverage, 1.6% growth rate
- Osceola County – 59% population coverage, 2.7% growth rate
- Seminole County – 64% population coverage, 0.9% growth rate

Tables 16, 18, and 20 show the forecasts of the general TD population from 2021 to 2028 for each of the overlapping populations shown in **Figure 5**. As shown in **Table 15**, the general TD population in all three counties is approximately 30% of the total population. The TD population is anticipated to increase by 12%, 20%, and 6% for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028.

Tables 17, 29, and 21 show the forecast of the critical need TD population and estimated annual number of TD trips from 2021 to 2028. As shown in **Table 15**, the critical need TD population is approximately 11% of the general TD population in all three counties. The number of daily critical need trips for the three-county service area is anticipated to increase from 50,027 daily trips to 56,387 daily trips (13%) from 2021 to 2028.

Table 15 - Service Area TD Population Forecast and Trip Demand

Three-County Service Area	2021 (Year of Base Data)	2023	2028	% Increase (2021 to 2028)
Total Population	2,257,645	2,332,706	2,532,802	12.2%
General TD Population	704,992	728,671	791,824	12.3%
TD Population % of Total Population	31%			
Critical Need TD Population	77,992	80,648	87,739	12.5%
Critical Need TD Population % of TD Population	11%			
Total Daily TD Trips	50,027	51,732	56,387	12.7%

Table 16 - Orange County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	24,851	25,251	25,657	26,070	26,490	26,917	27,350	27,790
B - Estimate non-elderly/ disabled/not low income	71,531	72,682	73,852	75,041	76,249	77,476	78,724	79,991
G - Estimate elderly/disabled/low income	7,965	8,093	8,223	8,356	8,490	8,627	8,766	8,907
D - Estimate elderly/ disabled/not low income	49,458	50,254	51,063	51,885	52,720	53,569	54,431	55,307
F - Estimate elderly/non-disabled/low income	13,227	13,440	13,656	13,876	14,099	14,326	14,557	14,791
A - Estimate elderly/non-disabled/not low income	108,862	110,614	112,395	114,204	116,042	117,910	119,808	121,737
C - Estimate low income/not elderly/not disabled	163,073	165,698	168,365	171,075	173,829	176,627	179,470	182,359
TOTAL GENERAL TD POPULATION	438,967	446,033	453,213	460,508	467,921	475,453	483,106	490,882
	% Increase (2021 to 2028)							11.8%
TOTAL POPULATION	1,390,637	1,413,022	1,435,767	1,458,878	1,482,361	1,506,222	1,530,468	1,555,103

Table 17 - Orange County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
Disabled	31,996	32,511	33,034	33,566	34,107	34,656	35,213	35,780
Low Income Not Disabled No Auto/Transit	16,304	16,567	16,833	17,104	17,380	17,659	17,944	18,232
Total Critical Need TD Population	48,300	49,078	49,868	50,671	51,486	52,315	53,157	54,013
Daily Trips - Critical Need TD Population								
Severely Disabled	1,568	1,593	1,619	1,645	1,671	1,698	1,725	1,753
Low Income - Not Disabled - No Access	30,962	31,460	31,967	32,481	33,004	33,535	34,075	34,623
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	32,530	33,079	33,638	34,207	34,785	35,401	36,027	36,665
	% Increase (2021 to 2028)							12.7%
ANNUAL TRIPS	11,873,279	12,073,937	12,277,987	12,485,485	12,696,489	12,921,217	13,149,923	13,382,676

Table 18 - Osceola County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	5,924	6,083	6,245	6,413	6,584	6,761	6,942	7,127
B - Estimate non-elderly/ disabled/not low income	29,300	30,084	30,890	31,717	32,566	33,438	34,333	35,252
G - Estimate elderly/disabled/low income	3,108	3,191	3,277	3,364	3,454	3,547	3,642	3,739
D- Estimate elderly/ disabled/not low income	15,412	15,825	16,248	16,683	17,130	17,588	18,059	18,543
F - Estimate elderly/non-disabled/low income	5,032	5,167	5,305	5,447	5,593	5,743	5,896	6,054
A - Estimate elderly/non-disabled/not low income	29,988	30,791	31,615	32,462	33,331	34,223	35,139	36,080
C - Estimate low income/not elderly/not disabled	40,895	41,990	43,114	44,268	45,453	46,670	47,920	49,202
TOTAL GENERAL TD POPULATION	129,659	133,130	136,694	140,354	144,111	147,969	151,931	155,998
	% Increase (2021 to 2028)							20.3%
TOTAL POPULATION	400,417	411,137	422,144	433,445	445,049	456,964	469,197	481,758

Table 19 - Osceola County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	10,332	10,609	10,893	11,185	11,484	11,792	12,107	12,431
<i>Low Income Not Disabled No Auto/Transit</i>	5,122	5,259	5,400	5,544	5,693	5,845	6,002	6,162
Total Critical Need TD Population	15,454	15,868	16,293	16,729	17,177	17,637	18,109	18,594
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	506	520	534	548	563	578	593	609
<i>Low Income - Not Disabled - No Access</i>	9,726	9,987	10,254	10,529	10,810	11,100	11,397	11,702
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	10,233	10,405	10,581	10,760	10,942	11,136	11,333	11,533
	% Increase (2021 to 2028)							12.7%
ANNUAL TRIPS	3,734,881	3,798,000	3,862,187	3,927,458	3,993,832	4,064,522	4,136,464	4,209,680

Table 20 - Seminole County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	4,075	4,111	4,147	4,183	4,220	4,256	4,294	4,331
B - Estimate non-elderly/ disabled/not low income	23,450	23,655	23,862	24,071	24,282	24,494	24,709	24,925
G - Estimate elderly/disabled/low income	1,692	1,707	1,722	1,737	1,752	1,767	1,783	1,798
D- Estimate elderly/ disabled/not low income	18,334	18,494	18,656	18,820	18,984	19,151	19,318	19,487
F - Estimate elderly/non-disabled/low income	3,097	3,124	3,151	3,179	3,207	3,235	3,263	3,292
A - Estimate elderly/non-disabled/not low income	52,562	53,022	53,486	53,954	54,427	54,903	55,384	55,868
C - Estimate low income/not elderly/not disabled	33,156	33,446	33,739	34,034	34,332	34,633	34,936	35,242
TOTAL GENERAL TD POPULATION	136,366	137,560	138,764	139,978	141,204	142,439	143,686	144,944
% Increase (2021 to 2028)								6.3%
TOTAL POPULATION	466,591	470,675	474,795	478,951	483,143	487,372	491,638	495,941

Table 21- Seminole County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
Disabled	10,688	10,781	10,876	10,971	11,067	11,164	11,261	11,360
Low Income Not Disabled No Auto/Transit	3,550	3,581	3,612	3,644	3,676	3,708	3,740	3,773
Total Critical Need TD Population	14,238	14,362	14,488	14,615	14,743	14,872	15,002	15,133
Daily Trips - Critical Need TD Population								
Severely Disabled	524	528	533	538	542	547	552	557
Low Income - Not Disabled - No Access	6,741	6,800	6,860	6,920	6,980	7,041	7,103	7,165
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	7,265	7,388	7,513	7,640	7,769	7,906	8,046	8,189
	% Increase (2021 to 2028)							12.7%
ANNUAL TRIPS	2,651,704	2,696,518	2,742,089	2,788,431	2,835,555	2,885,744	2,936,822	2,988,804

Needs Assessment

Increasing Demand

Based on the TD ridership forecasts, the TD population is anticipated to increase by 12%, 20%, and 6% for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028. The number of daily critical need trips is anticipated to increase from 50,027 daily trips to 56,387 daily trips (13%) from 2021 to 2028. BEBR population forecasts beyond 2028 reflect further increases in the overall three-county population and that growth is anticipated to fuel increasing demand for TD transportation services.

Expanded Fixed-Route and/or NeighborLink Public Transit

Expanding the existing transit network, in terms of geographic coverage and service levels, would greatly benefit the TD population. Expanding public transportation in the three-county area would improve transportation access for all TD individuals and could reduce transportation costs as trips are moved from the more expensive door-to-door service to the fixed-route network. Supporting the expansion of LYNX's fixed-route bus network is well within the scope of the CTC's role of coordinating transportation across the three-county area. Expansion of the SunRail commuter rail system would also be beneficial.

Technology

The advent of new customer-facing technologies has improved the overall passenger experience for transit riders throughout the country. As these technologies are being deployed, special care is required to facilitate access to TD persons, particularly those with disabilities. Many agencies are still developing best practices and are also slowly rolling out new features, available via mobile tools or their websites, to their client base. Deliberate instructional and educational efforts are needed to "get the word out" and acclimate riders to the advantages offered by these new tools. Transit agencies will also need to adapt those tools and work with technology vendors to modify their offerings to best serve users of their services.

Revenue Vehicles/Equipment

Lingering supply chain issues stemming from the post-COVID demand for goods and materials have impacted both the availability of new and replacement fleet vehicles and the availability of replacement parts for existing vehicles. This is a critical concern that

influences decisions on how and when to expand new service, even if new operating dollars become available. Furthermore, delays in the delivery of replacement parts further delays preventative maintenance actions. This results in higher maintenance costs over time and could ultimately lead to unreliable equipment being kept in service to meet service demand.

Barriers to Coordination

Legislation and Funding that Supports Coordination

A lack of consistent and enforceable legislation strategies that ensure agencies mandated to purchase transportation through the coordinated transportation systems are doing so continues to be an issue. Such strategies would help ensure that policies and priorities identified in various agency planning efforts result in service provided to the populations that need it most.

Limited TD program funding remains an issue. Changes in funding levels have not kept pace with trip demand. As local human service agencies decrease transportation service levels, their client base turns to LYNX for their transportation needs and this further increases the need for more resources to deliver high-quality transportation services for the TD population.

Dispersed Development Patterns

Dispersed development patterns make it difficult to effectively provide transportation service to the broad service area. The dispersed development patterns lead to increased population and jobs in areas that are not yet served by fixed-route or NeighborLink service, thereby creating more demand for paratransit door-to-door services. The broad service area reflects a diverse set of transportation needs across the three counties and multiple municipalities.

Technology/Accessibility

As new technology is considered for deployment, the systems should be tested for accessibility and ease of use. This includes developing technology that facilitates use of trip reservation and trip tracking features, developing marketing and educational materials that explain the benefits of using that technology, and also working with technology vendors to update or modify their offerings to encourage use by older persons and persons with disabilities.

Qualified/Trained Staff

Hiring and retaining experienced and qualified staff continues to be an ongoing barrier of coordination. Impacts include competing employment demand across industries, staffing shortages, and increased client trip demand.

Goals, Objectives, and Strategies

The overall goal of the Coordinated Transportation System 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 TD population. Additional goals defined in this TDSP and listed in **Table 22** guide the priorities of the LYNX Mobility Services Division.

Goals, objectives, and strategies were developed using the results of the needs assessment, information from the barriers to coordination, input from the public outreach efforts, and strategies identified in the implementation plan. In this way, each goal is supported by objectives and strategies that can be carried forward by LYNX to achieve the goal. To support the success of strategies, each has a performance measure and target that can be quantified or qualified through regular review and analysis.

Table 22 - ACCESS LYNX Goals and Objectives

Goal 1: Transition paratransit customers to the most appropriate mode of transportation				
Objective	Strategy	Target	Measure	Status
Educate new and existing paratransit riders on how to use available public transportation options.	Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ Program. Provide information for ACCESS Plus+ Program by sending letters, emails, and calls to clients.	Increase number of TD clients enrolled in ACCESS Plus+ Program.	Number of ACCESS Plus+ trips provided each month.	The ACCESS Plus+ program helps customers learn to use the fixed route system, offering free rides for both the rider and a companion. It has successfully transitioned many trips to fixed route services. In 2024 there were 41,696 ACCESS Plus+ trips, approx. 3,474 each month. This is up from 2023's average of 2,366 trips.
	Notify TD clients located in NeighborLink zones of available service.	Transition TD client trips to NeighborLink or other available service.	Number of clients who transition one or more trips to NeighborLink service.	While not specific to TD ACCESS LYNX customers, information regarding NeighborLink service areas can be found on LYNX's website, mobile application, or by calling the customer service phone number.
	As additional NeighborLink services are added, notify TD passengers within the service area of the availability of the service and provide training on using the service.	Increase the number of TD clients using NeighborLink services, when available and feasible.	Number of passengers requesting travel training.	No new NeighborLink service areas have been added since the last TDSP update. When making improvements to the existing NeighborLink service areas transitioning TD ACCESS LYNX trips to the service is and will continue to be a priority.

Goal 2: Customer outreach and education				
Objective	Strategy	Target	Measure	Status
Increase educational opportunities to show users how to download and use new apps and technology	Develop instructional videos on how to use new customer-facing technology.	Preparation of instructional videos for all new customer-facing technology.	Percent instructional videos created for new customer-facing technologies launched within the prior year.	Educational videos about the new Paw Pass mobile app were created in December 2024 and are available on LYNX's website and social media.
Educate the public on mobility services at LYNX	Provide representation at local and regional community events and fairs, etc.	Participate in at least two community events each quarter to educate region on mobility resources.	The number of events attended each quarter.	<p>LYNX staff attended six (6) outreach events since the last TDSP update:</p> <ul style="list-style-type: none"> • The Down Syndrome Foundation of Florida • Winter Springs High School • Gateway High School • International Disability Night • Palm Tran • Beardall Senior Center <p>LYNX will continue to look for opportunities to participate in events and sessions.</p>

Goal 3: Improve community perception of public transportation				
Objective	Strategy	Target	Measure	Status
Reduce the number of customer service concerns for TD service	Continue to implement internal workflow and procedures for addressing incoming complaints/concerns.	Close out 100% of complaints within 14 days of receipt.	The number of concerns closed out beyond 14 days.	As of April 2025, the average number of days to resolve and close out customer complaints is eight (8) days, within the 14-day target.
	Monitor ACCESS LYNX on-time performance.	Maintain on-time performance of 90% each year.	Annual system on-time performance.	Annual performance review shows an on-time performance rate of 91.3%. LYNX will continue focusing on key performance indicators (KPIs) to monitor and meet operational goals.
	Implement scheduling system map upgrades.	Implementation of scheduling software map upgrades.	Initial completion by Summer 2023 with periodic service change updates.	Basemap updates will be completed in Summer 2025. Route and service area polygons are completed each service change.
Enhance customer-facing technology	Implement updates to the web reservation system and new text/IVR system technology.	Maintain average call hold times to 3 minutes or less.	Average call hold time.	Annual data shows an average call hold time of 5 minutes and 36 seconds. LYNX will continue to monitor and improve call hold times.

	Explore opportunities for implementation of new fare payment options.	Develop an approach for assessing the return on investment (ROI) of different fare payment options for paratransit users.	Complete approach by Fall 2025.	In November 2025, LYNX launched a new mobile fare payment system on all LYNX and ACCESS LYNX vehicles. The PawPass app allows approved ACCESS LYNX passengers to pay for and book trips via their mobile device.
Goal 4: Program Administrative and Service Delivery Efficiency				
Objective	Strategy	Target	Measure	Status
Use innovative practices to deliver high quality services	Review existing service delivery and technology tools to assess new opportunities and efficiencies.	Review and update TDSP goals, objectives, and implementation plan actions.	Annual preparation of TDSP update.	LYNX completes a minor update to the TDSP annually, with a major update every five (5) years. The most recent major update was completed in 2023.

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

Objective	Strategy	Target	Measure	Status
Ensure service delivery efficiency and consistency with other transportation modes	Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning.	Ongoing meetings with the Planning and Development department to ensure communication.	Completed communications meeting.	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 Schedule

ACCESS LYNX's Five-Year Implementation Schedule, shown in **Table 23**, is prepared consistent with the goals, objectives, and strategies shown in **Table 22**.

Implementation actions are organized under one of the corresponding TDSP goals. An associated timeline for completion of each action is also shown along with the responsible department that would perform the work.

Table 23 - Five-Year Implementation Schedule

Goal 1: Transition paratransit customers to the most appropriate mode of transportation			
Action	Begin	End	Responsible Department(s)
Implement new ACCESS Plus+ program for TD clients with a focus on using NeighborLink services, where available	October 2023	Ongoing	Mobility Services
Work with the planning department to review areas with higher populations of TD passengers that may benefit from additional NeighborLink zones	Ongoing	Ongoing	Mobility Services
Continue to identify the most appropriate vehicle type for passenger trips, when available	Ongoing	Ongoing	Mobility Services
Goal 2: Customer outreach and education			
Action	Begin	End	Responsible Department(s)
Develop training materials to educate passengers on available technologies and how to use the technologies, including WebACCESS	August 2023	Ongoing	Mobility Services
As text messaging capabilities and new technologies become available, provide educational materials on how to use the new services	January 2024	Ongoing	Mobility Services
Automatically assign PawPass numbers to all customer accounts and provide educational materials on how to use the PawPass	January 2024	Ongoing	Mobility Services
Goal 3: Improve community perception of public transportation			
Action	Begin	End	Responsible Department(s)
Continue to review average call hold time and staffing levels by time of day	Ongoing	Ongoing	Mobility Service
Encourage customers to book reservations through WebACCESS to reduce call volumes	2023	Ongoing	Mobility Services

Continue software Global Positioning System upgrades giving operators the most current maps available	Ongoing	Ongoing	Mobility Services
Work with the ITS department to explore potential new fare payment options on the paratransit vehicles	July 2023	July 2025	Mobility Services
Complete annual customer service satisfaction surveys	Ongoing	Ongoing	Mobility Services
Goal 4: Program Administrative and Service Delivery Efficiency			
Action	Begin	End	Responsible Department(s)
Explore the opportunity for TD reservations earlier than 24 hours in advance of the trip	July 2023	May 2024	Mobility Services
Update the LYNX website and WebACCESS system to improve ease of use for the visually impaired	July 2023	July 2024	Mobility Services
Goal 5: Provide transit services that support regional mobility options and changing travel demands			
Action	Begin	End	Responsible Department(s)
On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2023	Ongoing	Senior Manager of Mobility Services/ Director of Mobility Services
Share TD requests with Service Planning	July 2023	Ongoing	Senior Management Team

III. SERVICE PLAN

Operations

1. Types, Hours, and Days of Service

The ACCESS LYNX coordinated system offers door-to-door demand-response and subscription paratransit trips to ambulatory and non-ambulatory persons. These services are designed to meet the needs of any sponsor approaching LYNX for transportation services. Sponsors of service, through the coordinated system, transport the full range of TD clients.

- LYNX sponsors the ADA complementary paratransit service which is designed for persons with disabilities living within $\frac{3}{4}$ miles of a fixed-route but that cannot access or use the regular fixed-route services;
- The TD Program is a state-sponsored program that receives funding from the TDTF, as administered by the FCTD. The TDTF non-sponsored monies are used to provide trips for people who have no other way of providing for their own transportation needs.

ACCESS LYNX services are available any time that the LYNX bus system is in operation. LYNX operates fixed-route service operates seven days a week. Consequently, ACCESS LYNX is available 24 hours a day, 365 days a year. Subscription service and demand response options are acceptable as follows:

- **Subscription Service** – Subscription service 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 30-day period.
- **Demand Response** – A demand response trip is defined as a trip that is not automatically scheduled through the subscription service but instead requires an advanced reservation. Maximum advanced reservation windows is (7) days for TD and ADA passengers.

2. Accessing Services

Scheduling Trips

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available 24 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.

Agencies have the option of faxing trip requests to ACCESS LYNX. 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.

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

- Reservations and Customer Service – (407) 423-TRIP (8747) Reservations and Customer Service
- Agency Fax Option – (407) 517-9537 FAX
- 711 Florida Relay Service

In addition to phone and fax options for reserving trips, customers can also use the WebACCESS tool via the LYNX website to book and manage their trips.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their appointment. Customers 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. On the return trip, the trip window begins at the requested return time for a span of thirty minutes. The advanced notification time required to obtain services is shown in **Table 24**, along with other relevant trip sponsor operating policies.

Table 24 - ACCESS LYNX Operating Policies

Operating Policy	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	Seven (7) days	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.stml>. Customers with hearing impairments may use the 711 Florida Relay Service.

Cancellations/No Shows

ACCESS LYNX requests that a customer give 24-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. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. 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 developed a suspension policy for customers who engage in willful and chronic no-show:

A customer will be subject to suspension after meeting the following conditions:

- Accumulate ten (10) penalty points in one calendar month
- Have booked at least twenty (20) trips that month
- Have “no-showed” or “late cancelled” at least 50% of those trips.

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. LYNX will notify riders by telephone after they have accumulated five (5) penalty points. Note: Trips cancelled with less than one hour notice prior to the scheduled pick-up time will be considered a no-show.

Customer may appeal a no-show finding by following the appeal process. Letters will be sent to any customer who exceeds the above limits to remind them of the policy. Customers who are using the service for life-sustaining medical purposes will not be suspended unless they engage in violent, illegal, or disruptive behavior.

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. 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% 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)

The LYNX application for TD program eligibility can be found in **Attachment 2**.

American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit services based on federal ADA implementing regulations. LYNX determines eligibility by using a fixed-route service area boundary of $\frac{3}{4}$ of a mile 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 five categories of ADA eligibility are:

- **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, due to 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 for a time period of up to 21 days.

The LYNX application for ADA program eligibility can be found in **Attachment 3**.

Functional Assessment and Travel Training for ADA

The ACCESS LYNX Eligibility Section is the “gatekeeper” for paratransit entry. Functional Assessment is used and provides a detailed method to determine whether applicants are more capable of using conventional public transportation.

Various types of eligibility determination processes are acceptable: self-certification with medical documentation, one-on-one interview, or functional assessments provided by a third party. Self-certification is performed for all applicants 80 years of age or older, certified legally blind (corrected visual acuity of greater than 20/200), quadriplegic, or that 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 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 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 buses 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. The appeals process consists of two steps:

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.
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 and credit 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

Sponsors of service for dialysis patients 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 TD persons includes individuals who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of TDTF 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.

- 64% Subscription trips are generated by the scheduling software the same day and time every week.
- 36% Demand response trips require an advanced reservation(s) that are not automatically scheduled by the scheduling software.

The LYNX Board of Directors does not have an established policy for prioritizing demand response trips. If prioritization was necessary due to the availability of grant funds, the prioritization of Trust Fund trips within each category could potentially 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

LYNX's Mobility Management Operating Model

Effective December 1, 2017, LYNX enhanced the way it delivers transportation services to its customers. The agency adopted a mobility management model of transportation service provision. The following changes resulted from the shift to the new operating model:

- 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, LYNX can review trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use other modes of transportation.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX's fixed route bus and NeighborLink programs.
- LYNX developed a fare payment smart phone application which allows customers to pay their fare on their smart phone.
- LYNX developed a smart phone application exclusively for ACCESS LYNX customers. That mobile application was released in summer 2018.

3. [Transportation Operators and Coordination Contractors](#)

Operator Capability

The selection process for paratransit service operator consists of a Request for Proposal (RFP) process and includes consideration of the relevant experience of the provider, vehicle fleet information, record-keeping procedures, financial stability, cost and ability to mobilize for service

Driver Training

ACCESS LYNX providers have comprehensive professional driver training programs in place to assure consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and the Federal Transit Administration (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 can. 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 25** contains a list of coordinated system service providers within LYNX’s coordinated system.

Table 25 - Coordinated System Service Providers (2024)

Organization	Address	City	State
Aspire Health Partners, Inc.	5151 Adanson St.	Orlando	FL
Central Florida Group Homes, L.L.C.	5243 Little Debbie Parkway, Suite 101	Ooltewah	TN
Crystal Lake Supportive Environment Inc.	2710 Staten Ave.	Orlando	FL
Elquanah Group Homes*	10410 Westley Way	Orlando	FL
Life Concepts, Inc D.B.A. Quest, Inc.	1509 E. Colonial Dr.	Orlando	FL
Meals On Wheels, Etc., Inc.	2801 S. Financial Ct.	Sanford	FL
National Mentor Health Care LLC.	6600 France Avenue South, Suite 300	Boston	MA
Osceola County Council on Aging, Inc.	700 Generation Point	Kissimmee	FL
Osceola Mental Health Inc. Dba Park Place Behavioral Health Care	206 Park Place Blvd.	Kissimmee	FL
Primrose Center, Inc.	2733 South Fern Creek Ave.	Orlando	FL
Seniors First, Inc.	5395 LB McLeod Rd.	Orlando	FL
Special Hearts Farm, Inc	10557 Oakview Pointe Terrace	Gotha	FL
The Evangelical Lutheran Good Samaritan Society- Kissimmee Village	1550 Aldersgate Dr.	Kissimmee	FL
The Opportunity Center, Inc.	310 N. Clyde Ave.	Kissimmee	FL

LYNX Mobility Services Department

* Elquanah Group Homes withdrew on April 16, 2024

4. [Public Transit Utilization](#)

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

5. [School Bus Utilization](#)

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

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

6. [Vehicle Inventory](#)

Tables 26 and 27 shows the inventory of LYNX vehicles used to provide paratransit and NeighborLink services as of FY2024.

Table 26 - Paratransit Vehicle Inventory (FY2024)

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7139	2014	Ford	E450	Turtle Top	1FDEE4FL8EDB10564	Lift	4	12
7140	2014	Ford	E450	Turtle Top	1FDEE4FL0EDB10932	Lift	4	12
7142	2014	Ford	E450	Turtle Top	1FDEE4FL3EDB10925	Lift	4	12
7153	2015	Ford	E450	Turtle Top	1FD FE4FS4FDA28117	Lift	4	12
7165	2015	Ford	E450	Turtle Top	1FD FE4FS5FDA28112	Lift	4	12
7167	2015	Ford	E450	Turtle Top	1FD FE4FS6FDA28121	Lift	4	12
7170	2015	Ford	E450	Turtle Top	1FD FE4FS3FDA28125	Lift	4	12
7171	2015	Ford	E450	Turtle Top	1FD FE4FS8FDA28119	Lift	4	12
7172	2015	Ford	E450	Turtle Top	1FD FE4FS2FDA28133	Lift	4	12
7177	2015	Ford	E450	Turtle Top	1FD FE4FS0FDA28132	Lift	4	12
7178	2015	Ford	E450	Turtle Top	1FD FE4FS7FDA28127	Lift	4	12
7179	2015	Ford	E450	Turtle Top	1FD FE4FS1FDA28110	Lift	4	12
7180	2015	Ford	E450	Turtle Top	1FD FE4FS8FDA28136	Lift	4	12
7181	2016	Ford	E450	Turtle Top	1FD FE4FS6GDC57108	Lift	4	12
7182	2016	Ford	E450	Turtle Top	1FD FE4FS4GDC57110	Lift	4	12
7183	2016	Ford	E450	Turtle Top	1FD FE4FSXGDC57113	Lift	4	12
7184	2016	Ford	E450	Turtle Top	1FD FE4FS8GDC57112	Lift	4	12
7185	2016	Ford	E450	Turtle Top	1FD FE4FS6GDC57111	Lift	4	12
7187	2018	Ford	E450	Turtle Top	1FD FE4FS8HDC39923	Lift	4	12
7188	2018	Ford	E450	Turtle Top	1FD FE4FS0GDC55340	Lift	4	12
7189	2018	Ford	E450	Turtle Top	1FD FE4FS9GDC57118	Lift	4	12
7190	2018	Ford	E450	Turtle Top	1FD FE4FS4HDC57562	Lift	4	12
7191	2018	Ford	E450	Turtle Top	1FD FE4FS0GDC57119	Lift	4	12
7192	2018	Ford	E450	Turtle Top	1FD FE4FS1HDC41674	Lift	4	12
7193	2018	Ford	E450	Turtle Top	1FD FE4FS5HDC58879	Lift	4	12

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7194	2018	Ford	E450	Turtle Top	1FDFE4FSXHDC57565	Lift	4	12
7195	2018	Ford	E450	Turtle Top	1FDFE4FS7HDC58883	Lift	4	12
7196	2018	Ford	E450	Turtle Top	1FDFE4FS1HDC58880	Lift	4	12
7197	2018	Ford	E450	Turtle Top	1FDFE4FS7HDC57569	Lift	4	12
7198	2018	Ford	E450	Turtle Top	1FDFE4FS9HDC58884	Lift	4	12
7199	2018	Ford	E450	Turtle Top	1FDFE4FS6HDC57563	Lift	4	12
7200	2018	Ford	E450	Turtle Top	1FDFE4FS8HDC57564	Lift	4	12
7201	2018	Ford	E450	Turtle Top	1FDFE4FS7GDC57117	Lift	4	12
7202	2018	Ford	E450	Turtle Top	1FDFE4FS3HDC53051	Lift	4	12
7203	2018	Ford	E450	Turtle Top	1FDFE4FS5HDC57568	Lift	4	12
7204	2018	Ford	E450	Turtle Top	1FDFE4FS3HDC57567	Lift	4	12
7205	2018	Ford	E450	Turtle Top	1FDFE4FSXHDC39924	Lift	4	12
7206	2018	Ford	E450	Turtle Top	1FDFE4FS0HDC58885	Lift	4	12
7207	2018	Ford	E450	Turtle Top	1FDFE4FS5HDC58882	Lift	4	12
7208	2018	Ford	E450	Turtle Top	1FDFE4FS3HDC57570	Lift	4	12
7209	2019	Ford	E450	Turtle Top	1FDFE4FS6KDC10038	Lift	4	12
7210	2019	Ford	E450	Turtle Top	1FDFE4FS3JDC43464	Lift	4	12
7211	2019	Ford	E450	Turtle Top	1FDFE4FS4KDC10037	Lift	4	12
7212	2019	Ford	E450	Turtle Top	1FDFE4FS1JDC41891	Lift	4	12
7213	2019	Ford	E450	Turtle Top	1FDFE4FS2KDC17357	Lift	4	12
7214	2019	Ford	E450	Turtle Top	1FDFE4FS2KDC10036	Lift	4	12
7215	2019	Ford	E450	Turtle Top	1FDFE4FS3JDC41875	Lift	4	12
7216	2019	Ford	E450	Turtle Top	1FDFE4FS1JDB41874	Lift	4	12
7217	2019	Ford	E450	Turtle Top	1FDFE4FS4JDC41884	Lift	4	12
7218	2019	Ford	E450	Turtle Top	1FDFE4FSXJDC41887	Lift	4	12
7219	2019	Ford	E450	Turtle Top	1FDFE4FSXKDC51384	Lift	4	12

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7220	2019	Ford	E450	Turtle Top	1FDDE4FS3KDC51386	Lift	4	12
7221	2019	Ford	E450	Turtle Top	1FDDE4FS1KDC51385	Lift	4	12
7222	2020	Ford	Van Terra	Turtle Top	1FDWE3F69KDC72790	Lift	3	12
7223	2020	Ford	Van Terra	Turtle Top	1FDWE3F66KDC72763	Lift	3	12
7224	2020	Ford	Van Terra	Turtle Top	1FDWE3F68KDC72764	Lift	3	12
7225	2020	Ford	Van Terra	Turtle Top	1FDWE3F64KDC72776	Lift	3	12
7226	2020	Ford	Van Terra	Turtle Top	1FDWE3F64KDC72762	Lift	3	12
7227	2020	Ford	Van Terra	Turtle Top	1FDWE3F62KDC72761	Lift	3	12
7228	2020	Ford	Van Terra	Turtle Top	1FDWE3F65KDC72768	Lift	3	12
7229	2020	Ford	Van Terra	Turtle Top	1FDWE3F62KDC72758	Lift	3	12
7230	2020	Ford	Van Terra	Turtle Top	1FDWE3F65KDC72785	Lift	3	12
7231	2020	Ford	Van Terra	Turtle Top	1FDWE3F61KDC72766	Lift	3	12
7232	2020	Ford	Van Terra	Turtle Top	1FDWE3F6XKDC72765	Lift	3	12
7233	2020	Ford	Van Terra	Turtle Top	1FDWE3F67KDC72786	Lift	3	12
7234	2020	Ford	Van Terra	Turtle Top	1FDWE3F61KDC72783	Lift	3	12
7235	2020	Ford	Van Terra	Turtle Top	1FDWE3F64KDC72759	Lift	3	12
7236	2020	Ford	Van Terra	Turtle Top	1FDWE3F69KDC72787	Lift	3	12
7237	2020	Ford	Van Terra	Turtle Top	1FDWE3F63KDC72784	Lift	3	12
7238	2020	Ford	Van Terra	Turtle Top	1FDWE3F62KDC72775	Lift	3	12
7239	2020	Ford	Van Terra	Turtle Top	1FDWE3F60KDC72760	Lift	3	12
7240	2020	Ford	Van Terra	Turtle Top	1FDWE3F67KDC72772	Lift	3	12
7241	2020	Ford	Van Terra	Turtle Top	1FDWE3F60KDC72774	Lift	3	12
7242	2020	Ford	Van Terra	Turtle Top	1FDWE3F66KDC72777	Lift	3	12

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7243	2020	Ford	Van Terra	Turtle Top	1FDWE3F63KDC72770	Lift	3	12
7244	2020	Ford	Van Terra	Turtle Top	1FDWE3F69KDC72773	Lift	3	12
7245	2020	Ford	Van Terra	Turtle Top	1FDWE3F67KDC72769	Lift	3	12
7246	2020	Ford	Van Terra	Turtle Top	1FDWE3F66KDC72780	Lift	3	12
7247	2020	Ford	Van Terra	Turtle Top	1FDWE3F60KDC72788	Lift	3	12
7248	2020	Ford	Van Terra	Turtle Top	1FDWE3PN9MDC20750	Lift	3	12
7249	2020	Ford	Van Terra	Turtle Top	1FDWE3F68KDC72778	Lift	3	12
7250	2020	Ford	Van Terra	Turtle Top	1FDWE3F68KDC72781	Lift	3	12
7251	2020	Ford	Van Terra	Turtle Top	1FDWE3F6XKDC72782	Lift	3	12
7252	2020	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC20774	Lift	3	12
7253	2020	Ford	Van Terra	Turtle Top	1FDWE3FN6MDC20771	Lift	3	12
7254	2020	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC20770	Lift	3	12
7255	2020	Ford	Van Terra	Turtle Top	1FDWE3FN2MDC20766	Lift	3	12
7256	2020	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC20764	Lift	3	12
7257	2020	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC20763	Lift	3	12
7258	2020	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC20761	Lift	3	12
7259	2020	Ford	Van Terra	Turtle Top	1FDWE3FN2MDC20749	Lift	3	12
7260	2020	Ford	Van Terra	Turtle Top	1FDWE3F65KDC72771	Lift	3	12
7261	2020	Ford	Van Terra	Turtle Top	1FDWE3F63KDC72767	Lift	3	12
7262	2020	Ford	Van Terra	Turtle Top	1FDWE3FN2MDC20752	Lift	3	12
7263	2020	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC20751	Lift	3	12
7264	2020	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC20775	Lift	3	12
7265	2020	Ford	Van Terra	Turtle Top	1FDWE3FN6MDC20768	Lift	3	12

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7266	2020	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC20758	Lift	3	12
7267	2020	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC20757	Lift	3	12
7268	2020	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC20756	Lift	3	12
7269	2020	Ford	Van Terra	Turtle Top	1FDWE3FN6MDC20754	Lift	3	12
7270	2020	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC20753	Lift	3	12
7271	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC20765	Lift	3	12
7272	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC20762	Lift	3	12
7273	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC20755	Lift	3	12
7274	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC20769	Lift	3	12
7275	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC20759	Lift	3	12
7276	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC20772	Lift	3	12
7277	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC20776	Lift	3	12
7278	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC20779	Lift	3	12
7279	2021	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC20777	Lift	3	12
7280	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC20778	Lift	3	12
7281	2021	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC20767	Lift	3	12
7282	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC20760	Lift	3	12
7283	2021	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC20773	Lift	3	12
7284	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC36365	Lift	3	12
7285	2021	Ford	Van Terra	Turtle Top	1DFE4FS6FDA35280	Lift	3	12
7300	2021	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC41757	Lift	3	12
7301	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC40832	Lift	3	12
7302	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC41759	Lift	3	12

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7303	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC40829	Lift	3	12
7304	2021	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC41764	Lift	3	12
7305	2021	Ford	Van Terra	Turtle Top	1FDWE3FN2MCD41763	Lift	3	12
7306	2021	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC40833	Lift	3	12
7307	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC41761	Lift	3	12
7308	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC41762	Lift	3	12
7309	2021	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC41760	Lift	3	12
7310	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC41758	Lift	3	12
7311	2021	Ford	Cutaway	Turtle Top	1FDWE3FNXNDC22766	Lift	4	12
7312	2021	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC40831	Lift	3	12
7313	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC40830	Lift	3	12
7314	2021	Ford	Cutaway	Turtle Top	1FDWE3FN3NDC22768	Lift	4	12
7315	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC41756	Lift	3	12
7316	2021	Ford	Cutaway	Turtle Top	1FDWE3FN8NDC22765	Lift	4	12
7317	2021	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC40828	Lift	3	12
7318	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1NDC22767	Lift	3	12
9000	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR176581	Ramp	1	4
9001	2018	Dodge	Caravan	BraunAbility	2C7WDGCG5JR176584	Ramp	1	4
9002	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR176592	Ramp	1	4
9003	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR176593	Ramp	1	4
9004	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR176576	Ramp	1	4
9005	2018	Dodge	Caravan	BraunAbility	2C7WDGCG7JR176585	Ramp	1	4
9007	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR176589	Ramp	1	4
9008	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR176579	Ramp	1	4

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
9009	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR176577	Ramp	1	4
9010	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR176587	Ramp	1	4
9011	2018	Dodge	Caravan	BraunAbility	2C7WDGCG9JR176572	Ramp	1	4
9012	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR176573	Ramp	1	4
9013	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR176594	Ramp	1	4
9014	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR176595	Ramp	1	4
9015	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR176580	Ramp	1	4
9016	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR176582	Ramp	1	4
9017	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR176588	Ramp	1	4
9020	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR176591	Ramp	1	4
9021	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR176574	Ramp	1	4
9022	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR176575	Ramp	1	4
9023	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR176578	Ramp	1	4
9024	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR176583	Ramp	1	4
9025	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR337902	Ramp	1	4
9026	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR337899	Ramp	1	4
9027	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR337900	Ramp	1	4
9028	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337903	Ramp	1	4
9029	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR337901	Ramp	1	4
9030	2018	Dodge	Caravan	BraunAbility	2C7WDGCG9JR337907	Ramp	1	4
9031	2018	Dodge	Caravan	BraunAbility	2C7WDGCG9JR337910	Ramp	1	4
9032	2018	Dodge	Caravan	BraunAbility	2C7WDGCG7JR337906	Ramp	1	4
9033	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR337908	Ramp	1	4
9034	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR337904	Ramp	1	4
9035	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR337912	Ramp	1	4
9036	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR337909	Ramp	1	4

Paratransit Vehicle Inventory (FY2024)

Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
9037	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR337913	Ramp	1	4
9038	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337898	Ramp	1	4
9039	2018	Dodge	Caravan	BraunAbility	2C7WDGCG5JR337905	Ramp	1	4
9040	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR337911	Ramp	1	4
9041	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR337914	Ramp	1	4
9042	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR337915	Ramp	1	4
9043	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337917	Ramp	1	4
9044	2018	Dodge	Caravan	BraunAbility	2C7WDGCG5JR337919	Ramp	1	4
9046	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR337916	Ramp	1	4
9047	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR337918	Ramp	1	4
9048	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337920	Ramp	1	4
9049	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR337897	Ramp	1	4

LYNX Mobility Services Department

Table 27 - NeighborLink Vehicle Inventory (FY2024)

NeighborLink Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Life	Wheelchair Capacity	Seat Capacity
276-218	2018	Ford	Turtle Top	Cutaway	1FDFE4FS3HDC58881	Lift	4	12
277-218	2018	Ford	Turtle Top	Cutaway	1FDFE4FS1HDC57566	Lift	4	12
278-218	2018	Ford	Turtle Top	Cutaway	1FDFE4FS9HDC53054	Lift	4	12
6831	2020	Ford	Turtle Top	Cutaway	1FDFE4FS0KDC75242	Lift	4	12
6832	2020	Ford	Turtle Top	Cutaway	1FDFE4FS4KDC75244	Lift	4	12
6833	2020	Ford	Turtle Top	Cutaway	1FDFE4FS8KDC75246	Lift	4	12
6834	2020	Ford	Turtle Top	Cutaway	1FDFE4FS9KDC75238	Lift	4	12
6835	2020	Ford	Turtle Top	Cutaway	1FDFE4FS9KDC75241	Lift	4	12
6836	2020	Ford	Turtle Top	Cutaway	1FDFE4FS7KDC75240	Lift	4	12
6837	2020	Ford	Turtle Top	Cutaway	1FDFE4FS6KDC75245	Lift	4	12
6838	2020	Ford	Turtle Top	Cutaway	1FDFE4FS3KDC75249	Lift	4	12
6839	2020	Ford	Turtle Top	Cutaway	1FDFE4FS1KDC75248	Lift	4	12
6840	2020	Ford	Turtle Top	Cutaway	1FDFE4FS0KDC75239	Lift	4	12
6841	2020	Ford	Turtle Top	Cutaway	1FDFE4FS2KDC75243	Lift	4	12
6842	2020	Ford	Turtle Top	Cutaway	1FDFE4FS1KDC75251	Lift	4	12
6843	2021	Ford	Turtle Top	Cutaway	1FDFE4FSXKDC75247	Lift	4	12
6844	2022	Ford	Turtle Top	Cutaway	1FDFE4FSXKDC75250	Lift	4	12
6845	2023	Ford	Turtle Top	Cutaway	1FDFE4FS3KDC75252	Lift	4	12

LYNX Mobility Services Department

7. System Safety Program Plan

The MOA between the CTC and the FCTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by FDOT, as required by Chapter 14- 90: Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems, F.A.C. According to this rule, the SSPP 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. A copy of the Annual SSPP Certification for LYNX is included in **Attachment 8**.

8. Inter-county Services

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

9. Natural Disaster/Emergency Procedures

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) and Emergency Support Function #8 (Public Health and Human Services) for Orange County. This designation carries the responsibility of evacuating all

special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then, ACCESS LYNX will notify the contractor of the situation.

10. [Marketing](#)

LYNX's website provides information on all of LYNX's services, including paratransit. Guide maps and schedules are available on the website, and printed versions are available at major transfer centers. Informational videos and helpful contact and reference information are also posted on the LYNX website. ACCESS LYNX applications and the "How to Ride" guide are also posted on the LYNX website.

ACCESS LYNX also participates in community outreach activities. These activities consist primarily of community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program.

11. [Acceptable Alternatives](#)

LYNX operates public transit services throughout the three-county service area. LYNX has been the designated CTC for many years, with the most recent designation occurring on July 1, 2023. LYNX has been successful in operating the coordinated system and at this time, there are no recommended alternatives to the existing structure of the coordinated system within any of three counties, Orange, Osceola, or Seminole.

12. [Service Standards](#)

Service standards are integral to the development and implementation of a quality transportation program. **Table 28** lists the current ACCESS LYNX service standards. Standards in the table include both minimum FCTD required standards and a number of additional standards that are relevant to the ACCESS LYNX operation.

Table 28 - ACCESS LYNX Service Standards

Standard	Description
Advance Reservations Requirements	Reservations for all ACCESS LYNX customers, including ADA and TD customers, are taken up to seven (7) days in advance.
Advance Reservations Limit	When calling to schedule appointments, ADA customers should call as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
Accidents	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
Air Conditioning/ Heating	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
Billing Requirements	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes).
Call Hold Time	It is LYNX's goal to have average hold times for inbound telephone of no more than three minutes (3:00) for the day. This three-minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.
Cardio-pulmonary Resuscitation Training	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
Complaints	ACCESS LYNX will respond to all complaints within five business days, unless unavoidable investigation delays occur. Responses will be via phone or letter, based on the customer's preference. The monthly standard for valid complaints regarding contractor performance is fewer than three valid complaints per 1,000 one-way passenger trips.

Standard	Description
Contract Monitoring	<p>ACCESS LYNX performs quarterly evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.</p> <p>Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.</p>
Driver Criminal Background Screening	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
Driver Identification	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
First Aid Training	Drivers within the coordinated system are not required to be trained in first aid techniques.
No-Show Policy	<p>A customer may have no more than 5 no-shows within any 30-day period, which will result in an offense. A letter is sent to each customer to help them understand how important it is to call and cancel trips. During the review process, the subscription privilege may be cancelled if a customer has excessive valid no show occurrences. A customer may request for the subscription to be re-established. After a review of the past trips, a subscription may be re-instated if there have been no infractions for ninety (90) day period.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No Show.</p>
On-time Performance	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>
Out of Service Area Trips	ACCESS LYNX does not provide transportation services outside of our three county service area.

Standard	Description
Passenger Assistance	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.
Passenger Property	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
Passenger/ Trip Database	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
Pick-up windows	Trips are on time if they are picked up within the negotiated 30-minute pickup window
Subscriptions	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.
Transport of Personal Care Attendant and Dependent Children Policy	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.
Trip Negotiations	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to</p>

Standard	Description
	please wait until we are outside that window before a call is placed regarding the pick up.
Trip Request Limit	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.
Two-Way Communications	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
Unscheduled Stops	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.
Use and Responsibility of Child Restraint Devices	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
Vehicle Cleanliness	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.
Vehicle Transfer Points	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, NeighborLink, or future SunRail service.

Standard	Description
Demand Response	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.
	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, however the time is not guaranteed.
	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.

13. [Local Grievance Procedures/Process for TD](#)

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

ACCESS LYNX in conjunction with the TDLCB, 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 services rendered. It should be noted that the TDLCB holds jurisdiction only over TD concerns. ADA concerns are under the jurisdiction of the FTA.

A Grievance Subcommittee has been appointed by the TDLCB Chair and consists of at least three voting members of the TDLCB and may also include other appointed volunteers. The procedures of the grievance forms are in **Attachment 6**.

14. [CTC Monitoring Procedures of Operators and Coordination Contractors](#)

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitoring reviews of the calendar year consist of a review of 25 of all records. Records are randomly selected for review. The last, or fourth, quarterly monitoring review of the calendar year, consists of a review of 100 percent of all records. The monitoring accomplishes reviews of SSPP compliance, driver qualifications and certification, and maintenance of vehicles and equipment.

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 FY2025/2026. 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 29 shows the FCTD calculated rates.

Rate justification worksheets can be found in **Attachment 9**.

*Table 29 - Transportation Disadvantaged Trip and Equipment Calculated Rates
FY2025/2026*

Service Type	Unit	Rate
Ambulatory	Per trip	\$45.22
Wheelchair	Per trip	\$77.52

IV. QUALITY ASSURANCE

Quality assurance efforts consist of several elements, including the CTC Annual Evaluation process, compliance monitoring reports performed by the FCTD, and through sub-committees established through the TDLCB.

TDLCB and Sub-Committees

In addition to the TDLCB, two sub-committees were established to monitor and evaluate the services provided by or coordinated through the CTC. The two sub-committees include:

- Quality Assurance Task Force (QATF)
- Grievance Committee

Both groups work to find solutions and address comments, complaints, and complements regarding the ACCESS LYNX operation.

Importantly, ACCESS LYNX develops program service standards with input from the TDLCB. Section 2, Service Plan, has the standards that have been reviewed by the QATF and adopted with the approval of this TDSP by the LCB.

CTC Evaluation Process

The LCB conducts an annual evaluation of LYNX based on the FCTD's Evaluation Workbook for CTCs, covering competition, cost-effectiveness, and availability. The latest evaluation for FY2023-2024 was completed in May 2024. The annual evaluation for FY2024-2025 is underway and will be presented in May 2025.

FCTD CTC Quality Assurance and Program Evaluation

The most recent FCTD Quality Assurance and Program Evaluation (QAPE) report for Orange, Osceola, and Seminole Counties was completed in 2021. The QAPE consists of a review of specific services, policies, and records as enumerated in FCTD's 2020-21 monitoring tool. This exercise is performed every three years by the FDOT in an effort to comply with its programmatic oversight and monitoring responsibilities related to:

- Florida Statutes Chapter 427
- Florida Administrative Code Rule 41-2
- Florida Administrative Code Rule 14-90

- The Transportation Disadvantaged Service Plan (TDSP)
- The System Safety Program Plan (SSPP)
- The FCTD Memorandum of Agreement (MOA)

During the most recent QAPE that was completed in 2021, no findings were identified. The next QAPE is scheduled to begin in April 2025.

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 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.

Glossary of Terms	
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.

Glossary of Terms	
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.
Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.
Coordination	The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service. Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.
Coordination Contract	A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated

Glossary of Terms	
	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.

Glossary of Terms	
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.

Glossary of Terms	
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.

Glossary of Terms	
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.

Glossary of Terms	
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.

Glossary of Terms	
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.

Glossary of Terms	
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.

Glossary of Terms	
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.



Glossary of Terms	
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.

Attachment 2 - ACCESS LYNX Transportation Disadvantaged (TD) Program 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.

Note: The Federal Poverty Guidelines are published annually and applied to this program for income level qualification based solely on individual applicant income – not the applicant's household income. For reference, the Guidelines can be viewed at: www.aspe.hhs.gov.

If the disability criteria is applicable, the Medical section of this application (Section 4) must be completed and signed by a Licensed Medical Professional. 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

FOR OFFICE USE ONLY: Client ID: _____	DATE RECEIVED 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
(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 | |

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

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

How do you currently travel to your destination?

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

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

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

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

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

Explain: _____

Verification of Income (SECTION 2)

Total Individual Monthly Income \$ _____

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

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

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

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

Additional documentation may be required to support individual income.

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

- Did you attach a copy of your Florida ID or Driver's license? ☐ YES ☐ NO
- Did you attach all required documents? ☐ YES ☐ NO
- Is the Medical Form completed by a Licensed Medical Professional? ☐ YES ☐ 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

Attachment 3 - ACCESS LYNX American with Disabilities Act (ADA) Program Eligibility Application



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)



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

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 |

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 checked="" 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

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

Attachment 4 - ACCESS LYNX Appeal Process



LYNX

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

ACCESS LYNX ADA APPEAL PROCESS

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

Filing an Appeal:

1. All appeals must be filed in writing within 60 calendar days of the receipt of the original determination letter of ineligibility or conditional eligibility, suspension of service notification letter or denial of a specific trip request. If the 60th day after the original determination or trip denial is on a weekend or a legal holiday, an appeal will be accepted on the next subsequent business day.

2. The Authority will enclose an appeals form with the notification letter, time frame that the appeal is to be submitted, and who the appeal is to be submitted to. If, due to disability, the appellant is unable to send written notification of appeal, the Authority may designate a staff member to submit the appeal in the appellant's own words. The appellant also has the option of having the same source that filled out the original application write out the appeal.
3. The applicant shall identify in writing, their name, address, telephone number, and the facts in support of their appeal. In describing the appeal, the applicant shall clearly and concisely state why they believe determination does not accurately reflect their ability to use fixed route, or why suspension is inappropriate. Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 455 North Garland Avenue, Orlando, Florida, 32801.
4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
 - a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.
 - b. If an appeal is taken based upon a determination of trip eligibility, service for the trip in question will be provided until an appeal hearing is concluded.
 - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.

- d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.
9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff will present information on why the determination of eligibility, suspension or no shows was made.
10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
12. All materials that are written will be provided in a format accessible by the appellant.
13. The appeals process is the final decision within the Authority.

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

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

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

Other accessible formats available upon request.

Attachment 5 - 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:

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.

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

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

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.
4. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal.
 - A. The Appeals Panel Representatives Pool is as follows:
 - One representative of a Transit Operator
 - One representative of the medical profession
 - One representative user of:
 - a. Fixed Route
 - b. Lift-Van /Ramped Taxi

- c. Taxi
- d. Agency Receiving Services

There will be three to five total Panel Members

- B. Panel Members have an opportunity to review the Appeal Request Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.
- C. The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by on representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.
- D. An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.
- E. On the day of the hearing:
 - 1. The staff introduces appellant to panel members and reviews determination of eligibility for paratransit.
 - 2. The appellant and staff each have equal time (10 minutes) to present information specific to eligibility before Appeals Panel.
 - 3. The panel members may ask questions after the presentations by the staff and appellant at their discretion.
 - 4. Upon completion of questions, the appellant is informed:
 - a. A decision on eligibility status will be made within thirty days.
 - b. If a panel decision is not made by the 31st day, appellant may request use of Paratransit services until decision is made.
 - 5. Panel members discuss applicant's case and all other information provided as part of the hearings after applicant and staff are excused.
 - 6. Panel members may:
 - a. Come to a common conclusion on eligibility;
 - b. Vote on determination of eligibility; or
 - c. State reasons for decision, special conditions for eligibility or denial of service.

Attachment 6 – TDLCB Grievance Procedures



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

**GRIEVANCE PROCEDURE FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 13, 2025

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.

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 most recent **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 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.

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.
- 5.

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 Procedures of the TDLCB as adopted the 13th day of February, 2025.

A handwritten signature in blue ink that reads "Pat Bates".

Honorable Pat Bates, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

**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

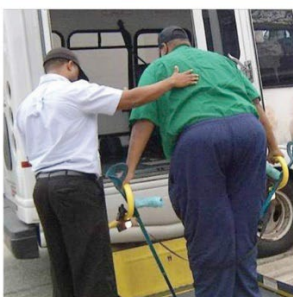




Attachment 7 - LYNX Human Services Transportation Plan



LYNX Human Services Transportation Plan Update



FY 2022 Update
June 16, 2022
Final

Prepared for:

LYNX

Prepared by:

WSP USA Inc.





1.0	Introduction	4
1.1	Plan Update Methodology	4
2.0	Background	5
2.1	LYNX Background	5
2.2	Section 5310 Program	6
2.3	Infrastructure Investment and Jobs Act	6
3.0	Review of Federal Programs	6
3.1	Section 5310 Program – Enhanced Mobility of Seniors and Individuals with Disabilities.....	6
3.2	Section 5311 Program – Formula Grants for Rural Areas.....	7
3.3	Fund Braiding	8
4.0	Review of Existing Plans and Programs	11
4.1	2021 Minor Update Transportation Disadvantaged Service Plan (TDSP)	11
4.2	2018-2027 Transit Development Plan Major (TDP) 2021 Minor Update.....	11
4.3	2019 Human Services Transportation Plan Update.....	12
4.4	Commission on Transportation Disadvantaged Annual Operating Report.....	15
4.5	Summary	16
5.0	Best Practices and Peer Review	18
6.0	Existing Conditions.....	22
6.1	Elderly Population	22
6.2	Individuals with Disabilities.....	24
6.3	Veteran Population	26
6.4	Low-Income Population	28
6.5	Minority Population	30
6.6	Major Employers.....	32
6.7	Activity Centers	33
7.0	Review of Existing Transportation Services	39
7.1	Fixed-Route Bus	39
7.2	Bus Rapid Transit (LYMMO)	39
7.3	Express Bus (FastLink)	39
7.4	NeighborLink (Flex Service).....	39
7.5	Disney Direct	40
7.6	Paratransit (ACCESS LYNX)	40
7.7	Vanpool.....	40
7.8	Review of Existing CTC Providers	43
7.9	Sub-Recipient Providers	45



8.0	Public Outreach	51
8.1	Stakeholder Outreach and Coordination	52
8.2	Stakeholder Interviews	55
8.3	NeighborLink Surveys.....	57
8.4	ACCESS LYNX Rider Surveys.....	59
8.5	2021 TDLCB Public Meeting	61
9.0	Gap Analysis	63
9.1	Assessment of Service Needs	63
9.2	Assessment of Transportation Gaps and Needs.....	69
9.3	Prioritization of Transportation Service Needs	73
9.4	Strategies for Addressing Service and Coverage Gaps	75
9.5	Project Progress Measures.....	77
9.6	Project Selection Process	77
10.0	Action Plan	78

Appendix A – Fund Brading Matrix

Appendix B – LYNX FY 2022/2023 Section 5310 Grant Application

List of Tables

Table 1 – Peer Review: Assessment of Technologies and Innovative Practices.....	19
Table 2 – Peer Review: Assessment of Existing 5310 Van Program	20
Table 3 – Peer Review: Recommended Best Practices.....	21
Table 4 - Demographic Percentages for Orange, Osceola, and Seminole Counties.....	32
Table 5 – Major Employers	33
Table 6 – Colleges/Universities.....	34
Table 7 – Community Centers.....	35
Table 8 – Senior Centers	36
Table 9 – Hospitals	36
Table 10 – LYNX CTC Providers	43
Table 11 – Private Transportation Providers	48
Table 12 – Summary of Public Outreach Gaps Identified	51
Table 13 – Demographic Characteristics – Areas of Concentration	63
Table 14 – Geographic Assessment	71
Table 15 – Prioritization of Transportation Strategies	74



List of Figures

Figure 1 – Plan Update Process	4
Figure 2 – Transportation Disadvantaged Services Process	5
Figure 3 - Fund Braiding.....	9
Figure 4 – Existing Share of Elderly Residents in Service Area	23
Figure 5 – Existing Share of Disabled Residents in Service Area	25
Figure 6 – Existing Share of Veterans in Service Area	27
Figure 7 – Existing Share of Low-Income Residents in Service Area	29
Figure 8 – Existing Share of Minority Residents in Service Area	31
Figure 9 – Major Employers in Service Area	37
Figure 10 – Activity Centers in Service Area	38
Figure 11 – LYNX Service Area	42
Figure 12 – Poll EveryWhere Graphic	52
Figure 13 – Q1. Type of Transportation Services Used.....	52
Figure 14 – Q2. Transportation Needs of Clients.....	53
Figure 15 – Q3. Barriers to Transportation.....	53
Figure 16 – Q4. Types of Technologies Used	54
Figure 17 – Q5. Most Important Need.....	54
Figure 18 – Q6. Use of Fund Braiding	54
Figure 19 – Q7. Use of 5310 Funds	55
Figure 20 – Passenger Age Distribution	57
Figure 21 – How Often Riders Use NeighborLink	58
Figure 22 – Trip Type.....	58
Figure 23 – Demographic Context	59
Figure 24 – Selected Zip Codes for Survey Area	60
Figure 25 – Hot Spot Map - Elderly Population	64
Figure 26 – Hot Spot Map - Disabled Population	65
Figure 27 – Hot Spot Map – Veteran Population.....	66
Figure 28 – Hot Spot Map - Low Income Population.....	67
Figure 29 – Hot Spot Map – Minority Population.....	68



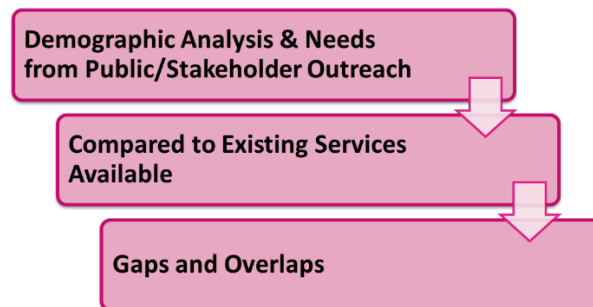
1.0 Introduction

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

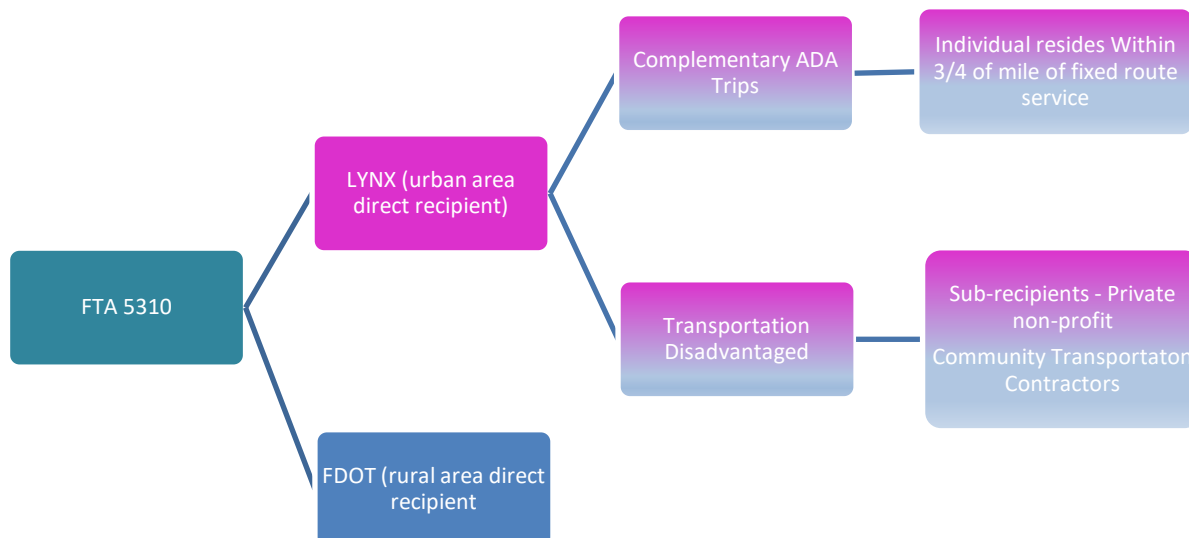
This section includes background information on the Section 5310 Program, LYNX as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, and LYNX's ongoing coordination activities.

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:

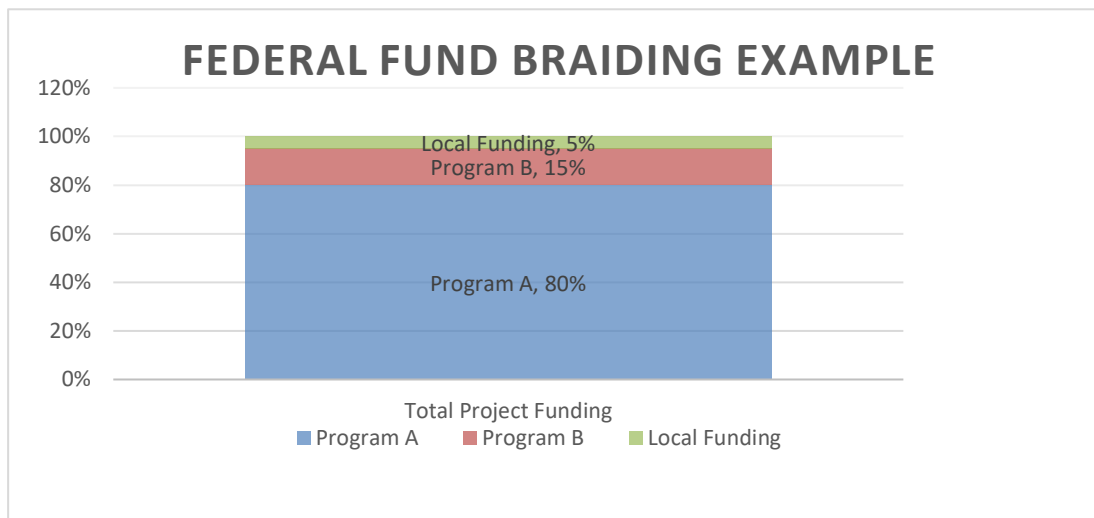
- The United States Department of Transportation (DOT)
- Department of Justice (DOJ)
- Department of Health and Human Services (HHS)
- Department of Agriculture (USDA) and
- Department of Veterans Affairs (VA).

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:¹

- **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 10th 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-

¹ 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
State of Florida Peer Agencies	
1. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<p>MyJTA App - The MyJTA app allows for bus tracking, trip planning and fare purchases across all services.</p> <p>ReadiRide Door to Store - 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>STS Connect - Reservations and cancellations can be made online through their Special Transportation Services portal “STSCConnect”.</p> <p>Freedom Navigator App - MDT will be introducing the Travel Training Freedom Navigator App & 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>TOPS! Travel Training - 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>Website Translation - 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>TOPS! Veterans - 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>
Out-of-State Peer Agencies	
4. RideKC, Kansas City, MO	<p>RideKC Freedom - 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>RideKC Freedom On-Demand - 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>Mobility Management - 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>Mobility Management - 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
State of Florida Peer Agencies		
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.
Out-of-State Peer Agencies		
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"> 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. Evaluate the benefit of providing ADA approved customers free transit versus reduced transit fares.
2. Miami-Dade Transit (MDT), Miami, FL	<ul style="list-style-type: none"> TD Easy Ticket Program: The distribution of EASY Tickets to eligible TD individuals through 501(c)(3) agencies whose clients meet the eligibility criteria. 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.
3. Broward County Transit (BCT), Plantation, FL	<ul style="list-style-type: none"> 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.
Out-of-State Peer Agencies	
5. RideKC, Kansas City, MO	<ul style="list-style-type: none"> 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.
6. Madison Metro Transit, Madison, WI	<ul style="list-style-type: none"> Applicant projects awarded higher points based on Tier 1 Strategy versus Tier 2 and below. Allows for the purchase of vehicles by HSA’s through the statewide procurement contracts.



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.

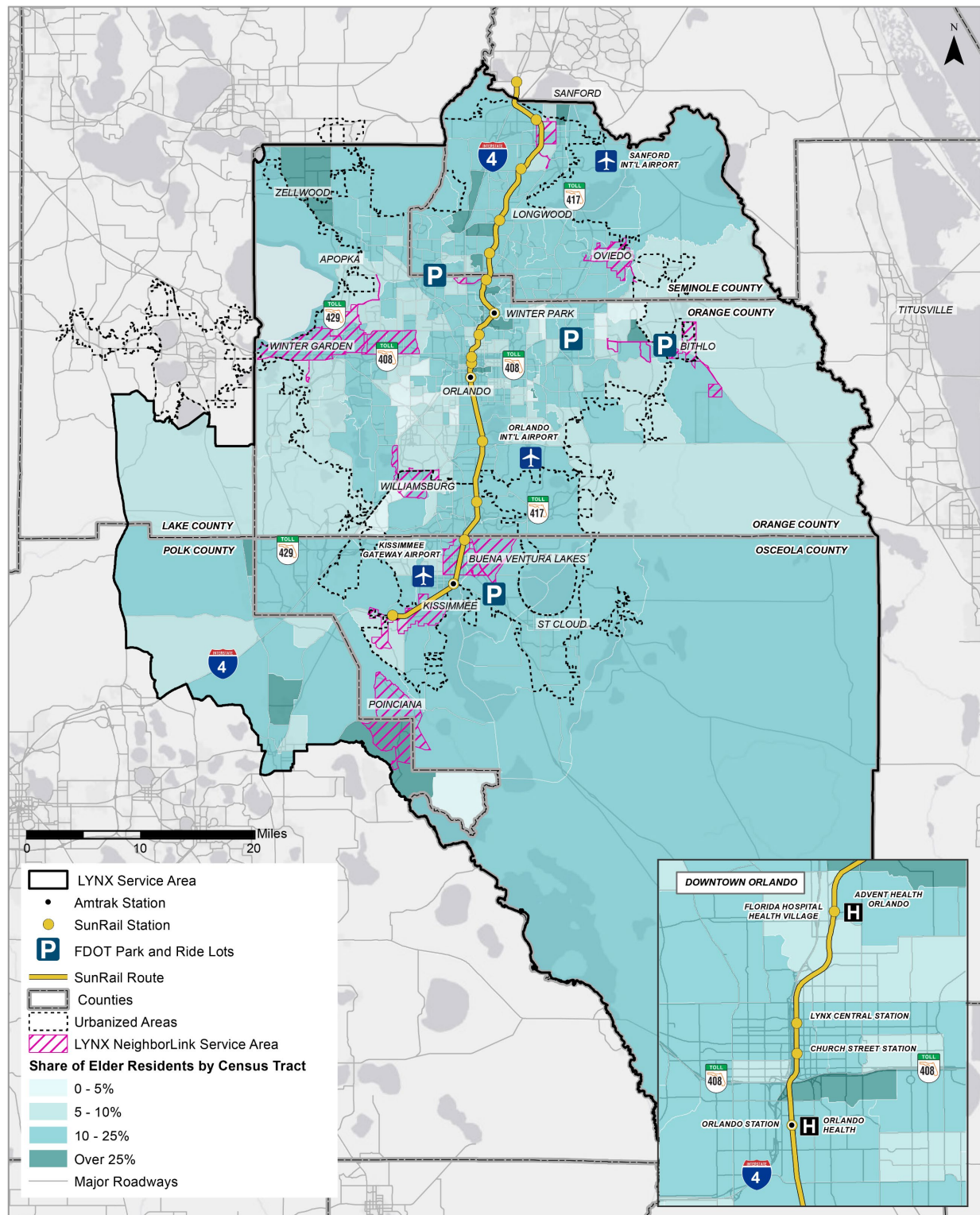
The State of Florida attracts a wide variety of population groups, most notable a large elderly population (residents 65 years and older) compared to the national average. According to the 2019 American Community Survey (ACS), the state of Florida has a higher average of elderly population (20.9 percent) 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



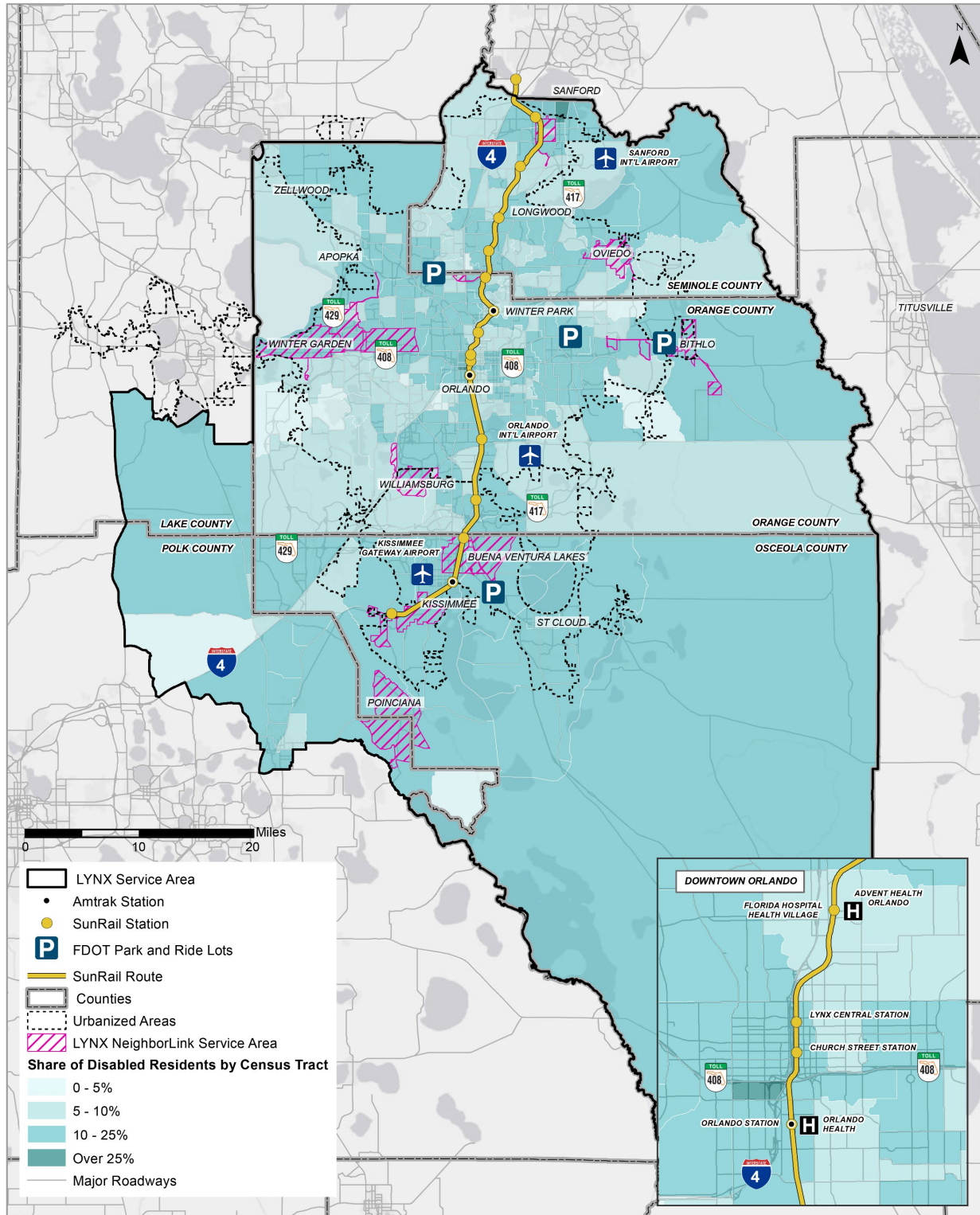


6.2 Individuals with Disabilities

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



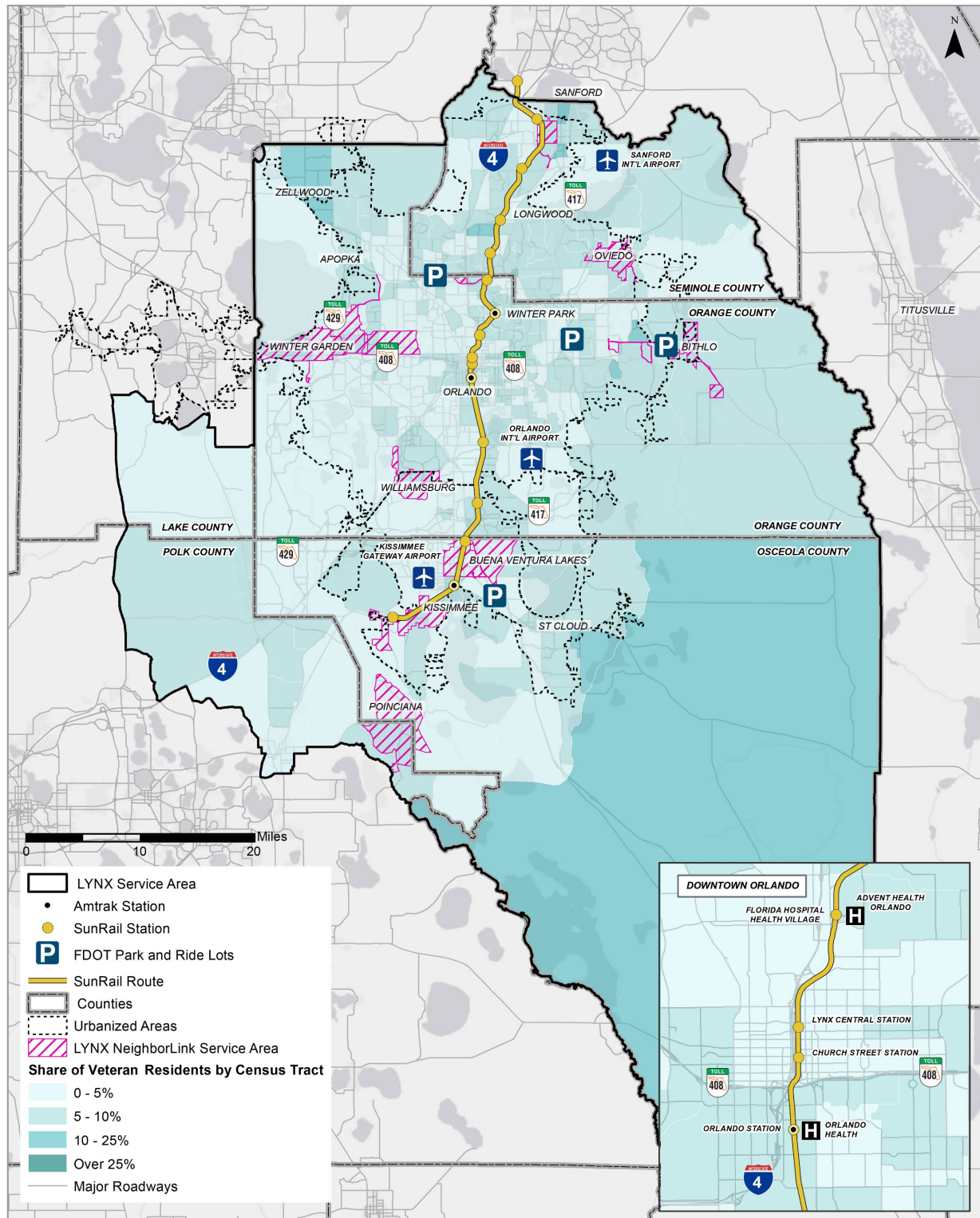


6.3 Veteran Population

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



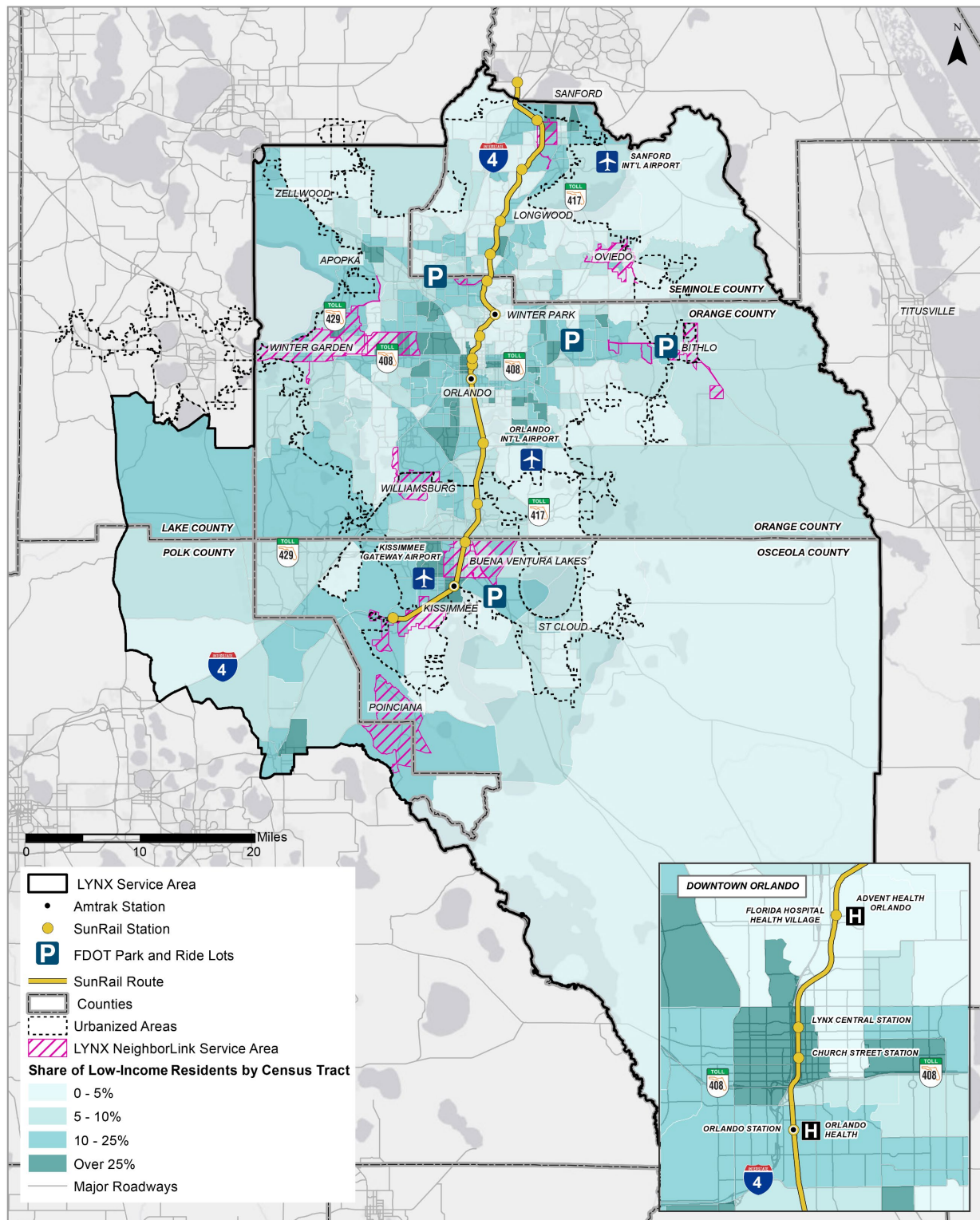


6.4 Low-Income Population

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

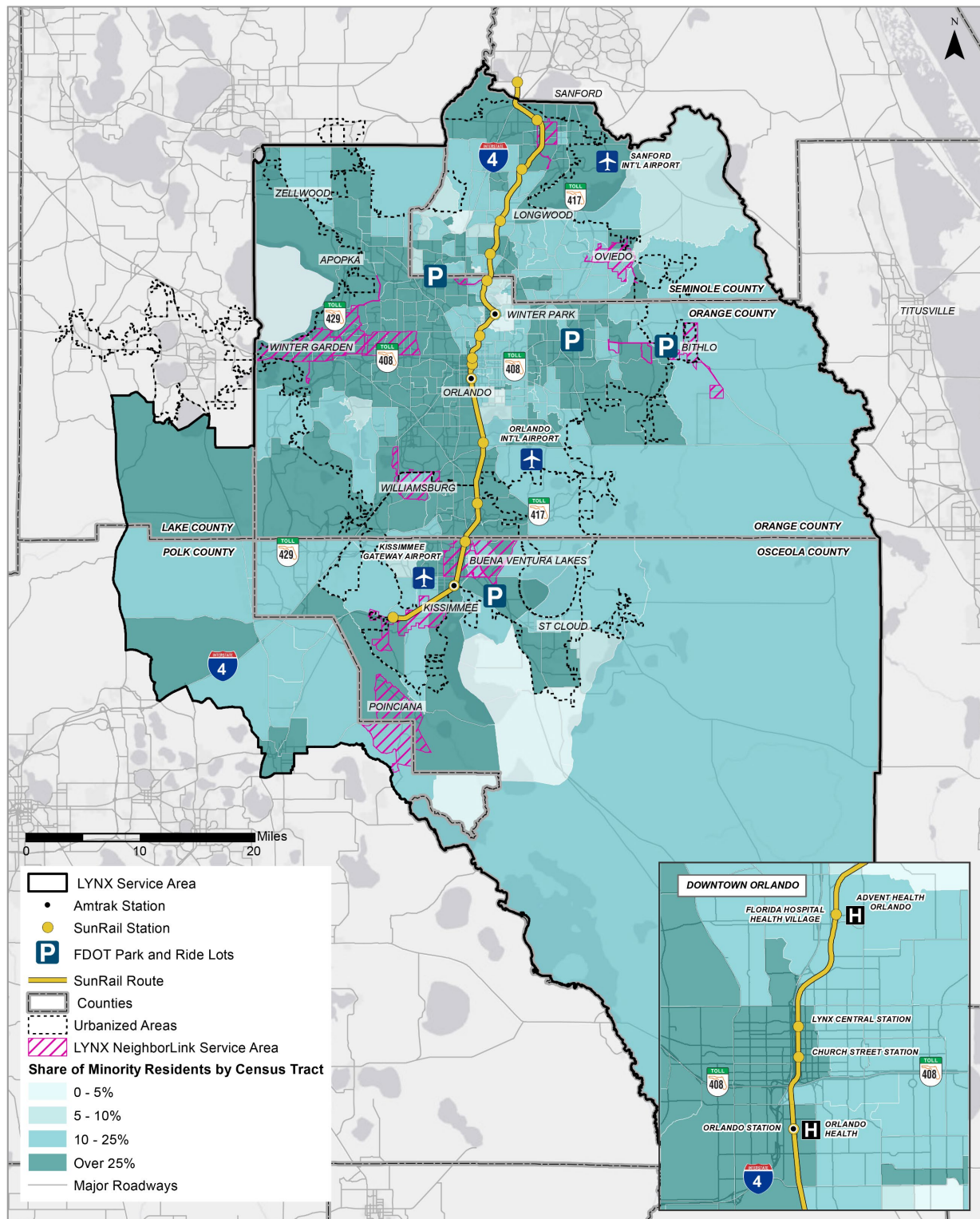




Table 4 presents the percentages of demographics for Orange County, Osceola County, Seminole County, and the State of Florida based on the 2019 ACS 5-Year Estimates. Of the three counties, Seminole County has the highest percentage of older adults and veterans, while Osceola County has the highest percentage 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
Older Adults	12.3 %	13.5 %	15.9 %	20.9 %	10.3 %
Individuals with Disabilities	11.3 %	13.1 %	11.6 %	13.2 %	30.0 %
Veterans	4.1 %	4.7 %	5.8 %	6.5 %	23.8 %
Low Income	9.3 %	9.6 %	6.6 %	8.7 %	52.4 %
Minority	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

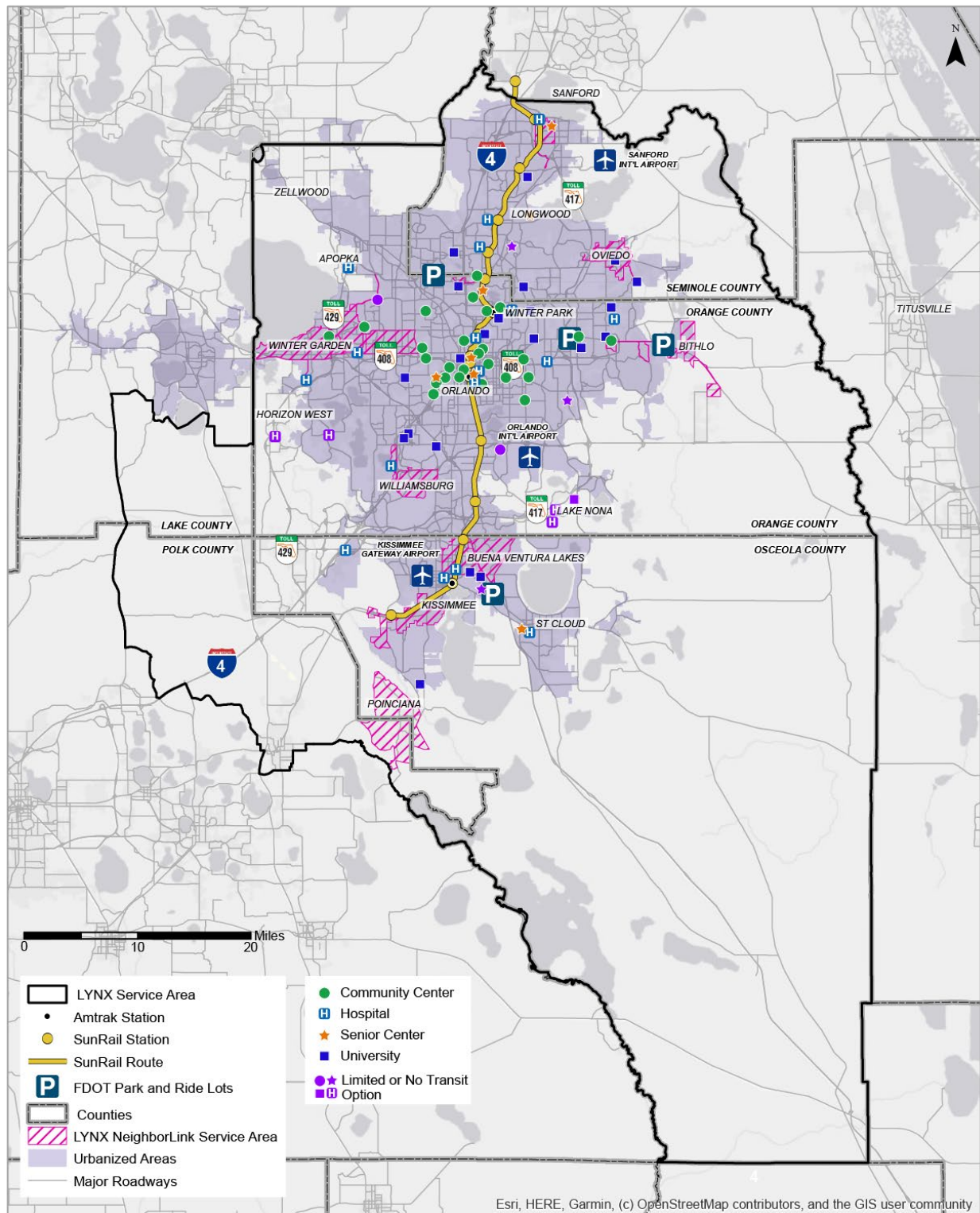
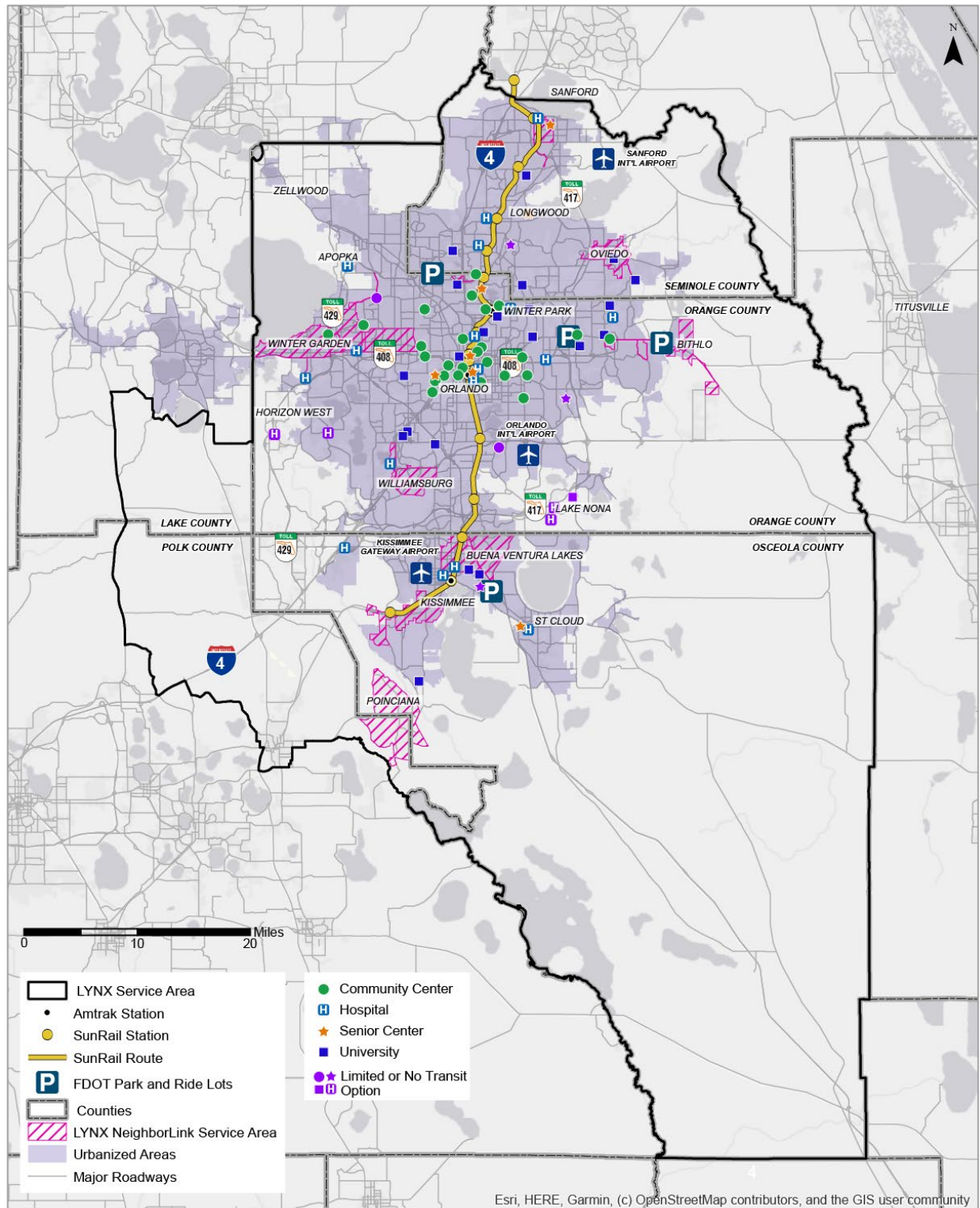




Figure 10 – Activity Centers in Service Area





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.

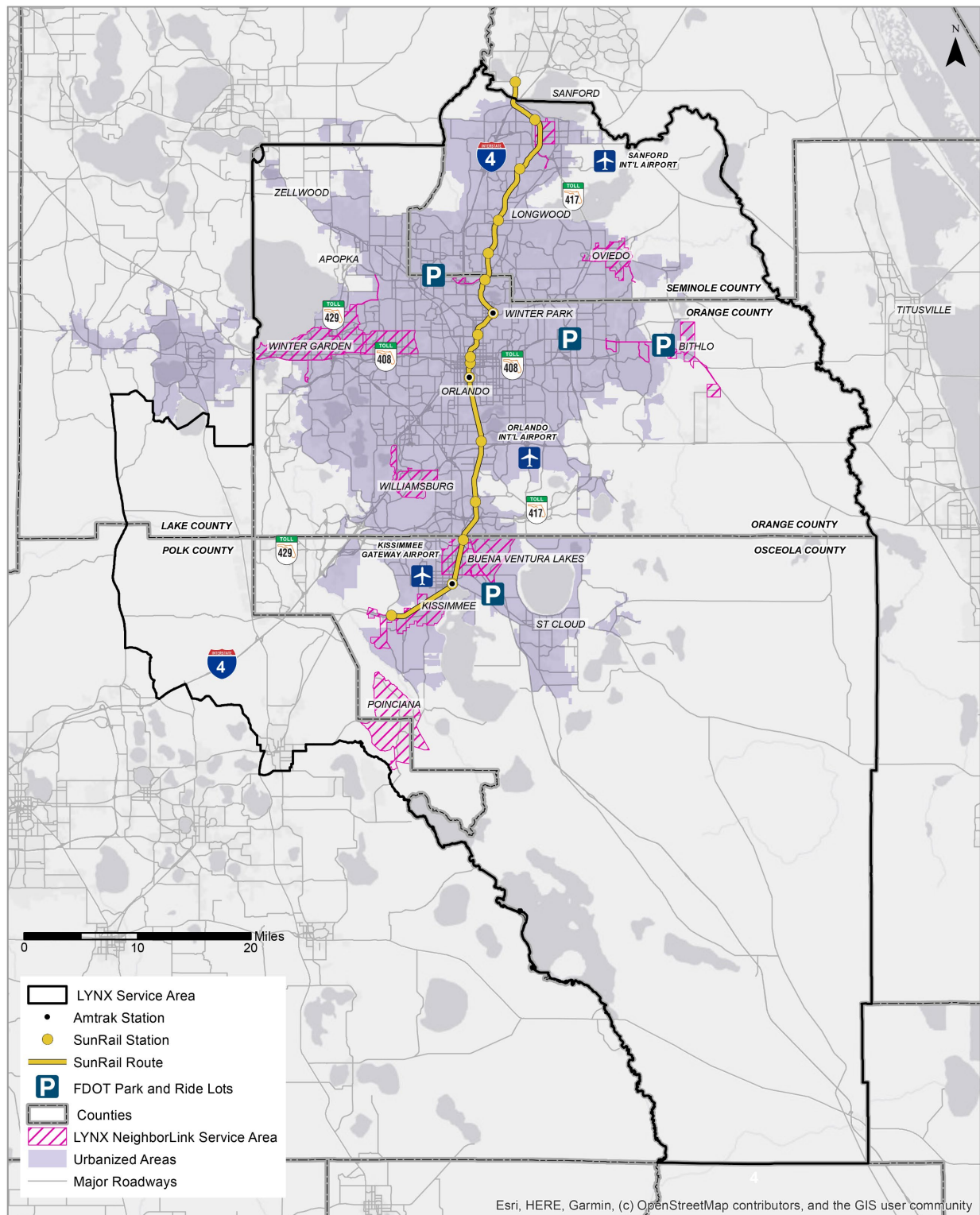
Each program is different and has different requirements. A brief description of each program is provided below.

- **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	https://www.uber.com/
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	https://www.lyft.com/
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 http://www.eustitaxi.com
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 https://www.taxiorlandoservice.com/contact-us



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 http://www.atlascitycab.com/services.html
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 info@AceMetroCab.com

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

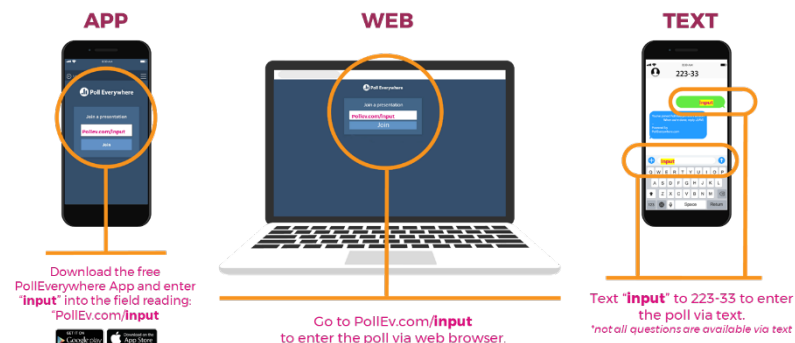
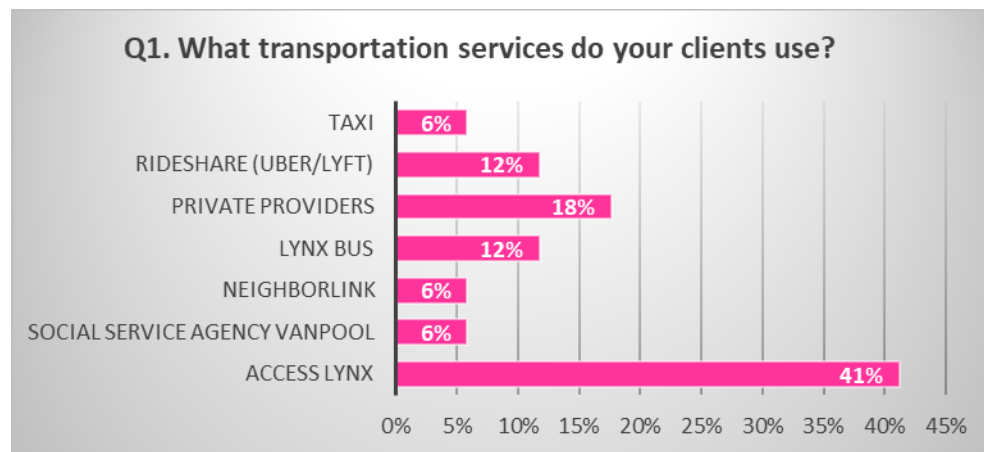


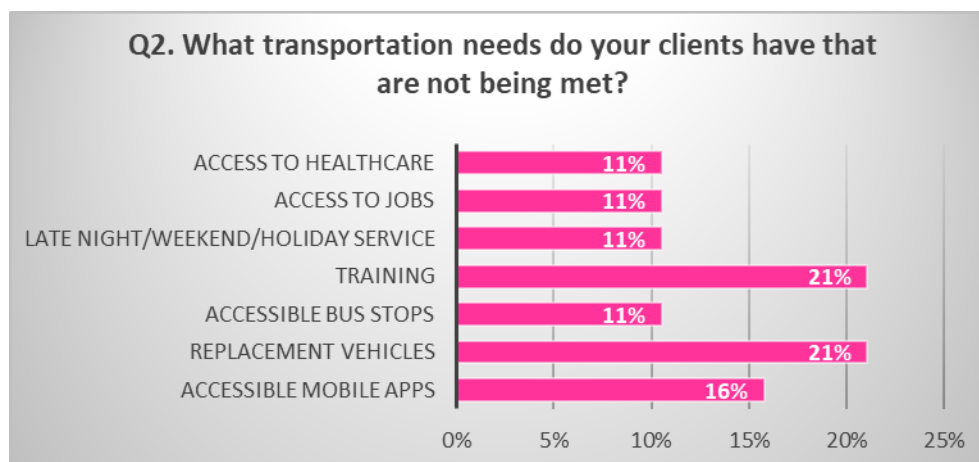
Figure 13 – Q1. Type of Transportation Services Used





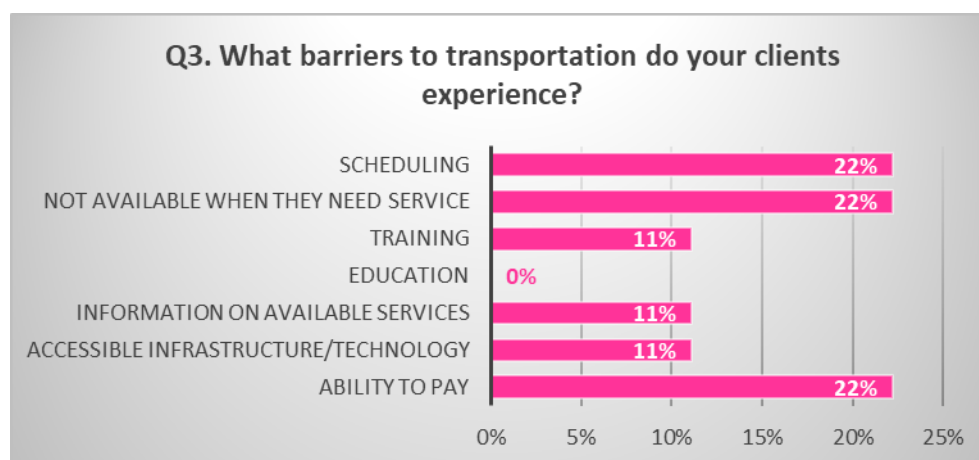
Participants reported that their clients often use ACCESS LYNX services, followed by private providers. Indicating that for many of the targeted population, other options may likely be less accessible or affordable for their clients. Other transportation services used include Transportation Network Companies (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.

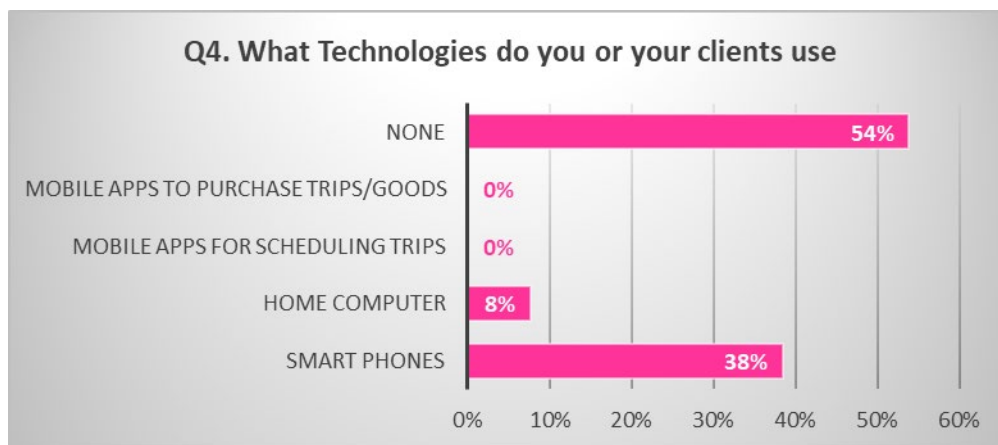
Figure 15 – Q3. Barriers to Transportation



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.

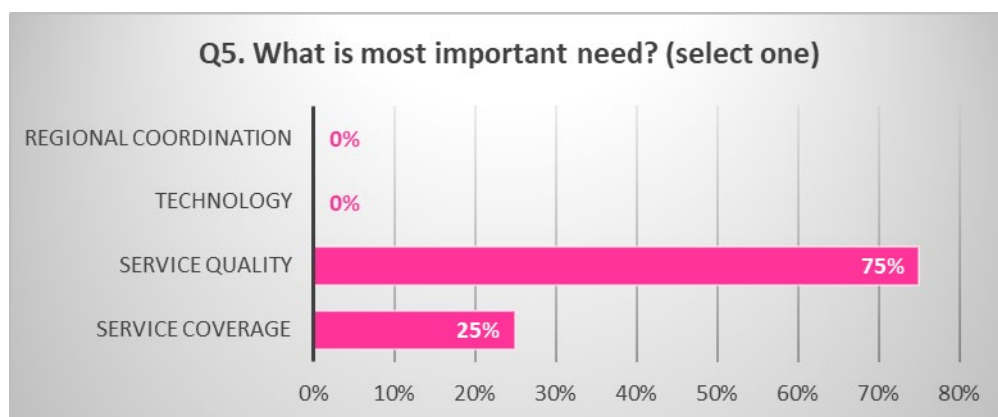


Figure 16 – Q4. Types of Technologies Used



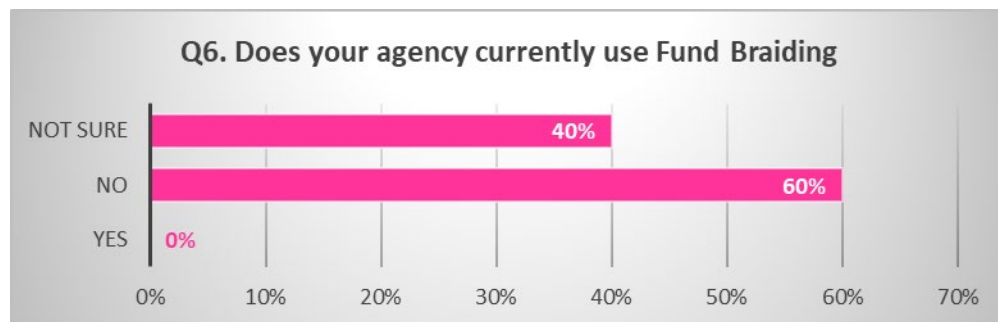
While more than a third of stakeholder clients have access to smart phones, more than 50% of stakeholders and their clients do not use any specific forms of technology for scheduling transportation trips or paying fares. A small percentage reported that they or their clients use home or desktop computers.

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.

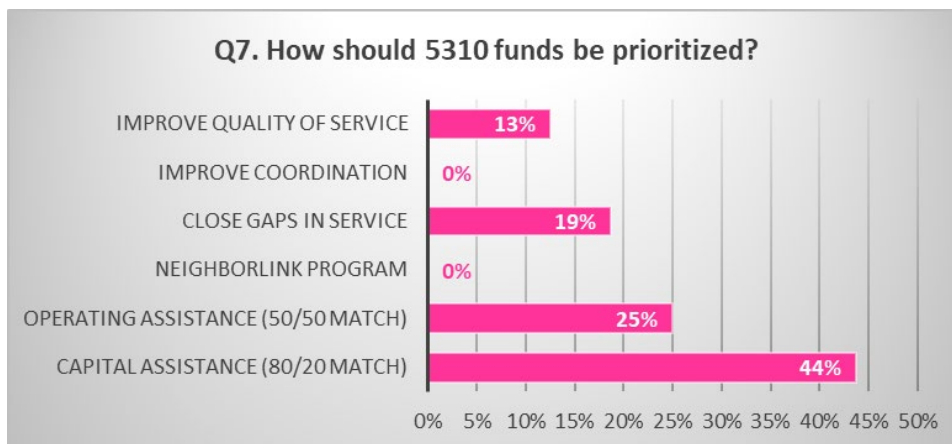
Figure 18 – Q6. Use of Fund Braiding





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 subcontractors 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

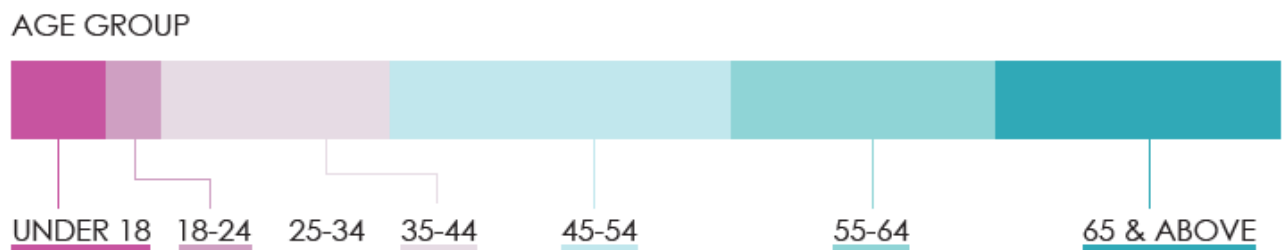




Figure 21 – How Often Riders Use NeighborLink

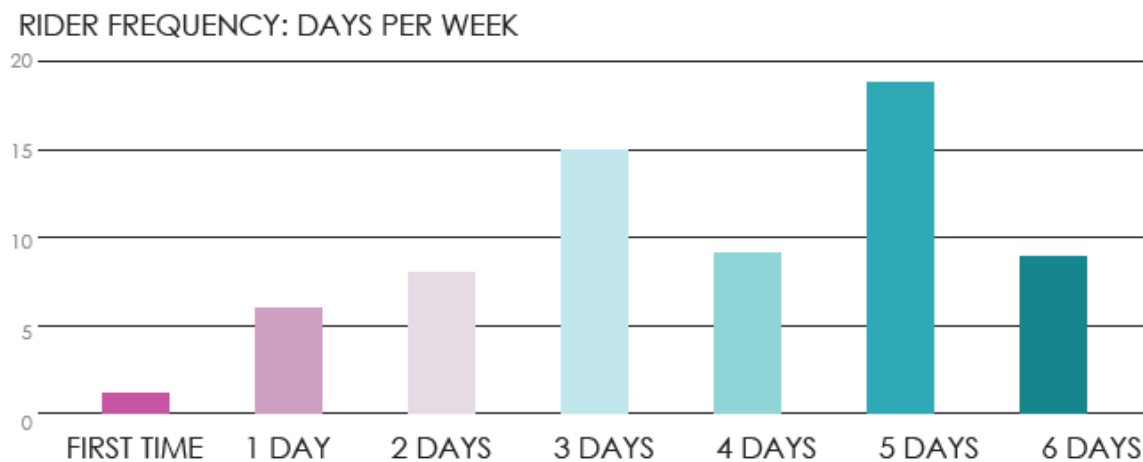


Figure 22 – Trip Type

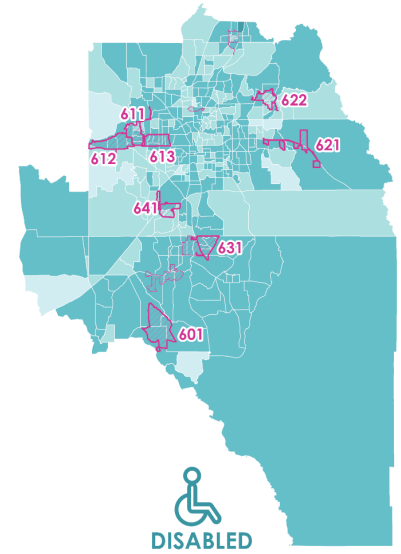
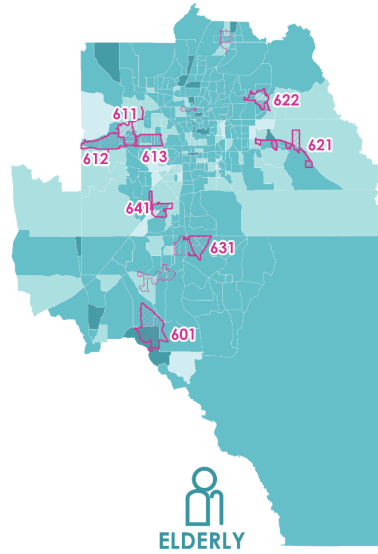
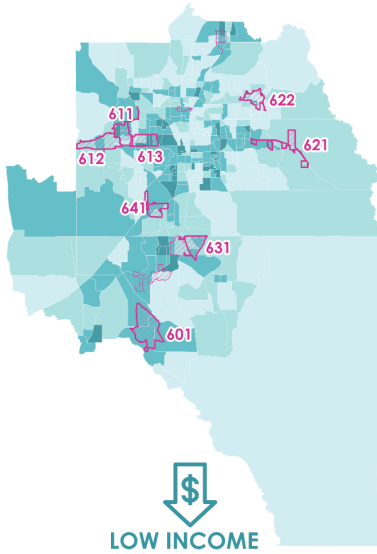




Figure 23 – Demographic Context

RESIDENTS SHARE BY CENSUS TRACT

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



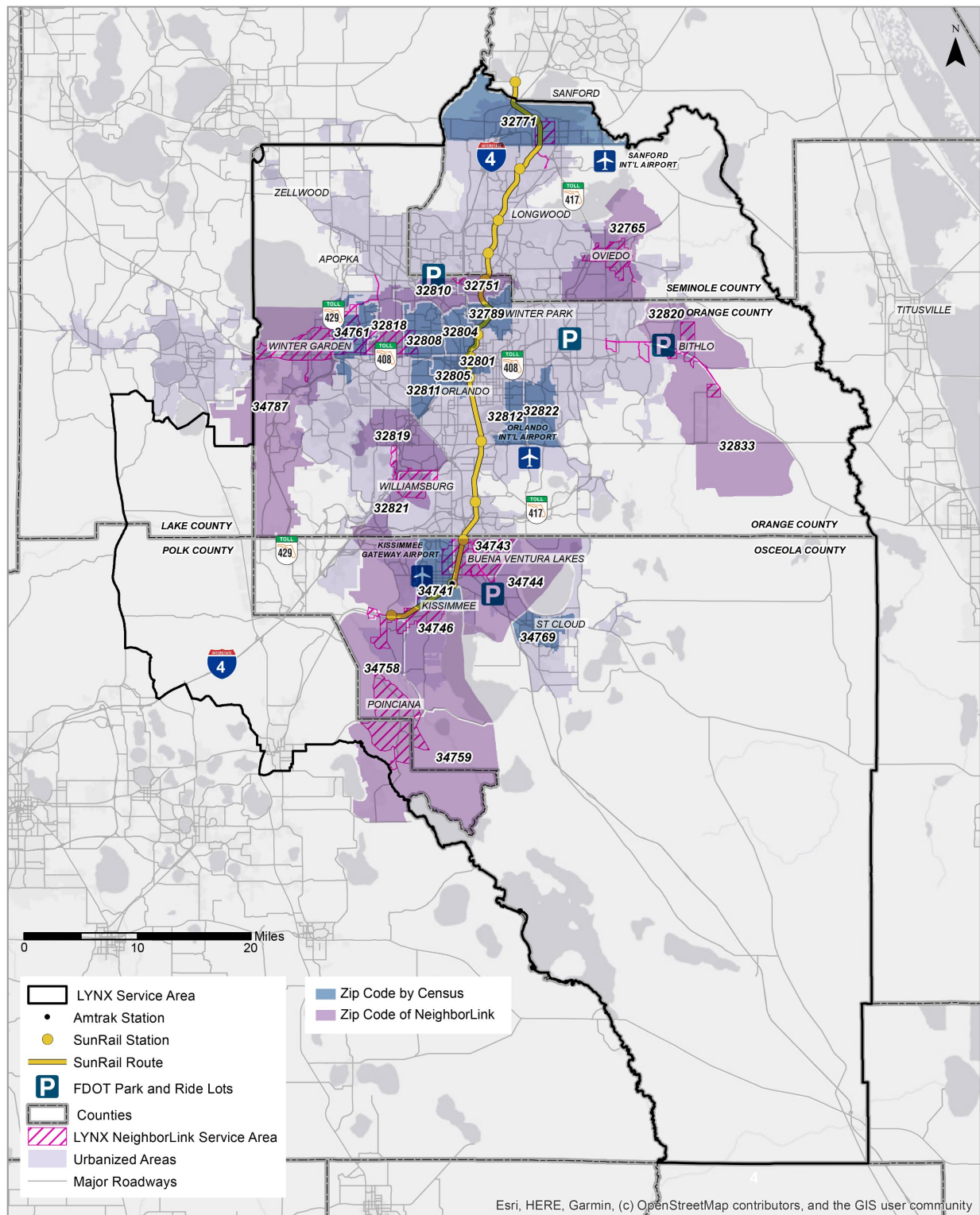
601 - POINCIANA	15.8%	21.0%	17.8%
611 - OCOEE	16.0%	11.7%	14.5%
612 - WINTER GARDEN	11.7%	15.0%	14.0%
613 - PINE HILL	21.5%	11.6%	15.0%
621 - BITHLO	14.6%	13.7%	13.0%
622 - OVIEDO	4.2%	13.4%	9.7%
631 - BUENA VENTURA LAKES	11.6%	13.0%	14.0%
641 - WILLIAMSBURG	9.0%	11.6%	8.4%
SERVICE AREA AVERAGE	11.4%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

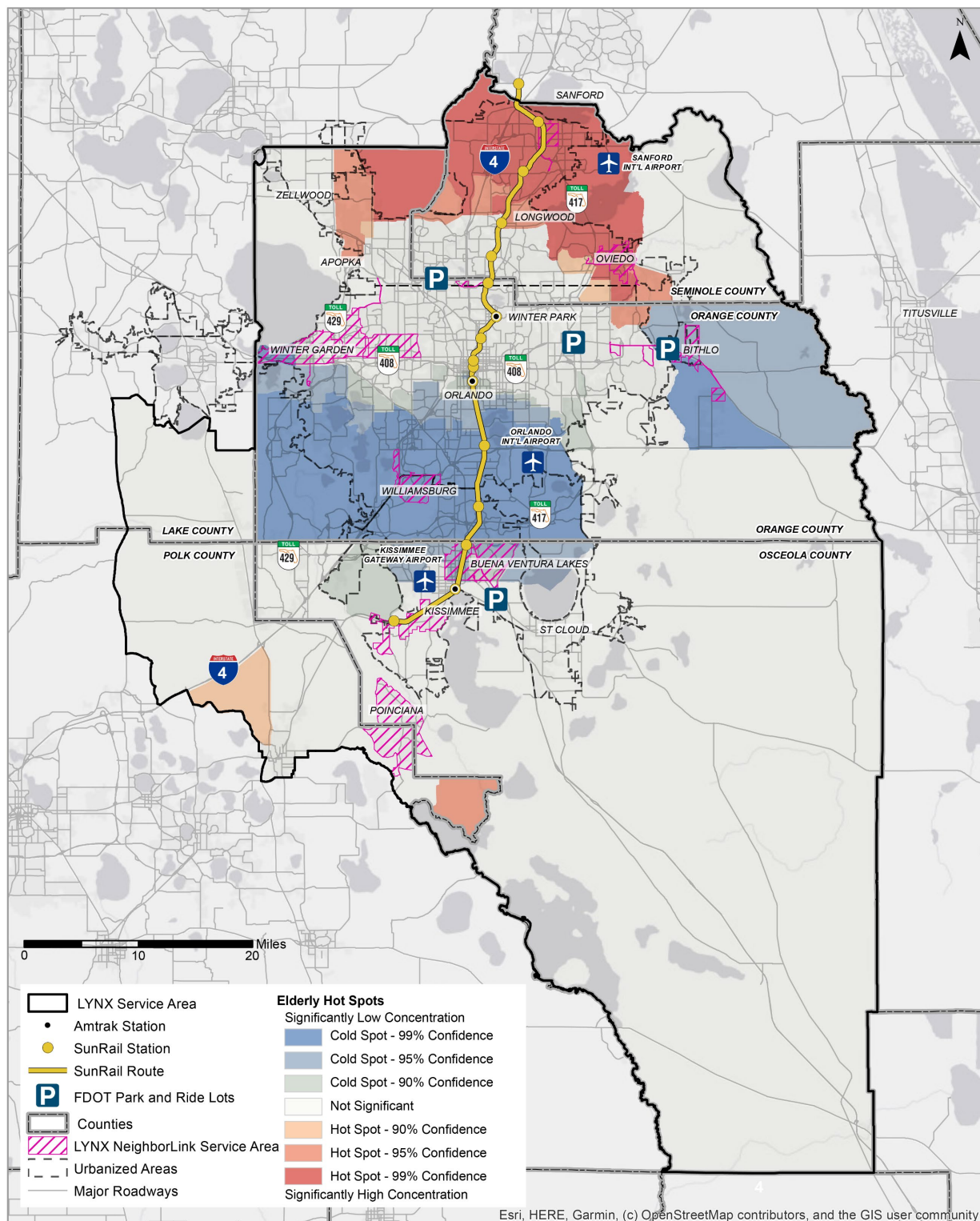




Figure 26 – Hot Spot Map - Disabled Population

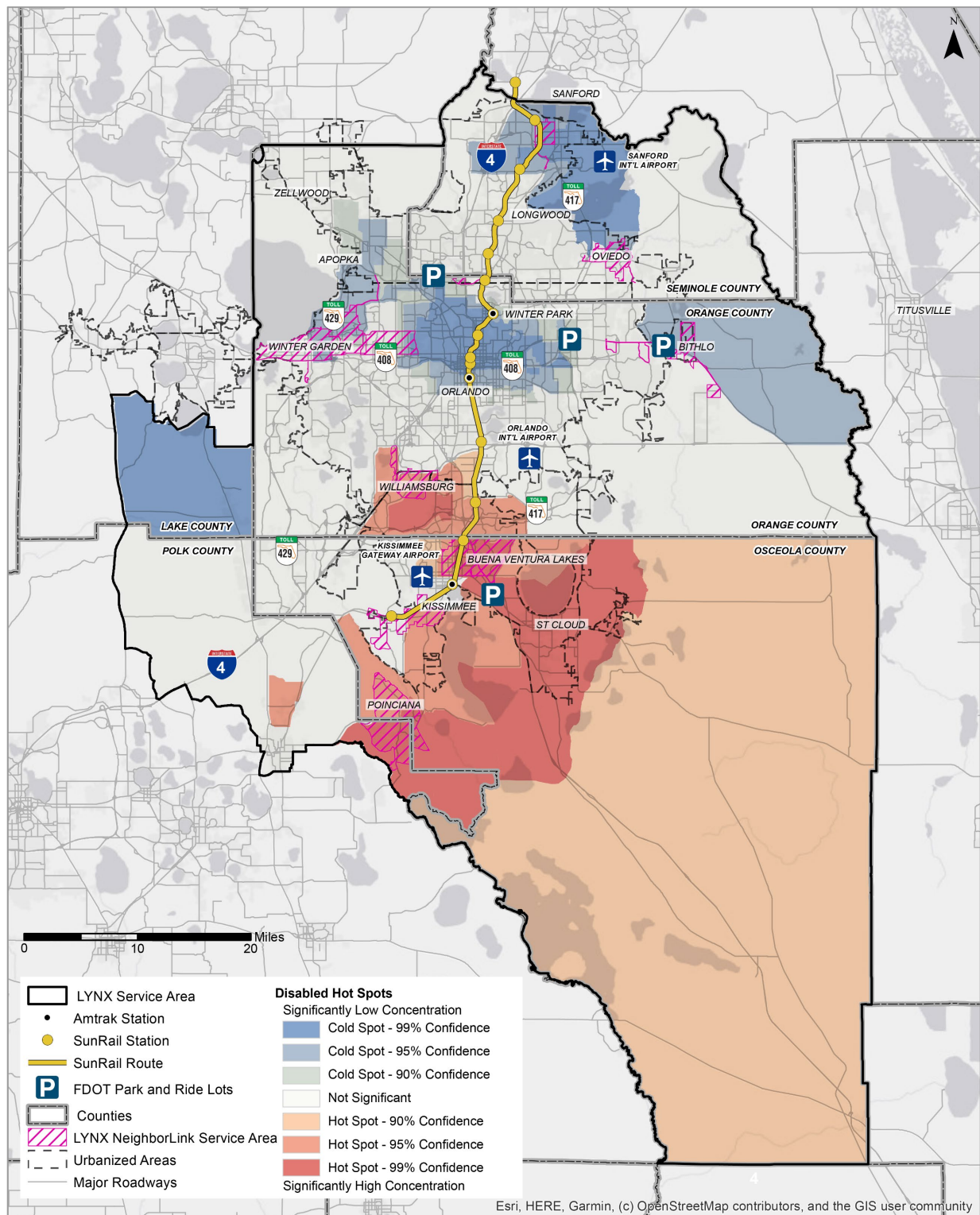




Figure 27 – Hot Spot Map – Veteran Population

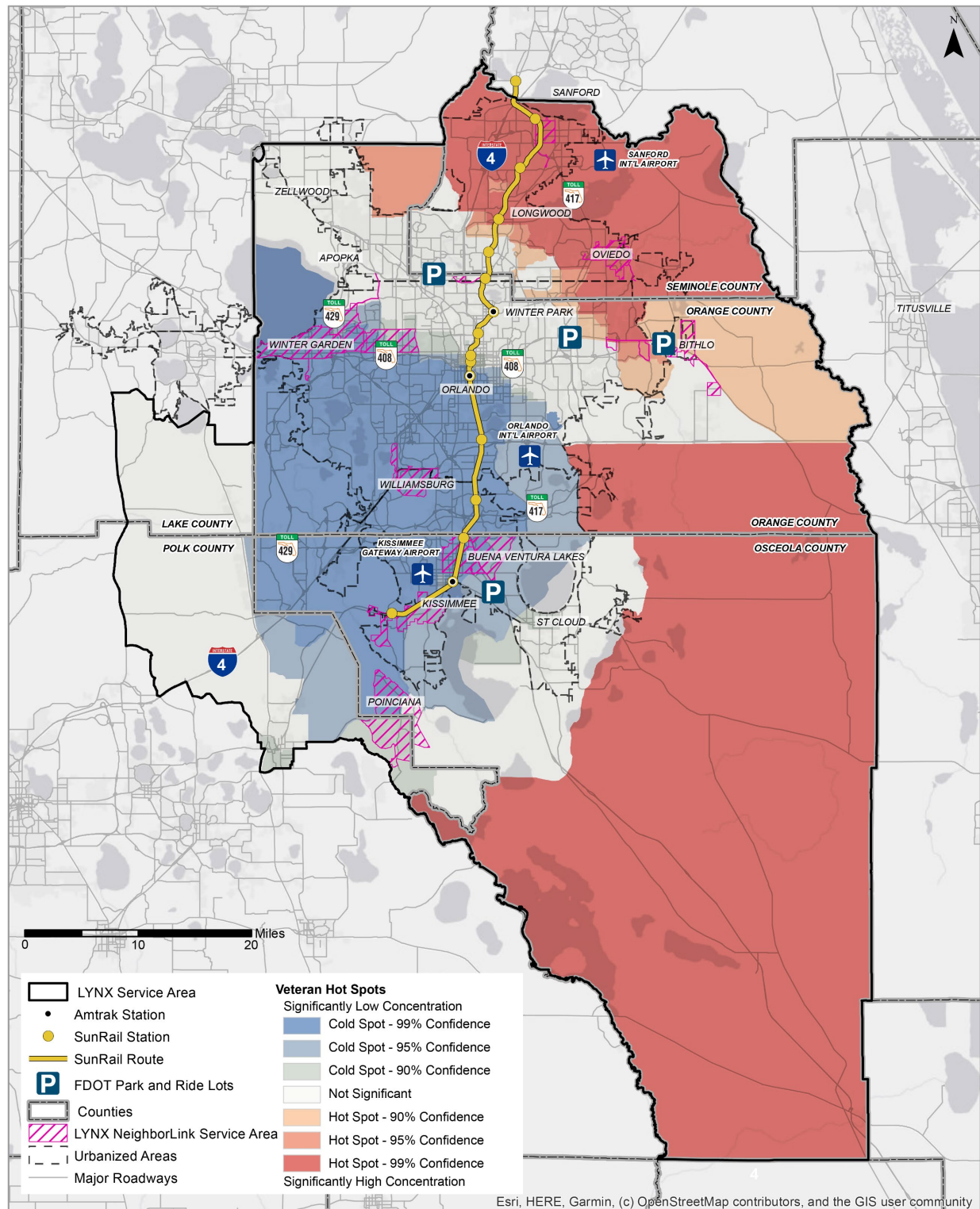




Figure 28 – Hot Spot Map - Low Income Population

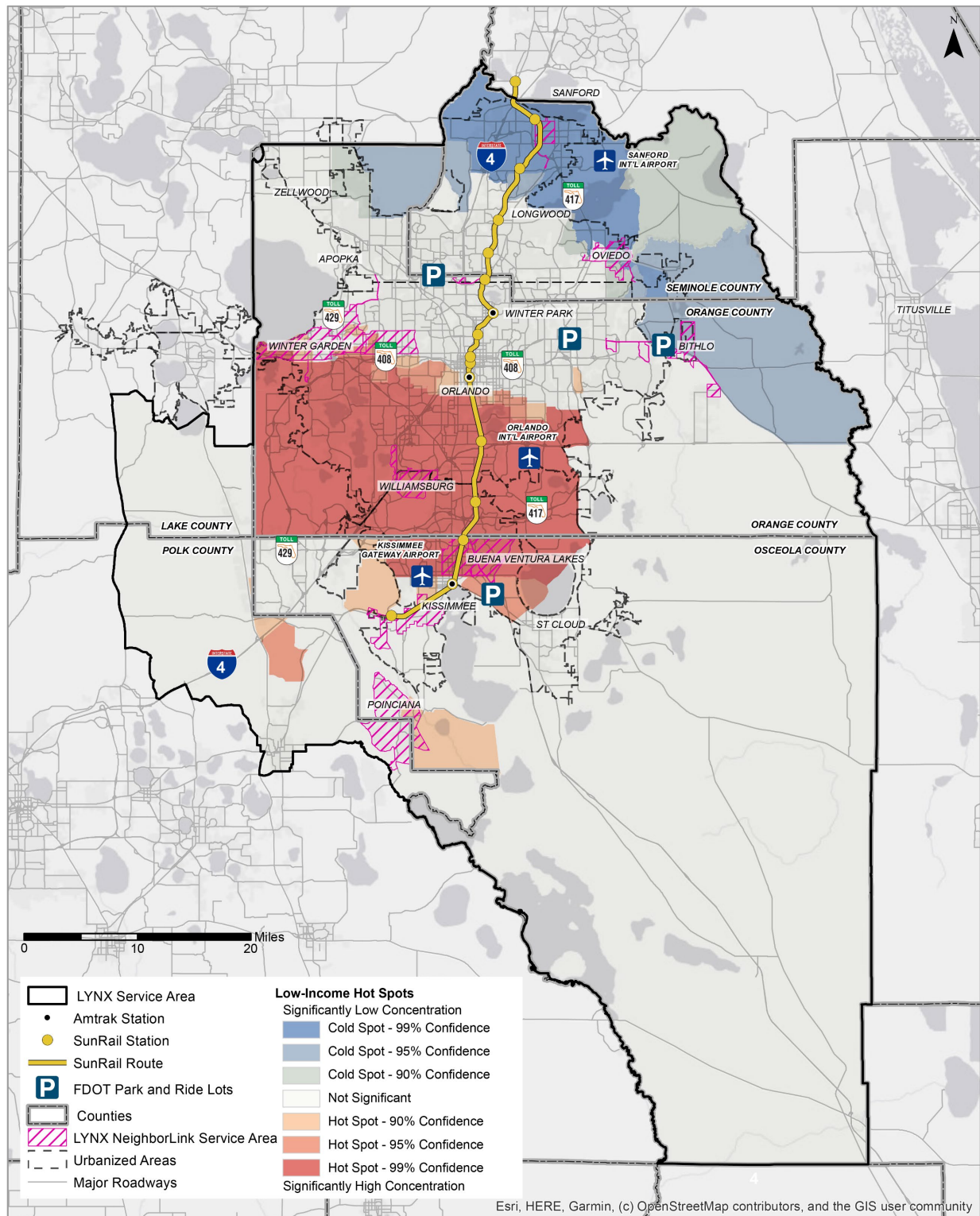
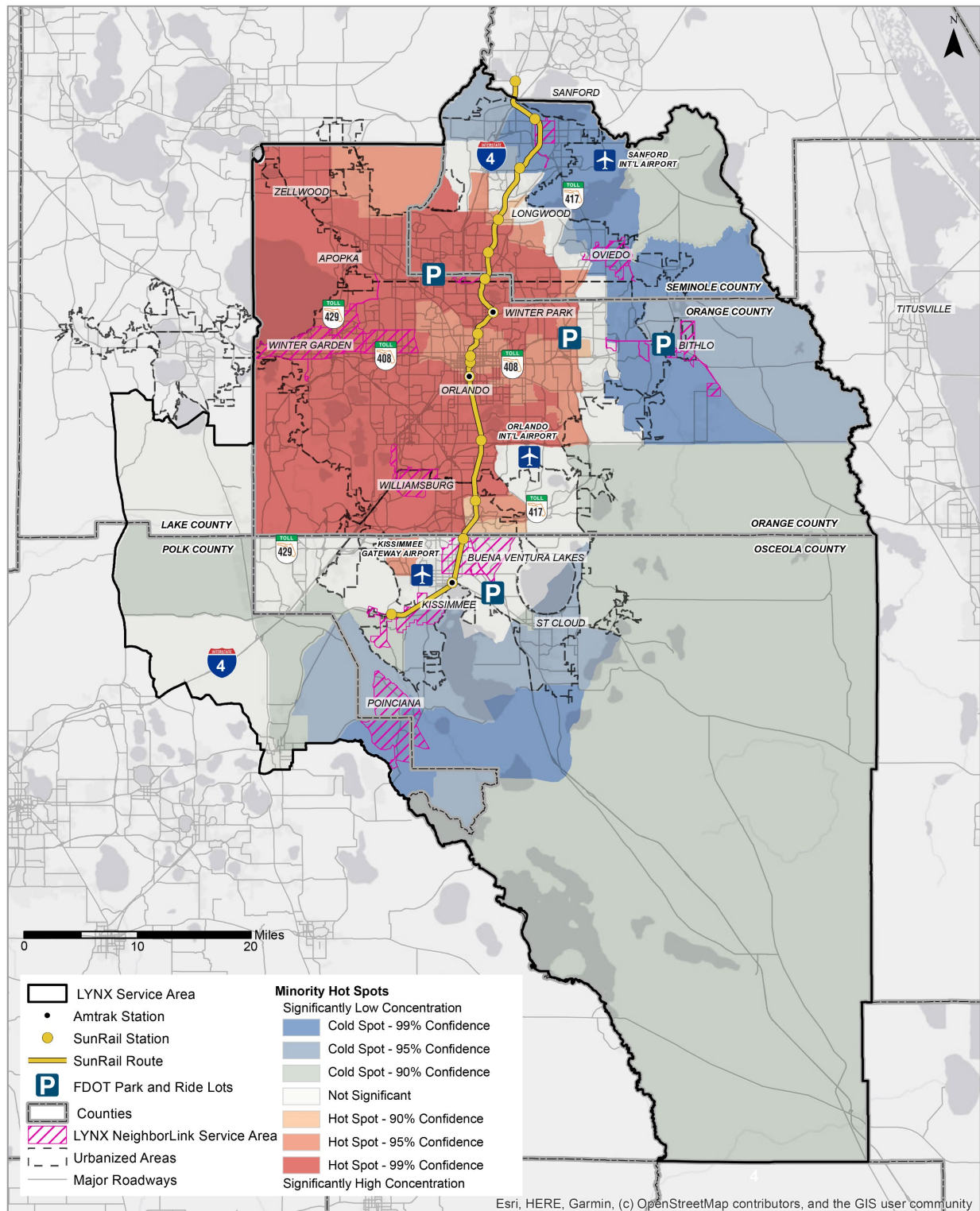




Figure 29 – Hot Spot Map – Minority Population





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
Longwood Area	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
Forest City	Lower income	Springs Village Shopping Center,	Route 23, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service – NeighborLink
Clarcona	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
Ocoee/Winter Garden/Oakland	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
North Apopka/Wekiva Springs	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.
Kissimmee	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.
Winter Springs	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
Oviedo	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.
Rural Seminole County (including airport)	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.
Rural Osceola County	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.
Rural East Orange County	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.

Attachment 8 - LYNX System Safety Program Plan



LYNX SYSTEM SAFETY PROGRAM PLAN

REVISION 23

December 2024

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Print Date: 12/30/2024

LYNX SSPP Rev. 23

Table of Contents

1.0	INTRODUCTION	5
1.1	Safety Definitions	5
1.2	Regulatory Requirement/Authority	6
1.3	Purpose	7
1.4	Scope	7
1.5	Goals	8
1.6	Objectives	8
1.7	Update Plan	9
1.8	Reference Documents	10
2.0	SYSTEM DESCRIPTION	10
2.1	History	10
2.2	Scope of Service	11
2.3	Organizational Structure	13
2.4	Physical Plant	14
2.4.1	Facilities	14
	LYNX Operations Center (LOC)	14
	Osceola	15
	LB McCleod	15
	LYNX Central Station (LCS)	16
2.4.2	Vehicles	16
2.5	Transit Operations and Maintenance Department	178
2.5.1	Operation Support Division	18
2.5.2	Maintenance	19
2.5.2.1	Vehicle Maintenance	19
2.5.2.2	Facilities Maintenance	21
2.6	System Modification	21
3.0	SYSTEM SAFETY MANAGEMENT	22
3.1	Organizational Responsibility	23
3.1.1	Chief Executive Officer	233
3.1.2	Director -Transportation	233
3.1.3	Manager -Transportation	23
3.1.4	Director -Vehicle Maintenance	244
3.1.5	Director-Safety & Security Division	24
3.1.6	Safety and Security Officers	25
3.1.7	Director-Training	26
3.1.8	Transportation Division	26
3.1.9	Maintenance Division	26
3.1.9.1	Vehicle and Equipment Maintenance	27
3.1.10	Engineering and Construction Department	26
3.1.11	Marketing Department	28
3.1.12	Planning Department and Strategic Planning	288
3.1.13	Finance Department and Material Control	288
3.1.14	Human Resources Department	29
3.1.15	Procurement Department	29

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3.2	Coordination	29
3.2.1	Risk Management Committee	29
3.2.2	Inter-Agency	30
3.2.3	Employee Involvement	31
4.0	SYSTEM SAFETY PROGRAM	33
4.1	Safety Data Collection and Analysis	33
4.2	Personnel Training and Conduct	34
4.2.1	Bus Operator Selection	34
4.2.2	Bus Operator Requirements	35
4.2.3	Criminal Background Checks	35
4.2.4	Training and Development	35
4.2.5	Training Files	37
4.2.6	Drug and Alcohol Testing Program	37
4.2.7	Rules and Procedures	39
4.2.8	Contractor/Supplier Safety	39
4.2.9	Emergency Response Planning	39
4.3	Accident/Incident Reporting and Investigation	39
4.3.1	Accident Review	40
4.4	Safety Audits and Inspections	41
4.4.1	Internal Safety Audits	42
4.4.2	External Safety Audits	43
4.4.3	Facility Safety and Fire Inspections	44
4.5	Occupational Safety and Health	44
4.6	Annual Safety and Security Certification	45
4.6.1	CEO submission	45
4.6.2	14-90.010 Requirements	46
4.7	Hazards	45
4.7.1	Purpose, Scope and Requirements	45
4.7.2	Hazard Categories	46
4.7.3	Risk Assessment and Corrective Action	48
4.7.4	Hazard Resolution Precedence	49
4.8	System Development	50
4.8.1	Equipment Test Programs	50
4.8.2	Configuration Management and Change Control	50
4.8.3	Procurement and Contracts	51
4.8.4	Hazardous Materials Programs	51
4.9	Records Retention and Distribution	52
5.0	SSPP IMPLEMENTATION, MAINTENANCE, and VERIFICATION	52
5.1	SSPP Implementation	52
5.2	SSPP Maintenance	53
5.2.1	SSPP Review and Update	53
5.2.2	Revisions to SSPP	54
5.2.3	Accident Statistical Data Review	54
5.3	SSPP Verification	55
	Appendix List	57

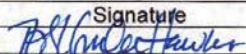
Revision History

Revision 23	12-30-2024	Update Director of Risk Management and Safety Name	Risk Management and Safety
Revision 22	12-29-2023	Update CEO's Name	Safety & Security
Revision 21	12-30-2022	Updated Organization Chart	Safety & Security
Revision 20	12-12-2019	Update CEO's Name	Safety & Security
Revision 19	1-11-2019	Updated appendix list	Safety & Security
Revision 17	7-18-2018	Updated plan to reflect FDOT's recommendations from the Triennial Review	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 FDOT BSS requirements	Risk Management, Safety & Security
Revision 14	3-01-2014	Update to include Grapefruit LYMMO	Risk Management and Safety
Revision 13	8-1-2013	Plan Update and FDOT BSS Requirements	Risk Management and Safety


Document Location

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

Adoption

Name	Title	Signature
Tiffany Homler Hawkins	Chief Executive Officer	

Approvals

Name	Title	Signature
John Burkholder	Director of Risk Management and Safety	

Distribution

This document has been distributed to:

Name	System Safety Program Plan
File	Safety & Security Division
InLYNX	Safety & Security Division

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Attachment 9 – Rate Justification Worksheets

Preliminary Information WorksheetVersion 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 ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% 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						
Tarleton	\$ 3,181,399	\$ 2,487,370	\$ 3,377,065	-21.8%	35.8%	
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash	\$ 7,966,844	\$ 8,631,337	\$ 10,236,050	8.3%	18.6%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash	\$ 68,535	\$ 90,000	\$ 90,000	31.3%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 3,347,370	\$ 3,405,144	\$ 3,176,843	1.7%	-6.7%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307	\$ 534,873	\$ 600,000	\$ 600,000	12.2%	0.0%	
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development	\$ 2,596,404	\$ 2,797,990	\$ 3,194,920	7.7%	14.2%	
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						\$30,000 State Planning & Demo Grant - ADA & TNC's
Other AHCA (specify in explanation)	\$ 78,279	\$ 70,000	\$ 80,000	-10.6%	14.3%	
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis. Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div. of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Elder Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Admin. Revenue						



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 ACTUALS from July 1st of 2023 to June 30th of 2024	Current Year's APPROVED Budget, as amended from July 1st of 2024 to June 30th of 2025	Upcoming Year's PROPOSED Budget from July 1st of 2025 to June 30th of 2026	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination
Developmental Services
Other APD (specify in explanation)

Bus Pass Program Revenue

DJI

(specify in explanation)

Bus Pass Program Revenue

Other Fed or State

Total ADA Compl. Services

xxx

xxx

Bus Pass Program Revenue

Other Revenues

Interest Earnings

xxxx

xxxx

Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

None

None

Total Revenues =

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

Operating Expenditures

Labor

Fringe Benefits

Services

Materials and Supplies

Utilities

Casualty and Liability

Taxes

Purchased Transportation

Purchased Bus Pass Expenses

School Bus Utilization Expenses

Contracted Transportation Services

Other

Miscellaneous

Operating Debt Service - Principal & Interest

Leases and Rentals

Contrib. to Capital Equip. Replacement Fund

In-Kind, Contributed Services

Allocated Indirect

Capital Expenditures

Equip. Purchases with Grant Funds

Equip. Purchases with Local Revenue

Equip. Purchases with Rate Generated Rev.

Capital Debt Service - Principal & Interest

\$ (0,447,770)

Total Expenditures =

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



Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA | LYNX

County: Orange, Seminole, and Osceola

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

Upcoming Year's BUDGET YEAR Revenues	
From July 1st of 2025 to June 30th of 2026	
1	2

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

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 3,077,065
Medicaid Co-Pay Received	\$ -
Donations/Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

Local Government

County ADA Services	\$ -
County Cash	\$ 10,236,050
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ 90,000
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Sports Trip Program	\$ 3,175,843
Non-Sports Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 600,000
49 USC 5310	\$ -
49 USC 5311 (Operations)	\$ -
49 USC 5311(c) (a)(4)	\$ -
Black Start	\$ -
Service Development	\$ 3,194,820
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ 80,000
Bus Pass Program Revenue	\$ -

DCF

Abuse, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care for Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

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

DOE (State)

Car Pools	\$ -
Disability Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AVI

WAGE-Supportive Board	\$ -
AVI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

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

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be Funds generated by rates in this spreadsheet

Local match req.

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be
GENERATED through the application of authorized per mile, per
trip, or combination per trip plus per mile rates. Also, include
the amount of funds that are earmarked as local match for
Transportation Services and **NOT** Capital Equipment
purchases.

If the Farebox Revenues are used as a source of Local Match
Dollars, then identify the appropriate amount of Farebox
Revenue that represents the portion of Local Match required on
any state or federal grants. This does not mean that Farebox is
the only source for Local Match.

Please review all Grant Applications and Agreements containing
State and/or Federal funds for the proper Match Requirement
levels and allowed sources.

GOLD cells

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

Budgeted Rate Base Worksheet
Version 1.4

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

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

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as total match for these type revenues?		What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
From July 1st of 2025	to June 30th of 2026	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	3	4	5
1	2		3	4	5
APD Office of Disability Determination \$ - Developmental Services \$ - Other APD \$ - Bus Pass Program Revenue \$ -			\$ -	\$ -	
DUI DUI \$ - Bus Pass Program Revenue \$ -			\$ -	\$ -	
Other Fed or State Total ADA Compl. Services \$ 24,992,154 JOS \$ - Bus Pass Program Revenue \$ -			\$ 24,992,154		
Other Revenues Interest Earnings \$ - JOS \$ - Bus Pass Program Revenue \$ -			\$ -	\$ -	
Balancing Revenue to Prevent Deficit Actual or Planned Use of Cash Reserve \$ 2,631,326			\$ 2,631,326		
Total Revenues = \$ 47,978,358			\$ 48,655,376	\$ 43,112,982	

EXPENDITURES (CTC/Operators ONLY)
Operating Expenditures
Labor \$ 1,632,932
Fringe Benefits \$ 617,978
Services \$ 642,127
Materials and Supplies \$ 2,049,650
Utilities \$ 1,564,900
Casualty and Liability \$ -
Taxes \$ -
Purchased Transportation:
Purchased Bus Pass, Etc. (operator) \$ -
School Bus Utilization Expenses \$ -
Contracted Transportation Services \$ 41,211,876
Other \$ 167,506
Miscellaneous \$ -
Operating Debt Service - Principal & Interest \$ -
Leases and Rentals \$ -
Contrib. to Capital Equip. Replacement Fund \$ 104,920
In-kind, Contributed Services \$ -
Allocated Indirect \$ -
Capital Expenditures
Equip. Purchases with Grant Funds \$ -
Equip. Purchases with Local Revenue \$ -
Equip. Purchases with Rate Generated Rev. \$ -
Capital Debt Service - Principal & Interest \$ -
Total Expenditures = \$ 47,978,358
minus EXCLUDED Subsidy Revenue = \$ 43,112,982
Budgeted Total Expenditures **EXCLUDED** is \$ 4,865,376
Rate Base Adjustment ¹ = \$ 33,140,993
Adjusted Expenditures Included in Rate Base = \$ 38,006,369

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

\$ 43,112,982
Amount of Budgeted
Operating Rate
Subsidy Revenue

¹The Difference between Expenses and Revenues for Fiscal Year: 2020 - 2024

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

**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 = 9,263,861

Rate Per Passenger Mile = \$ 4.10

Total Projected Passenger Trips = 697,055

Rate Per Passenger Trip = \$ 54.52

Fiscal Year

2025 - 2026

Avg. Passenger Trip Length = 13.3 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 8.76

Rate Per Passenger Trip = \$ 116.37

*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 type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input 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 type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input 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"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input 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 =			
Go to Section II for Ambulatory Service	Go to Section II 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 II for Ambulatory Service	Leave Blank and Go to Section II for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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 III: Escort Service

1. Do you want to charge all escorts a fee? ☐ Yes ☒ No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? ☒ Pass. Trip ☐ Pass. Mile **Leave Blank**
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? **Leave Blank**
4. How much will you charge each escort? **Leave Blank**

SECTION IV: Group Service Loading

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

SECTION V: Rate Calculations for Multiple Services:

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 9,263,861 = 6,595,869 + 2,667,992 + 0
Rate per Passenger Mile = \$3.40 \$6.83 \$0.00 \$0.00 \$0.00
per passenger per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 697,065 = 496,308 + 200,757 + 0
Rate per Passenger Trip = \$46.22 \$77.62 \$0.00 \$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,...

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =
Rate per Passenger Mile for Balance = \$3.40 \$6.83 \$0.00 \$0.00 \$0.00
per passenger per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$7.26	\$12.46	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$96.82	\$165.46	\$0.00	\$0.00	\$0.00
			per passenger	per group

Program Then Takes into Your Medicaid Enrollment Data

Attachment 10 – ACCESS LYNX “How to Ride” Guide



ACCESS LYNX HOW TO RIDE GUIDE

This booklet is designed to “help you ride”
ACCESS LYNX, our paratransit service.

In it you will find a wealth of information regarding
policies and procedures that are pertinent to making your
trip as convenient and hassle-free as possible.






TABLE OF CONTENTS

Overview:	Page 3
Service Providers and Service Area:	Page 3
Eligibility:	Page 4
Customer Service Hours:	Page 5
WebACCESS:	Page 6
Making a Reservation:	Page 7
Fares:	Page 8
PawPass:	Page 10
How to Use PawPass for ACCESS LYNX:	Page 10
Subscription Request:	Page 10
Hurricane, Natural Disasters, and Other State of Emergency:	Page 11
Cancellations:	Page 11
Lateness and No-Show:	Page 11
No Show Policy:	Page 12

TABLE OF CONTENTS

Changing Return Times:	Page 13
Will Call:	Page 13
Boarding Early:	Page 13
Late Pickups:	Page 14
Customer's Responsibilities and Safety Tips:	Page 14
Wheelchair Service:	Page 15
Ambulatory Customers:	Page 15
Service Animals:	Page 15
Oxygen Equipment:	Page 15
ACCESS LYNX Operator Standards:	Page 16
Reporting Concerns/Compliments/Suggestions:	Page 17
Lost Items:	Page 18
Help Someone Get a Ride:	Page 18

OVERVIEW:

ACCESS LYNX is a shared ride paratransit, door-to-door origin to destination transportation under the supervision of the Mobility Services Division of Central Florida Regional Transportation Authority, d/b/a LYNX. The program provides service for eligible individuals who are not able to use the regular bus service (also called fixed route) because of a disability or other limitations.

Currently, the Mobility Services ACCESS LYNX paratransit program provides more than 2,300 scheduled passenger trips per day, using vehicles equipped for individuals with various disabilities. Due to the high demand for paratransit services, it is vital that each customer carefully follow the guidelines in this brochure. Your flexibility and cooperation will allow Mobility Services to better serve you.

SERVICE PROVIDERS AND SERVICE AREA:

LYNX contracts with several local providers for the delivery of services. Mobility Services ACCESS LYNX staff handles the Customer Call Center, which takes all reservation requests and customer service calls (where's my ride, cancellations, etc.). Rides are provided within our three-county area of Orange, Osceola and Seminole counties.

ELIGIBILITY:

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

IMPORTANT NOTE: Paratransit eligibility is not automatic, nor is the recertification. Once expired, you must reapply for eligibility. The customer must submit a completed application to re-apply at least 30 days before your eligibility expires to avoid service disruption. While eligibility extension requests are highly discouraged, they may be granted based on extenuating circumstances determined by Mobility Services management.

ADA PARATRANSIT SERVICE PROVIDED TO:

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

ADA customers, who have current eligibility, are also eligible for the ACCESS Plus+ program. The customer may ride alone or take a free guest each time they ride the LYNX fixed route system.

For more information, please call Mobility Services at 407-423-TRIP (8747), option 7 for more information.

TRANSPORTATION DISADVANTAGED PARATRANSIT SERVICE IS PROVIDED TO:

Customers who cannot access a fixed route bus service or obtain their own transportation due to either disability, distance, and/or income. It is a coordinated statewide effort to group customers for a shared ride service.

For eligibility information, contact ACCESS LYNX at 407-423-TRIP (8747), option 6 (Monday – Friday, 8:00 a.m.- 4:00 p.m.).

CUSTOMER SERVICE HOURS:

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

For reservations, call:

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

TTY Relay calls are accepted by dialing 711 or 800-955-8771 or for Spanish dial 877-955-8773. Fax: 407-236-1501.

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

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

If you have any concerns regarding the service, please contact Mobility Service ACCESS LYNX Customer Relations at 407-423-TRIP (8747), option 7.

For fixed route information, dial: 407-841-LYNX (5969) or go online and utilize WebACCESS at myaccesslynx.golynx.com.

WEBACCESS:

WebACCESS is a secure website that allows ACCESS LYNX customers to manage their 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 access and edit the customer's information 24 hours a day, seven (7) days a week.

To reserve, confirm, cancel, or change a trip using WebACCESS go to www.golynx.com to the ACCESS LYNX page, then WebACCESS. Please note a simple, one-time registration process will be required for first time users. ACCESS LYNX trips can be scheduled at www.golynx.com. The system allows ADA customers to schedule trip(s) up to seven (7) days in advance or Transportation Disadvantaged (TD) customers to book one day prior to the day of service. No more waiting on hold for a Mobility Service Representative. To request a trip, go online to www.golynx.com. Click on ACCESS LYNX, then on WebACCESS.

The customer will be able to schedule and manage trips (request, change, and cancel) online. By calling 407-423-TRIP (8747), option 4, an Mobility Service Representative can provide the login credentials and the client ID password.

- Online trip requests must be submitted before 5:00 p.m. one (1) day prior to the trip.

MAKING A RESERVATION BY PHONE:

ACCESS LYNX cannot provide same-day service.

Call 911 if you have an actual emergency.

Customers who are certified under ADA can book as many trips as needed for a rolling 7-day period. Customers who are certified under the Transportation Disadvantaged (TD) Program can only book trips the day prior to traveling. When you call, please have the following information ready:

- Customer's name, home address, telephone number and date of birth.
- Date transportation needed
- Complete name of origin (example: facility, complex, nursing home, etc.), correct address, including zip code.
- Complete name of destination, correct address, zip code, and telephone number.
- Time the customer needs to be at their destination (appointment time).
- Time customer needs to be picked up from their destination.
- Whether the customer uses a wheelchair or other personal mobility device.
- Any other special considerations such as companions, service animals, personal care attendants, etc.
- Detailed drop-off and pickup location information such as the name of the location, office phone number, etc.

The Mobility Service Representative will give you an estimated pickup time. This is the time you can expect the operator to arrive. You will need to be ready to travel at your pickup time as the ACCESS LYNX operator will only wait a maximum of five (5) minutes after arrival at your location. Please know the operator may arrive up to thirty (30) minutes after the pickup time and still get you to your scheduled destination on time. The pickup time is based on the necessary ride time on the vehicle, which will be a direct result of the following:

- The distance you are traveling – longer distances will require more ride time.
- The time of day you are traveling – peak traffic times and number of people requesting to travel at the same time you request may result in a longer ride time.
- Inclement weather – rain will decrease the speed our vehicles, and other vehicles can travel, resulting in a longer ride time.
- Ride share – picking up and dropping off other customers along the way to your destination and increase your ride time.

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

FARES:

The Mobility Service Representative will tell you the amount of your fare when scheduling your trip. The operator will collect your fare when you board the vehicle. The customer must have exact change and must pay the fare to be transported from his/her home. Operators do not carry money and are not able to make change. Operators do not accept tips. Please notify Mobility Services if any operator asks for or accepts a tip. Fares are determined by your eligibility funding source. Each trip is a one-way fare and must be paid to the operator upon boarding the vehicle.

Prepaid fare tickets may be purchased online at www.golynx.com/fares-passes. To purchase by phone, please dial 407-254-6077.

You may also purchase fare tickets at the LYNX Central Station Customer Service Window Monday-Friday 6 a.m.- 7 p.m.; Saturday and Sunday 8 a.m.- 5:30 p.m.

Prepaid fare tickets are sold in 50¢ and \$1 increments at a 10% discount. \$20 books are sold for \$18 and \$50 books are sold for \$45.

FARES:

	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	One (1) day before trip	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 for ADA trips \$7 for Premium ADA
Attendant	No	Yes, one attendant at no charge
Companion	Same fare as primary rider; Only one companion allowed	Yes, Same as rider

PAWPASS:

LYNX has developed a mobile fare app allowing you to purchase your ACCESS LYNX fare directly on your mobile device. You can purchase it and store it on your mobile device. Just activate your ticket when you need it, show it to your operator and you are on your way. Customers also may access their accounts through lynxpawpass.com to conduct self-service transactions.

SUBSCRIPTION REQUEST:

A subscription request is for customers who travel to the same place at the same time on the same day(s) of the week. If you have a regular appointment that you need to go to, you may want to ask the Mobility Service Representative to submit a subscription request for service. Please remember that you cannot change your standing request more than once per month or this privilege will be revoked. If you have a subscription request and will not use it for one or multiple days, you must contact us to cancel or suspend services to avoid having no-shows recorded in your file. Excessive no-shows will result in the immediate cancellation of the subscription service.

Subscription requests on ACCESS LYNX are automatically canceled on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The customer must call to reserve a trip, if needed, for these holidays.

HURRICANE, NATURAL DISASTERS, AND OTHER STATE OF EMERGENCY:

It is the responsibility of the customer to be aware of facility closings or other facility changes during hurricanes, natural disasters, or other state of emergencies. For example, many facilities close, doctors change appointment times, dialysis change chair times, or facilities change their hours of operation. The customer should proactively cancel trip reservations or make changes to their trip at least one day in advance to avoid service disruption. Please note during a State of Emergency, LYNX will transition to life-sustaining transportation until the emergency has been lifted. Always visit our LYNX website at www.golynx.com for current updates.

CANCELLATIONS:

ACCESS LYNX is a shared ride system that requires everyone's cooperation to run smoothly. If you must cancel your reservation, it is imperative that you inform the ACCESS LYNX Mobility Services at 407-423-TRIP (8747), option 3, or by utilizing WebACCESS. You must notify us at least one (1) hour before your scheduled pickup time or risk having a "no-show" recorded on your file.

LATENESS AND NO-SHOW:

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

You may receive a letter of warning, a notice of suspension for excessive "no show" occurrences, or notice of subscription cancellation. You may appeal this decision if you have information that is contrary to that noted above, please contact Customer Relations at 407-423-TRIP (8747), option 7.

TIP: When you are making a reservation, you must tell the Mobility Service Representative exactly where you will be waiting. However, at larger facilities, we may ask you to wait in a common pickup area pre-arranged with the facility. The operator will be given the same information you supply to Mobility Services and will look for you there. Do not leave the area, as you may miss your ride. If the operator is not able to find you within five (5) minutes of arriving, or if you did not cancel at least one (1) hour before your scheduled pickup time, you will be considered a "no-show".

NO SHOW POLICY:

The No Show Policy can be found at www.golynx.com/accesslynx. An offense is defined as five or more No Show occurrences. The first offense will trigger ACCESS LYNX to identify riders and send a warning letter. If the No Show occurrences are more than 50% of the rider's scheduled rides for the month, the rider will be suspended for three (3) days. If the second offense within a calendar year is more than 25% of the scheduled trips, the rider will be suspended for seven (7) days. The third offense will trigger a ten (10) day suspension and/or loss of subscription service. ACCESS LYNX will also review the customer's history and re-evaluate services for the customer.

To avoid receiving "no show" offenses, the rider should contact Mobility Service at least one (1) hour, via phone call or WebACCESS, prior to your scheduled pickup time and notify us that you will not be using the service that day. The rider must avoid canceling at the door. Advance cancellation allows other riders to use the service and enables ACCESS LYNX to provide quality service.

You may call 407-423-TRIP (8747), option 3, to cancel a reservation or a subscription.

CHANGING RETURN TIMES:

Because so many people rely on ACCESS LYNX, changes in the scheduled return time are strictly limited. If you are ready to return two (2) hours earlier than originally scheduled, you may call and ask for an early pickup. ACCESS LYNX will try to accommodate your request, but we cannot guarantee an early pickup.

WILL CALL:

ACCESS LYNX operators are scheduled to pick up multiple customers and can only wait five minutes for customers to be ready to travel. If the operator waits longer than five minutes or must look for customers at the pickup point, they risk delaying other customers scheduled for pickup. If you are at your residence and cannot travel when the operator arrives, you will be considered a “no-show”.

If you are not able to travel for your return trip at the time the operator arrives, you will be considered a no-show and must contact Mobility Services at 407-423-TRIP (8747), option 4 to reschedule a return trip.

We will try to send someone as quickly as possible. However, it may be at least 60 minutes before an operator is available.

BOARDING EARLY:

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

If you are not ready and the vehicle arrives early, the operator must wait five (5) minutes into the pickup window before leaving. Using the example above, that means the operator will stay until 9:50 a.m. before departing.

LATE PICKUPS:

Please wait at least thirty (30) minutes past your scheduled pickup time before calling ACCESS LYNX Mobility Services at (407) 423-8747 option 3. Your operator may arrive up to 30 minutes after the scheduled pickup time and still be considered on time as long as you get to your destination on time. Please remember the pickup time is based on factors such as the time you need to be at your destination, traffic delays, inclement weather, and multi-loading of other customers.

CUSTOMER'S RESPONSIBILITIES AND SAFETY TIPS:

- Proper dress is required, including shirt and shoes.
- You may not eat, drink, vape, or smoke inside the vehicle.
- All personal belongings are the customer's sole responsibility. You must load and unload your items, three (3) bag limit.
- Disruptive behavior is not tolerated. You may risk suspension from the service.
- Do not use audio or visual equipment that may distract the operator.
- No special requests for operators will be honored and no unscheduled stops will be made.
- Choose a safe and well-lit pickup location that allows the operator to keep sight of the vehicle while assisting you to and from the door.
- The vehicle must come to a complete stop before you approach it.
- Allow the operator to assist you when boarding and exiting the vehicle. Ask for special assistance if you need it.
- Always wear your seatbelt.
- You must provide the following for children: children five (5) years old or younger must be secured in a federally approved child restraint system. Children three (3) years or younger must use a separate car-seat.
- If your personal information has changed (i.e. legal name, home address, special requirements or needs, etc.) contact the eligibility section of Mobility Services.

WHEELCHAIR SERVICE:

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

AMBULATORY CUSTOMERS:

Ambulatory customers may ride the wheelchair lift if they request it to assist them in boarding the vehicle.

SERVICE ANIMALS:

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

OXYGEN EQUIPMENT:

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

ACCESS LYNX OPERATOR STANDARDS:

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

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

ACCESS LYNX Operators are expected to adhere to the following standards:

- Be courteous
- Drive safely
- Wear a seat belt
- Securely tie down wheelchairs
- Have an ACCESS LYNX photo I.D. attached to their uniform that can be easily seen by customers
- Be properly uniformed
- Make a good faith effort to find a customer (horn honking to notify a customer of arrival is not acceptable)

Traffic delays, tight schedules, weather conditions, passengers running late and other factors can cause stressful situations that may affect the quality of service for ACCESS LYNX customers. If a operator or passenger acts in an unreasonable manner (or contrary to the policies and procedures) the problem should be reported by dialing 407-423-TRIP (8747), option 7.

REPORTING CONCERNS / COMPLIMENTS / SUGGESTIONS:

If you have a concern about ACCESS LYNX ADA or Transportation Disadvantaged (TD) services, please contact Customer Relations at 407-423-TRIP (8747), option 7 or submit your concerns at www.golynx.com under the "contact us" customer comment form. Most issues can be handled within a matter of days, while others may require extensive investigation and can take several weeks to resolve.

ACCESS LYNX also provides a public forum to address the concerns, suggestions, and compliments of our ADA or TD customers at LYNX Board meetings, public meetings, or LYNX website. ADA or TD concerns may also be reported via email at inquiry@golynx.com.

Any individual who believes that they have been denied the benefits of, excluded from participation in, or subject to discrimination based on their disability may file a formal complaint with LYNX. The ADA Complaint form is available on the website at www.golynx.com and should be mailed or emailed to:

Central Florida Regional Transportation Authority d/b/a/ LYNX
Attn: Amber Johnson
455 N. Garland Ave. Orlando, FL 32801
Phone: 407-254-6171
ajohnson@golynx.com

The Transportation Disadvantaged Local Coordinating Board (LCB) meets quarterly to assist in the development of policies and guidelines for the Transportation Disadvantaged Program (TD). Public comments are also received to address the concerns of ACCESS LYNX customers. For meeting dates, times and locations, please contact MetroPlan Orlando at 407-481-5672.

If, after notifying ACCESS LYNX, filing your concerns and receiving your response, your comments have not been adequately addressed, you may contact the Local Coordinating Board at MetroPlan Orlando, 407-481-5672. As a final step, contact the State's Transportation Disadvantaged Helpline at 800-983-2435.


LOST ITEMS:

If you have lost a personal item and believe it may be in an ACCESS LYNX vehicle, please contact Customer Service at 407-423-TRIP (8747), option 2, to report it. If the item is found, you may be asked to travel to a central pickup point to retrieve it. ACCESS LYNX, the service provider, nor the operator will be held responsible for replacement, should the item not be located on the vehicle the customer rode in.


HELP SOMEONE GET A RIDE:

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





 **Like us:** facebook.com/golynx

 **Tweet us:** [@lynxbusorlando](https://twitter.com/lynxbusorlando)

 **Watch us:** [channelLYNX](https://channel.LYNX)

 **Follow us:** instagram.com/golynx

 **Visit us:** golynx.com

 **Call us:** 407-841-LYNX (5969)





Attachment 11 – Quality Assurance Documentation

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
 - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
 - ☐ Monitoring of contractors.
 - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
-
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
 - ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
 - ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

*Date of last SSPP Compliance Review*_____, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

of Drivers Reviewed 211

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
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* = Two (2) year Physical

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property	
Advance reservation requirements	
Pick-up Window	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No