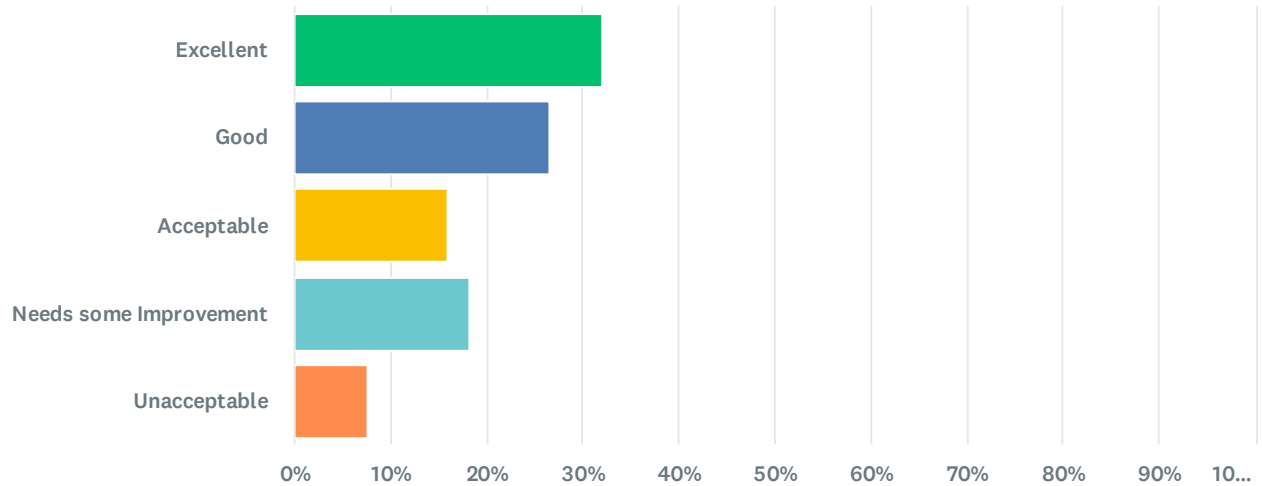


Q1 How would you rate the user-friendliness of the ACCESS LYNX reservation system?

Answered: 347 Skipped: 0



Rating	Percentage	Responses
Excellent	31.99%	111
Good	26.51%	92
Acceptable	15.85%	55
Needs some Improvement	18.16%	63
Unacceptable	7.49%	26
Show comments		
Average	2.43	347

ACCESS LYNX Customer Experience Survey (2025)

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Siempre lo puedo hacer facilmente [Translation: I can always do it easily.]	3/22/2026 9:33 AM
2	Most of times running late. Using longer routes for fro off when there's alternative better and safer routes.	3/21/2026 10:56 AM
3	People are friendly. Good follows through. I regularly reserve by phone, the few times I tried online, they provided different, less favorable pick up times.	3/20/2026 5:02 PM
4	I am a spouse and my husband who is legally blind uses access lynx for rides. I have been appalled to see how long it takes him to reserve by phone. The app also does not seem to work properly especially for a sight impaired customer.	3/20/2026 2:19 PM
5	When I click a specific future date, it changes it back to a different day without any warning	3/20/2026 1:56 PM
6	The drivers are amazing and caring	3/20/2026 1:45 PM
7	I'm very disappointed with this transportation service. I pay \$7.00 for each trip, yet the service has been extremely frustrating and inconsistent. My biggest concert is the constant tardiness. I'm often picked up 2-3 hours before I need to be somewhere, and even on the way home I can still be on the bus for another 1-2 hours while they pick up and drop off other passengers. Many times we sit for long periods while drivers try to find people at adult centers or parties, which makes everyone else late. Another major issue is communication. Many of the UZURV drivers don't speak English, which makes it very difficult to understand what's happening or ask when I will be home. In addition, the people who answer the phones are often rude and have no phone etiquettes whatsoever. All of this sitting on the bus for hours causes my legs to swell badly. I will be speaking with my doctor to determine if this is causing any larger health concerns and if so, I will follow up accordingly. I'm frequently late to work because of the poor schedule. This company needs better scheduling. BETTER TRAINED, drivers and more professional customer service. Please let me know how you're willing to accommodate a very frequent, but disappointed customer.	3/20/2026 2:17 AM
8	The wait times to make a reservation are a bit long.	3/19/2026 10:50 PM
9	The service with Access Lynx has not been consistent. What could improve is the notification of when the ride is available and when it takes me home as well as more availability of vehicles to pick me up on or near the projected time in the least amount of time possible before my drop-off destination.	3/19/2026 8:54 PM
10	Online only let you do quarter intervals you have to call in to get a specific time	3/19/2026 8:49 PM
11	Good	3/19/2026 8:29 PM
12	I've had to quit my overnight job because Access Lynx can't get me to work on time. I'm now in danger of losing my daytime job. I get that it's a red chair, but when you set the times you pick me up and drop me off why isn't my fault you didn't set the time earlier enough. I continually hear that we're so busy but being too busy as a first world problem if you're too busy and can't skill your business to meet, the customers needs maybe you should relinquish the contract.	3/19/2026 7:24 PM
13	Placing a reservation is simple and easy, although the wait time to get picked up prior to my job start time has been getting longer and longer. For instance, I just placed a reservation to arrive at work at 3:30 p.m. My job is 20 minutes from my house. Although, the reservation time is 1:30 p.m.	3/19/2026 7:08 PM
14	Link for password reset says expired within minute! Of receiving...minute.	3/19/2026 6:37 PM
15	The few times I've called, people have been friendly.	3/19/2026 1:04 PM
16	Very satisfied	3/19/2026 10:42 AM
17	Not enough communication between Uzurv and lynx especially when Uzurv driver cancels	3/19/2026 9:42 AM
18	It's hard to get ahold of someone when you have to cancel in time because the bus won't get there on time Maybe have a special extension for people trying to cancel on time.	3/19/2026 6:58 AM
19	Access Lynx needs to do better and change their policies because as passengers we should be able to book same day trips or any time of day trips just in case we have something very	3/18/2026 9:21 PM

ACCESS LYNX Customer Experience Survey (2025)

important to go to since most of us rely on Access Lynx as our transportation. And customer service representatives and dispatchers need professional training to learn to treat and respect the customers because they are very rude and disrespectful to us on the phone.

20	For me its easier to call than to reserve online and there are not many people that speak Spanish, so the waiting in the line is very long sometimes.	3/18/2026 8:04 PM
21	Sometimes, hold times are too long.	3/18/2026 3:12 PM
22	When scheduling online need better clarification on how to schedule or make it easier to understand	3/18/2026 1:11 PM
23	Very helpful.	3/18/2026 10:33 AM
24	Good	3/18/2026 7:49 AM
25	Reservation through the App is good but over the phone it often has a very long wait time.	3/18/2026 12:33 AM
26	Nothing really stands out	3/17/2026 6:14 PM
27	Some agents are stoic.	3/17/2026 9:34 AM
28	Users are not able to put in certain options for pick and delivery unless you call into customer service. Therefore, the system is slightly flawed. An example, when my son needs to be picked up at the Winnie Palmer hospital it picks him up at Arnold Palmer sometimes. This causes missed pickups and time on the phone trying to straighten things out. When we call into customer service this does not happen.	3/17/2026 9:25 AM
29	It's fine.	3/16/2026 6:19 PM
30	Nice ride	3/16/2026 7:39 AM
31	Drivers are excellent	3/16/2026 5:59 AM
32	Long wait times, get dropped calls	3/15/2026 11:34 PM
33	My experience with Access Lynx on 2025 was very pleasant and satisfactory because of the kind and professional attention they gave me always	3/15/2026 8:01 PM
34	Acces Lynx! Was very helpful with scheduling appointments, very thing went well. Thanks so much	3/15/2026 6:53 PM
35	Rudeness	3/15/2026 5:58 PM
36	Timeless of trips	3/15/2026 10:53 AM
37	Sometimes they pick up times are off considerably	3/14/2026 1:37 PM
38	Alot of good drivers. Some need retraining. Have had driver from doing as little as can be done all the way yo more experienced drivers giving great service.	3/13/2026 2:25 PM
39	The wait is ridiculous.	3/13/2026 12:09 PM
40	Excellent g	3/13/2026 7:38 AM
41	Very easy booking online	3/13/2026 3:40 AM
42	Good Service at 10to less	3/12/2026 11:35 PM
43	Sometimes the website is down. However the reps are very helpful over the phone	3/12/2026 10:54 PM
44	Always friendly and helpful	3/12/2026 5:03 PM
45	Dispatch is rude and the drivers could care less if you move slow or have to rush to get to the bus or you are Left behind.	3/12/2026 4:46 PM
46	Needs more lines50 mintiest plus minus	3/12/2026 4:03 PM
47	SOME LYNX EMPLOYEES ARE VERY RUDE....WE ARE HANDYCAP...SLOW OLD PEOPLESLYNX EMPLOYEES NO SHOW KINDNESS AND RESPECT TO THE ELDERLY.....THE OPEN THE Mouth Very Loud when the Speak to the Costumer....LYNX need to Hiring Better People's.	3/12/2026 3:14 PM

ACCESS LYNX Customer Experience Survey (2025)

48	Sometimes she hang up my calld	3/12/2026 11:38 AM
49	Sometimes it takes an extremely long time to speak to an reservationist. Then they tell you it is too close to your pick up time to assist you, even though the call was placed with plenty of time.	3/12/2026 10:44 AM
50	It is very cumbersome. I'm tech savvy and it's not user friendly	3/12/2026 9:45 AM
51	Only issue is trying to see what available pickup windows exist. It is not good to put in a pickup time and see the window be an hour earlier later. There also needs to be some indication that scheduling a pickup may involve picking/dropping off other riders during a trip, which can greatly increase travel time. Also would want an option to select riding on either a UZURV car or a Lynx vehicle	3/11/2026 3:49 PM
52	The representatives are polite and friendly, but the wait time is too long.	3/10/2026 3:26 PM
53	I have been on the line and before 5 pm on hold 45 minutes and then get cut off and could not make reservations for the following day 😞	3/9/2026 11:50 PM
54	On the bus for more than 2 hours almost all the time. I had a blot clot in my leg and it worries me to be sitting so long.	3/9/2026 6:32 PM
55	The addresses differ from Google so driver does not know the location	3/9/2026 6:27 PM
56	I BOOK RIDES ONLINE WITH ACCESS LYNX IT IS SIMPLE TO USE. THE LOG IN IS EASY. WHILE ON THE PHONE RESERVATION AGENTS ARE RATHER RUDE AND HAVE BAD ATTITUDES. I WONT CALL UNLESS ABSOLUTLY NECESSARY. I MAKE MY RESERVATION ONLINE JUST NOT TO DEAL WITH THE SHORT TEMPER AND ATTITUDES.	3/9/2026 5:16 AM
57	By myself	3/8/2026 9:53 PM
58	I use the mobile app usually but when I call they are helpful and friendly.	3/8/2026 4:36 PM
59	Great experience - customer service rep was thorough, polite, and accurate.	3/8/2026 2:56 PM
60	Once no one came to pickup my Adult Unique needs son at his Adult program. Came 2 hours late after program called to find out where they were. Then took another 2 hours to get home. 1:45pm pickup did not get home until 6:30pm	3/8/2026 11:06 AM
61	When there's a change in my timing I can't get helped getting home especially at night and Sundays	3/7/2026 12:34 PM
62	The drivers are friendly and accommodating.	3/7/2026 7:53 AM
63	I wish was an app for the Access Lynx handicapped service.	3/6/2026 3:22 PM
64	Great drivers.	3/6/2026 2:55 PM
65	Occasionally when I book a trip on line and request a pick up time it gives me an earlier time than requested. It is not possible as I can't leave work earlier. I then have to start over and keep adjusting time to a later pick up. It should not give an earlier time. Frustrating	3/6/2026 8:50 AM
66	Good	3/5/2026 11:23 PM
67	The website is fantastic. I love that it allows you to back out and change the time if the proposed trip doesn't work.(other versions of the system I've used in the past required you to reject the trip and start over from the beginning). The call center is terrible; the wait time is always way too long.	3/5/2026 5:07 PM
68	My Lynx ADA Transportation Bus is always on time, and the Drivers are so very attentive to my safety.	3/5/2026 4:22 PM
69	I book my trips online using webaccess. I regularly have trips scheduled with pick up windows that start 30 min before I say I'll be ready.	3/5/2026 10:56 AM
70	Very good	3/5/2026 9:59 AM
71	Needs improvement. The timing is not accurate.	3/5/2026 7:05 AM
72	There should be an ability to be notified when a van will be delayed and be able to cancel on the website once the van is outside your pick up window without penalty	3/4/2026 11:01 PM

ACCESS LYNX Customer Experience Survey (2025)

73	The reservation system is good but the amount it takes to get to a place is herendous	3/4/2026 5:19 PM
74	Web Access is very slow. Times it books for are usually stupid (:07, :23, :46, etc.). Just make it for the :5s and :0s.	3/4/2026 5:01 PM
75	Easy and accurate to use	3/4/2026 4:58 PM
76	It great	3/4/2026 2:12 PM
77	I have real bad experience starting from the price I have	3/4/2026 1:36 PM
78	Always courteous	3/4/2026 12:36 PM
79	In my opinion, they need to improve The wetside to order the ride. To be more accurate to the timing of dropouts and pickups. In a better Coordination with the timing In better equipment on the all buses. I like user, i'm visually impaired, and it's easier and foster .	3/4/2026 11:43 AM
80	Online experience is good no the phone. Unfortunately the elderly don't know how to navigate, need a family member to help	3/4/2026 10:17 AM
81	They really need to update their GPS.	3/4/2026 10:06 AM
82	Is ok kn. Is fun I am free to do anything thank u	3/4/2026 4:48 AM
83	I'm on hold an extremely long time & I have to listen to the same announcements over and over.	3/3/2026 5:21 PM
84	Wish the website didn't time out so fast so I could watch for my bus better. Wish I could make last minute trips.	3/3/2026 2:20 PM
85	online, made the reservation is very easy	3/3/2026 1:23 PM
86	We strictly use the web based scheduler. It would be nice to schedule through an app.	3/3/2026 8:26 AM
87	It was perfect.	3/3/2026 7:03 AM
88	Many of the customer service representatives are accommodating.	3/2/2026 10:18 PM
89	Online app is good, telephone reservation service not so good	3/2/2026 8:47 PM
90	The bus sucks. The people are rude and literally they lied a lot. And also the schedule	3/2/2026 5:13 PM
91	drivers are always accommodating and helpful.	3/2/2026 4:14 PM
92	Need to be able to book your provider. Pick UZURV, BigStar etc. NOT being forced onto buses.	3/2/2026 3:36 PM
93	too long waiting	3/2/2026 3:21 PM
94	Hold times are always 30-60+ min and we don't always have time for that.	3/2/2026 2:54 PM
95	I've noticed that when arranging trips through the Access Link system, the Spanish-speaking representatives often come across as warmer and more accommodating. I would truly appreciate if, regardless of language, all calls could be met with that same level of empathy and willingness to meet individual needs.	3/2/2026 2:40 PM
96	Excellent: Because once someone answers the customer service is fantastic. Needs some Improvement: Because the wait time is always long, the system states approximately 10 minutes but I have waited as long as 45 minutes. I know they say leave # and someone will call you back. I have not always received a call back.	3/2/2026 2:40 PM
97	I use the website. It is acceptable, but the pop-ups are frustrating. It can take some time to load on some days despite my internet working fine for other websites. I really appreciate the option to choose to rebook a common trip. That saves a lot of time and effort.	3/2/2026 2:23 PM
98	Takes for ever	3/2/2026 2:18 PM
99	easy to schedule and cancel trips	3/2/2026 2:03 PM
100	On one of my trips it took two hours from my house to get to my destination. My driver stopped at Starbucks and got themselves a drink, answered personal phone calls about their father, cussed out a customer.	3/2/2026 1:14 PM

ACCESS LYNX Customer Experience Survey (2025)

101	In the app it's excellent but calling is a long honda time	3/2/2026 12:56 PM
102	I only call in and speak to a representative	3/2/2026 12:46 PM
103	I've had so many issues with Access Lynx drivers and dispatchers. Dispatchers don't schedule my appointments correctly and they don't have any courtesy at all. Some not all dispatchers have attitudes and don't know how to talk to people. The same energy you give me, I will match it. Also, they book my appointments on the wrong date and time several occassions and nothing was done to rectify the problem. I shouldn't have pay for Access Lynx consistently mistakes. Secondly, not all drivers but some of them will have their phone ear piece in and on the phone, they will be on the phone instead of helping me on the vehicle. They are always late getting me to my appointments and work as well as picking me up late. Some drives never stopped at railroad crossings. Also, why can't the drivers help me from the 3rd floor since I recently had total knee replacement and using a walker. When asked why they can't go up to the 3rd floor, Access Lynx can never give me a reason why. That makes no sense at all. I definitely don't get door to door services and haven't gotten it since I started using Access Lynx. Access Lynx have finally shown their true colors- you don't have no compassion for your riders and its all about the money. Access Lynx does not care about the people they serve; you only care about your funding that you receive from the state and federal governments. Every complaints that I have filed, I have never received response nor a resolution about the complaint. I'm definitely not being heard. Access Lynx needs a complete overhaul and need to start cleaning house. You need to start with Management and the dispatchers. Access Lynx and it's people have horrible attitudes and don't give door to door services. I've had drivers picked me having conversations on their phone and using their earphones not helping me at all I've missed appointments due to Access Lynx picking me up late. There are so many issues Access Lynx needs to address but haven't. I've had a driver to fall asleep while driving and weaving in and out of traffic. I filed a complaint on the driver the first time it happened and told them that i didn't want this driver to no longer pick me and they scheduled the driver to pick me up again and he did the exact same thing again. Access Lynx does not take accountability for anything and the entire business needs training from management down to the staff. I'm extremely dissatisfied with Access Lynx and the services that they provide. I don't get door to door services at all.	3/2/2026 12:41 PM
104	Not on time	3/2/2026 11:22 AM
105	Access Lynx needs room for improvement. I've experienced several times the driver never showed up. I've also had times where they arrive late and drop me off very late to my destination. The dispatchers also changed the routine scheduling times affecting my pickup time. I request for Access Lynx private car or Uzurv and they still give me the mini bus. Unacceptable.	3/2/2026 11:02 AM
106	I have a subscription arrangement.	3/2/2026 10:34 AM
107	Super great experience 😊 Thank U for your service 🙏 Exellent 👍	3/2/2026 10:31 AM
108	They're so friendly	3/2/2026 9:57 AM
109	Very good	3/2/2026 9:40 AM
110	Some have an attitude. Some have an arrogance is unacceptable	3/2/2026 9:39 AM
111	Good	3/2/2026 6:00 AM
112	It is easy going!	3/2/2026 12:00 AM
113	We need on demand service. I don't like having to replan my day.	3/1/2026 10:17 PM
114	The website is great and simple but sometiness the times are rough.	3/1/2026 9:58 PM
115	N/A	3/1/2026 9:48 PM
116	Some of the customer service people are not that friendly.	3/1/2026 9:45 PM
117	I have no flexibility when it comes to scheduling rides. Sometimes when I schedule my ride to work I actually have to schedule it so I'm late to work just so I could have a decent pick up time that's not 2 hours beforehand. The system is ancient and not user friendly at all. It's very glitchy, the pickup times shift quite frequently, and it's hard to get specific reservations on specific days. Why should I have to camp out at midnight hoping I could get a decent time slot for next week as if I'm trying to book tickets to a concert? It shouldn't have to be this way.	3/1/2026 8:20 PM

ACCESS LYNX Customer Experience Survey (2025)

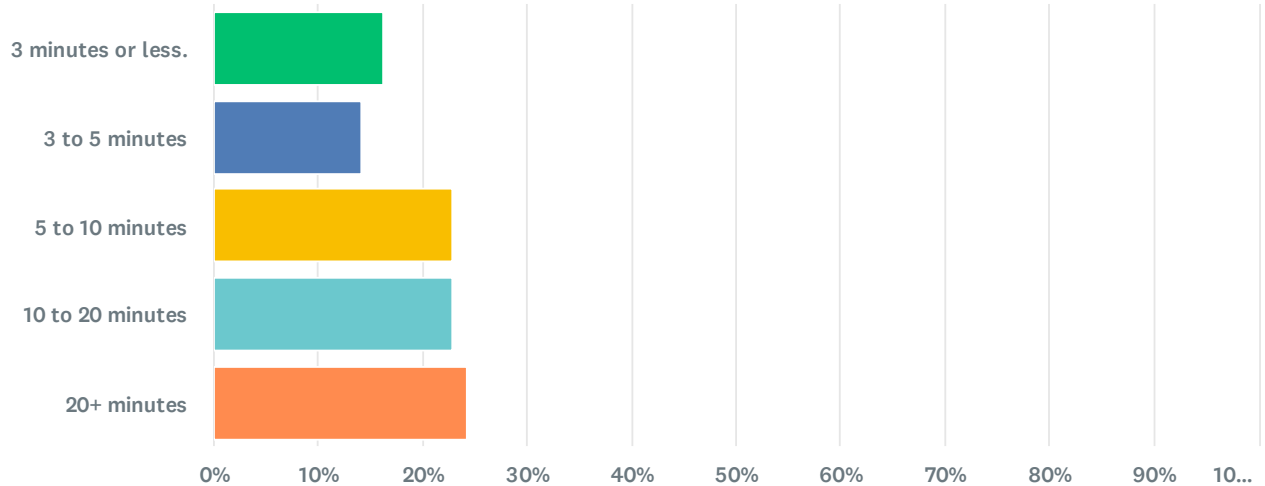
118	Needs to be easier for vision impaired people	3/1/2026 7:56 PM
119	There is an agreement made between your service and The Arbor School...knowing children with Special needs are to be at school at the same time every morning (8 a.m.), yet your pick up times range from 15-30 minutes before or after the scheduled pick up time...thus getting the student to school late...this seems to violate the agreement made between Lynx and the school.	3/1/2026 6:48 PM
120	was late for a few appointments	3/1/2026 6:10 PM
121	Addresses inputed sometimes don't match what you have in your system.	3/1/2026 5:32 PM
122	Booking it online is simple, but the time you need sometimes doesn't work it puts 4h earlier example, so you have to call them and that takes absolutely forever on the phone and the employee are extremely rude 90% of the time.	3/1/2026 4:14 PM
123	I enjoy using the online reservation system because I can control my trips and limit my time on the phone with customer service.	3/1/2026 3:49 PM
124	They suck	3/1/2026 3:03 PM
125	I have had no problems in scheduling any rides that I need, and I'm grateful for the customer service help when I've needed to call.	3/1/2026 2:19 PM
126	I don't like that my pickup time changes from 20 minutes to nearly 2 hours. I can't be that late for work. It's stresses me!	3/1/2026 2:01 PM
127	Not sure if it's the Web site or our WIFI, but it will freeze up pr drag, and sometimes the times will pull up missing the hours I need. I will usually log out and hopefully I'll remember to come back a few hours later to try again, and I've forgotten and missed doctor appointments.	3/1/2026 9:43 AM
128	I usually book my rides online, and sometimes they don't give me the time I requested	3/1/2026 9:34 AM
129	Need better scheduling times and a better scheduling system	3/1/2026 9:32 AM
130	Is difficult when you need to wait a long time to speak to a representative by telephone	3/1/2026 8:39 AM
131	Stuck on the bus up to 2-3 hours and poor drives are made to drive like crazy cicles that make no sense.	3/1/2026 6:43 AM
132	The pick up time always changes , drivers do not drive good and customer service is terrible . They have you go past your destination instead of being dropped off . I've been late several times	3/1/2026 2:33 AM
133	Reservations for reaccuring trip are meant so that we do not have to book the same trips every week. Have had issues with representatives for months about pickup location, dropoff time, trip cancellations, reservations changing every week, and even getting left behind due to negligence on Access Lynx's part.	3/1/2026 12:35 AM
134	When booking online, it would be lovely if you could turn off the announcements after you've read them. It should also not suggest earlier pickup times than the time you request.	2/28/2026 10:16 PM
135	Online booking is slow. Site loads slowly. Cannot track some trips or tracking info is wrong. Cannot select provider (UZURV, BigStar, or the worst option which is the bus).	2/28/2026 6:33 PM
136	I Enjoy The Access Lynx	2/28/2026 5:02 PM
137	I was taking an access lynx to visit the park attraction	2/28/2026 4:23 PM
138	Usually done by phone. Usually not too long a wait time. Friendly, helpful staff.	2/28/2026 1:00 PM
139	Online reservations are impossible because they always screw up the times.	2/28/2026 9:25 AM
140	👍	2/28/2026 12:51 AM
141	No comment	2/27/2026 4:55 PM
142	My experience in making reservations is very good. They always clarify the information that I've given them to make sure that they have it correct so everything works out very well.	2/27/2026 2:18 PM
143	When I file a complaint, the respondent never emails or calls me back to resolve the issue, even after the customer service representative submitted it to them more than a week ago.	2/26/2026 10:21 AM

ACCESS LYNX Customer Experience Survey (2025)

144	I love that they make sure you understand when and where you will be picked up and dropped off and they repeat timing on your ride... they don't try to rush you off the phone call.. very much appreciated	2/26/2026 10:03 AM
145	It doesn't give me a good time for pickup. It's either too early or too late	2/25/2026 4:05 PM
146	Reliable customer care	2/25/2026 11:06 AM
147	It's easy to book trips	2/24/2026 5:25 PM
148	Unable to specify UZURV. Bus service does not work due to lateness and inconsistency. Rude service reps when you request UZURV or have an issue with bus.	2/24/2026 4:50 PM
149	is on time good service for elder people. i like this service thank	2/24/2026 12:33 PM
150	Cunpñieron con su trabajo [Translation: It does the job.]	2/23/2026 8:44 PM
151	Get disconnected by dispatch by road worker	2/23/2026 8:29 PM
152	Great Experience	2/23/2026 6:42 PM
153	My special needs son loves riding Lynx Access. The drivers are so respectful and make him feel important.	2/23/2026 5:28 PM
154	Long hold time, very unprofessional customer care team	2/23/2026 5:18 PM
155	I really have a good experience	2/23/2026 4:42 PM
156	Drivers are safety conscience.	2/23/2026 2:19 PM
157	The drivers are friendly. I use the accesslynx for traveling between work and home. They make sure to find out where I am located so I don't miss my rides.	2/23/2026 2:14 PM
158	Always on time. Very courteous service with my autistic son on his ride to school.	2/23/2026 1:07 PM
159	Always wonderful	2/23/2026 12:15 PM
160	I never had a problem making reservations because I always called and I had help.	2/23/2026 12:05 PM
161	When I call I rarely wait longer than 5 minutes and the person that help me are friendly and polite..	2/23/2026 12:04 PM
162	The people I spoke to were friendly and nice.	2/23/2026 12:03 PM
163	Very good	2/23/2026 12:00 PM
164	I didn't even know that access lynx was still operational	2/23/2026 11:58 AM
165	They need to add UZURV as an alternative	2/23/2026 11:56 AM
166	Very good drivers	2/23/2026 11:56 AM

Q2 On average, how much time do you spend on hold before speaking with a reservationist?

Answered: 347 Skipped: 0



Answer Choices	Percentage	Responses
● 3 minutes or less.	16.14%	56
● 3 to 5 minutes	14.12%	49
● 5 to 10 minutes	22.77%	79
● 10 to 20 minutes	22.77%	79
● 20+ minutes	24.21%	84
Show comments		
Total		347

ACCESS LYNX Customer Experience Survey (2025)

#	OTHER (PLEASE SPECIFY)	DATE
1	some time 45 minutes	3/20/2026 1:53 PM
2	very rarely do I call in .. all reservations are done on line on your website	3/20/2026 11:01 AM
3	The worst is when trying to cancel a ride you call dispatch to try and help cause on the phone 30 plus minutes dispatch is so lazy they told me call back customer service cause it's like they want to set you up with the no show	3/19/2026 9:42 AM
4	Too long-in an emergency, the messages delay me	3/19/2026 8:20 AM
5	Most of the time more than one hour to finally be able to speak to a representative	3/18/2026 9:21 PM
6	Sometimes more	3/18/2026 1:11 PM
7	Since notice about the survey, it has been considerably less time holding for agent. Normally, it could be from 10 to up to 50 minutes.	3/17/2026 9:34 AM
8	I just call early as soon as they open, I always plan ahead	3/17/2026 7:00 AM
9	I book online, not by phone.	3/16/2026 6:19 PM
10	not for reserving a ride, but trying to call is almost always over 30 min wait	3/16/2026 5:05 PM
11	On whole for sometimes 55 minutes	3/15/2026 5:58 PM
12	Usually, it's acceptable	3/14/2026 1:37 PM
13	Some days less time others more.	3/13/2026 2:25 PM
14	I've waited an hour before speaking to someone.	3/13/2026 12:09 PM
15	Unas veces rápido y otras varios minutos <small>[Translation: Sometimes very quickly, other times various minutes]</small>	3/13/2026 7:31 AM
16	I usually book online	3/13/2026 3:40 AM
17	Sometime line get disconnected like hang up n we needs to start all again	3/12/2026 4:03 PM
18	Sometimes 60	3/12/2026 3:54 PM
19	Need Improvement	3/12/2026 3:14 PM
20	Reserve online	3/12/2026 9:45 AM
21	It has gotten better but I once in 2025 was on hold more the hour	3/9/2026 11:50 PM
22	I've waiting for an hour sometimes	3/9/2026 6:27 PM
23	I HAVE BEEN PUT ON HOLD AND DISCONNECTED SEVERAL TIMES. I HAVE BEEN ON HOLD FOR OVER 45 MINUTES BEFORE SPEAKING TO A RESERVATIONIST.	3/9/2026 5:16 AM
24	Not	3/8/2026 9:53 PM
25	And I usually booked my trip on the app.	3/8/2026 12:23 PM
26	Online reservations	3/6/2026 3:22 PM
27	Depending on options you pick you can wait awhile	3/6/2026 9:07 AM
28	Na	3/6/2026 6:52 AM
29	No	3/5/2026 11:23 PM
30	The people to help you make your trips take forever to answer	3/5/2026 10:57 AM
31	I don't book trips over the phone	3/5/2026 10:56 AM
32	Needs more customer service associates	3/5/2026 7:05 AM
33	At night, I get ahold of someone right away, but midday I have waited up to 40 minutes.	3/4/2026 11:01 PM
34	Sometimes more than 30 minutes wait time	3/4/2026 4:58 PM

ACCESS LYNX Customer Experience Survey (2025)

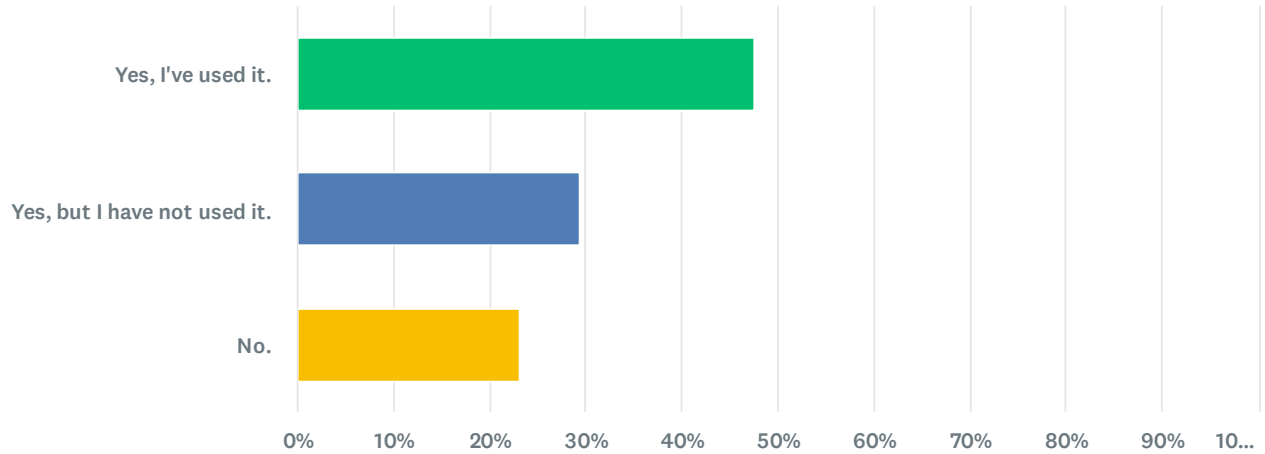
35	I haven't had to call recently	3/4/2026 2:12 PM
36	In the middle of the day and in the afternoons, thus, the time	3/4/2026 11:43 AM
37	I use online mostly	3/4/2026 10:06 AM
38	Its depends what it is	3/4/2026 4:48 AM
39	I only book through the app	3/3/2026 5:51 PM
40	It is very unpredictable. More times than not, wait times are excessive	3/3/2026 5:13 PM
41	i never call for a reservation; i use the web	3/3/2026 4:22 PM
42	Do not use phone to schedule	3/3/2026 8:26 AM
43	No other.	3/3/2026 7:03 AM
44	Use the app. Rarely call	3/2/2026 5:49 PM
45	Never under 20 min ever	3/2/2026 2:54 PM
46	It always seems to be a long time before a representative answers. I am able to and like to make my own reservations online.	3/2/2026 2:40 PM
47	The last time I used the phone reservation I was on hold 57 minutes but now I use the app	3/2/2026 12:56 PM
48	Sometimes the call is answered right away but most time I need to wait.	3/2/2026 12:46 PM
49	Sometimes longer than an hour. They will constantly disconnect the call	3/2/2026 12:41 PM
50	It takes roughly 30-40 minutes just to reach out to customer service.	3/2/2026 11:02 AM
51	too long	3/1/2026 9:58 PM
52	20 minutes or more	3/1/2026 9:48 PM
53	Depends on the day	3/1/2026 8:45 PM
54	I've given up many times and called a different day when I've the patience	3/1/2026 4:14 PM
55	I was doing a bus trip	3/1/2026 3:43 PM
56	Hours	3/1/2026 3:25 PM
57	It really depends on the time of day	3/1/2026 2:19 PM
58	Also, there should be a way to bypass the long info spiel when calling in.	2/28/2026 10:16 PM
59	It Depends How Much Time	2/28/2026 5:02 PM
60	Espers [Translation: Wait.]	2/28/2026 12:51 AM
61	No comment	2/27/2026 4:55 PM
62	Occasionally, I get a miracle and I'm only on hold for maybe 10 minutes but most of the time is more than 20 minutes each up to an hour, but those are very rare times. I tried waiting for a call- back a couple times but when they called back, as soon as I said hello I got disconnected.	2/27/2026 2:18 PM
63	The best option is the call back option.. saves me time from sitting and waiting till someone picks up...easier to have them return the call when they are available. Please keep that option!	2/26/2026 10:03 AM
64	Say your name over n over or dates seek service n they still get wrong	2/23/2026 8:29 PM
65	i don't know	2/23/2026 6:42 PM
66	I only use the portal.	2/23/2026 6:05 PM
67	I do all I need online.	2/23/2026 5:28 PM
68	It depends on time of day. Later in the day its longer wait time	2/23/2026 3:16 PM
69	I have them call me back when available.	2/23/2026 1:43 PM

ACCESS LYNX Customer Experience Survey (2025)

70	Sometimes longer	2/23/2026 12:17 PM
71	They need to do better in that area because it is terrible.	2/23/2026 12:05 PM
72	I don't remember, I only got to use it once	2/23/2026 11:58 AM

Q3 When calling ACCESS LYNX to make a reservation or get a ride status, were you aware of the callback option instead of waiting on hold?

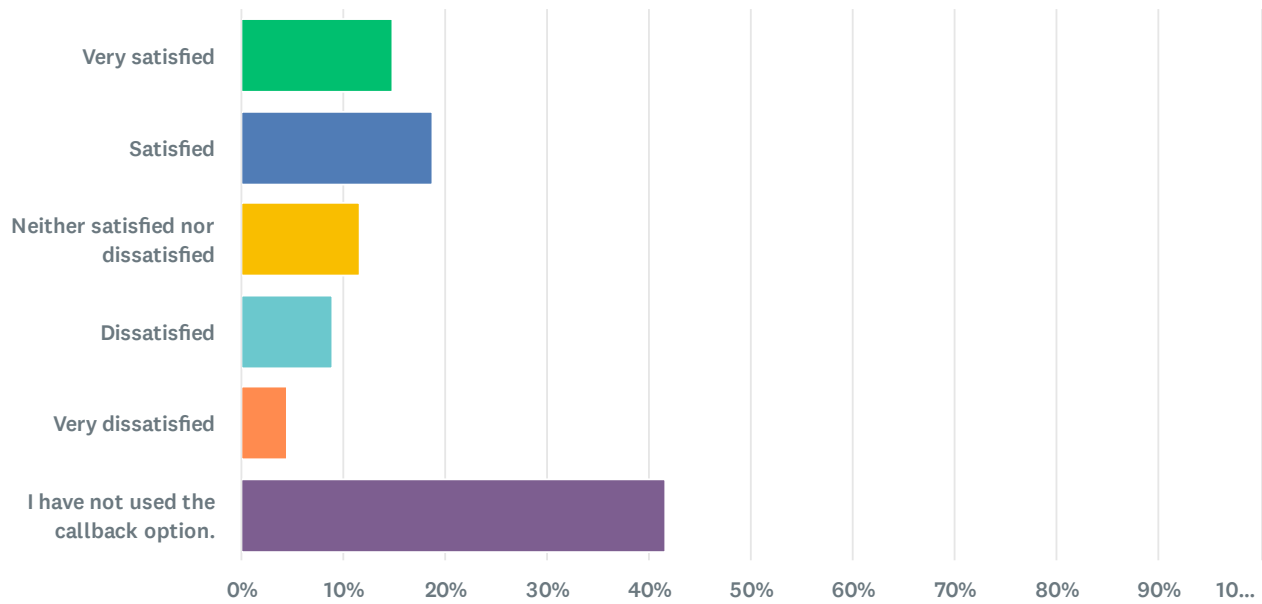
Answered: 337 Skipped: 10



Answer Choices	Percentage	Responses
● Yes, I've used it.	47.48%	160
● Yes, but I have not used it.	29.38%	99
● No.	23.15%	78
Total		337

Q4 How satisfied were you with using the callback option?

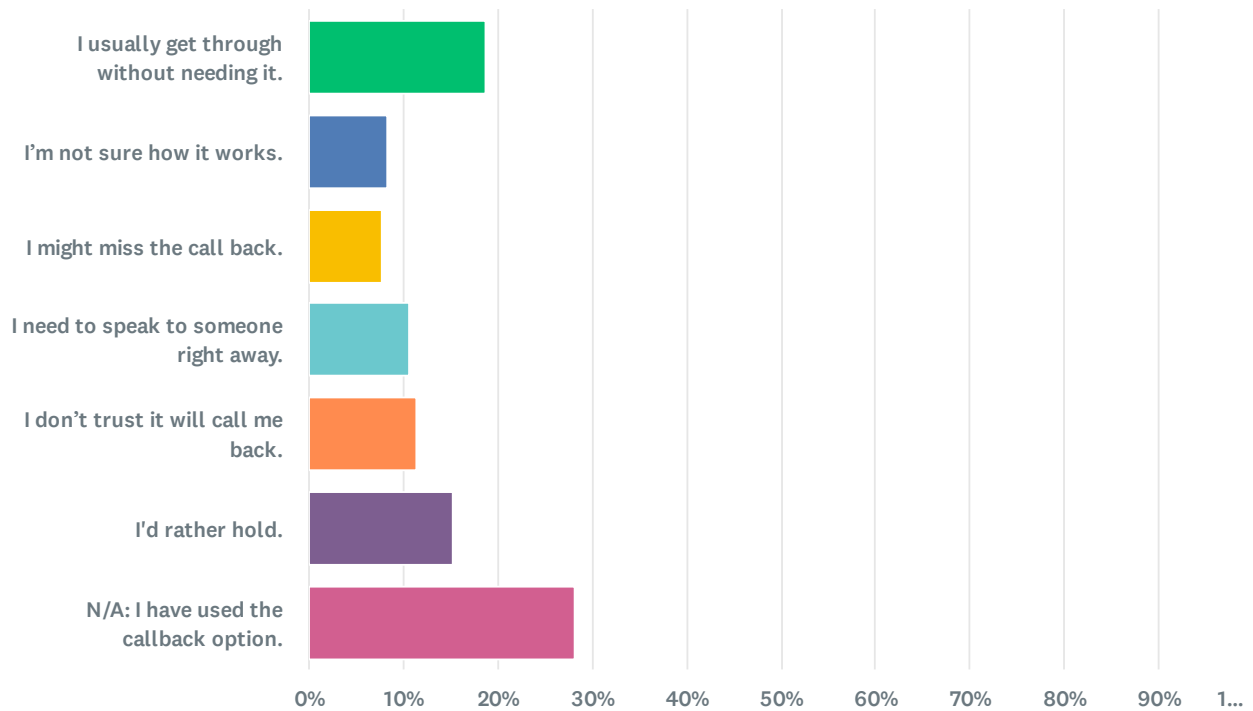
Answered: 337 Skipped: 10



Answer Choices	Percentage	Responses
● Very satisfied	14.84%	50
● Satisfied	18.69%	63
● Neither satisfied nor dissatisfied	11.57%	39
● Dissatisfied	8.90%	30
● Very dissatisfied	4.45%	15
● I have not used the callback option.	41.54%	140
Total		337

Q5 If you have not used the callback option. Please tell us why not.

Answered: 337 Skipped: 10



Answer Choices	Percentage	Responses
● I usually get through without needing it.	18.69%	63
● I'm not sure how it works.	8.31%	28
● I might miss the call back.	7.72%	26
● I need to speak to someone right away.	10.68%	36
● I don't trust it will call me back.	11.28%	38
● I'd rather hold.	15.13%	51
● N/A: I have used the callback option.	28.19%	95
Show comments		
Total		337

ACCESS LYNX Customer Experience Survey (2025)

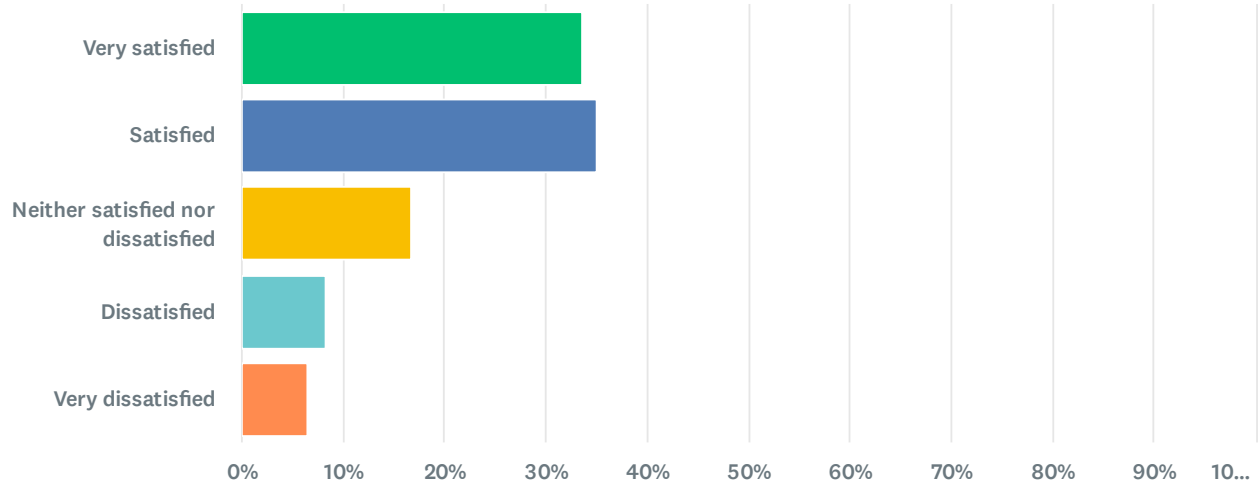
#	OTHER (PLEASE SPECIFY)	DATE
1	A couple times the callback service quickly end the call before I could respond.	3/20/2026 5:09 PM
2	mistakes do happen and i would miss booking a ride	3/20/2026 1:58 PM
3	When using the callback feature the minute, the phone rings your operators will hang up. It'll ring on my phone and quickly disconnect. Seems like it's planned.	3/19/2026 7:26 PM
4	Usually I get through without needing it, but I've also never heard it mentioned as an option	3/19/2026 1:07 PM
5	No call back option for ETA line. One time I called option 4 booking line with a callback number. They told me callback the same exact woman answer I'm just like you serious	3/19/2026 9:43 AM
6	I really like the callback option because it helps us a lot to be able to ahold of the representatives	3/18/2026 9:24 PM
7	Did know there was a callback option	3/18/2026 8:11 PM
8	I dont speak English	3/18/2026 8:06 PM
9	And then was hung up on don't like it	3/18/2026 1:12 PM
10	I booked online at myaccesslynx	3/18/2026 10:35 AM
11	I used it and NEVER got called back!	3/17/2026 9:36 AM
12	They don't call back if it's close to quitting time.	3/16/2026 8:08 PM
13	I book online.	3/16/2026 6:20 PM
14	I've tried it and never got a call back	3/16/2026 5:07 PM
15	It calls back , rings once then hang ups	3/15/2026 6:01 PM
16	Not sure it will work, I might miss my call back	3/15/2026 6:46 AM
17	I've had bad experiences on call back options and my call is never returned	3/13/2026 12:14 PM
18	Prefiero esperar [Translation: I prefer to wait.]	3/13/2026 7:51 AM
19	I book online	3/13/2026 3:41 AM
20	Didn't know it was an option.	3/12/2026 4:47 PM
21	Need a peace of mind which I don't get this way	3/12/2026 4:05 PM
22	Never call back	3/12/2026 3:57 PM
23	After not getting a call back, I choose to just wait.	3/12/2026 10:46 AM
24	When put on hold, there is no audio message saying that a callback is possible and how to do it	3/11/2026 3:50 PM
25	There's not an option to add an extension, which is needed to get to the correct person.	3/11/2026 3:35 PM
26	To make sure I get a call back.	3/9/2026 11:52 PM
27	By myself	3/8/2026 9:54 PM
28	I was never told about the call back option	3/8/2026 12:32 PM
29	I rather wait due to my medical condition I might fall asleep or forget	3/6/2026 9:09 AM
30	I do not have to call often . I ise the online to book reservations. I do not remember option to get call back when trying to call regarding current trip location of late bus.	3/6/2026 8:55 AM
31	No	3/5/2026 11:24 PM
32	Used it 1 time for a complaint never got called back	3/5/2026 10:59 AM
33	I've used the callback option, but the callback was an hour later	3/5/2026 7:08 AM
34	I just don't care	3/4/2026 5:21 PM

ACCESS LYNX Customer Experience Survey (2025)

35	Because of the Spam calls I Rather wait on hold	3/4/2026 5:05 PM
36	It is not always available to use the call back option.	3/3/2026 5:24 PM
37	i never call so then i never need to use call back	3/3/2026 4:23 PM
38	the few times ive used this service - when they call back the hang up on me - then i have to wait another 20 + MINUETS to talk to a representative	3/3/2026 2:52 PM
39	Was not aware of the callback option	3/3/2026 1:54 PM
40	Didn't know it was an option	3/3/2026 12:01 PM
41	I have exclusively booked trips through WebACCESS	3/2/2026 3:44 PM
42	When I use it, they never call me back, or they call and hang up before I can answer	3/2/2026 3:26 PM
43	I have used it but a couple of times I did not get a call back.	3/2/2026 2:42 PM
44	Sometimes I would wait all day for a call back.	3/2/2026 12:51 PM
45	I didn't know about it, it doesn't give an option when on hold.	3/2/2026 8:16 AM
46	N/A	3/2/2026 12:01 AM
47	I use the app. I don't like talking to people	3/1/2026 8:21 PM
48	P I was not aware that the callback feature is on the status line. I have used it when making a new reservation.	3/1/2026 8:01 PM
49	If I'm calling is already because my other resource didn't work so I need to speak to someone but I also have other things to do on my day	3/1/2026 4:16 PM
50	I wasn't aware of the callback option because I rarely needed to call in for help.	3/1/2026 3:52 PM
51	I did not know this option is available. However, I do prefer to hold and wait to speak to someone	3/1/2026 2:21 PM
52	Did not know it was available	3/1/2026 10:58 AM
53	Did not know about it	3/1/2026 8:41 AM
54	My first time using it, the call hung up on me after I answered, making me cautious about using it	2/28/2026 10:18 PM
55	I tried to call back a couple of times but as soon as I said hello when they called back, I was immediately disconnected so I gave up and I just wait on hold until someone comes through.	2/27/2026 2:21 PM
56	I appreciate the call back option	2/26/2026 10:04 AM
57	n/a	2/26/2026 7:44 AM
58	I book online	2/25/2026 4:06 PM
59	I am unaware of a callback feature	2/24/2026 5:26 PM
60	I use the web page.	2/23/2026 5:29 PM
61	I was not made aware of such option	2/23/2026 2:15 PM
62	I have used the call back number. And if I miss the call I call back	2/23/2026 12:11 PM
63	I've used it find it to very helpful	2/23/2026 12:10 PM
64	TEST TEST TEST	2/21/2026 6:55 AM

Q6 On average, how would you rate your customer service experience with the ACCESS LYNX reservationists?

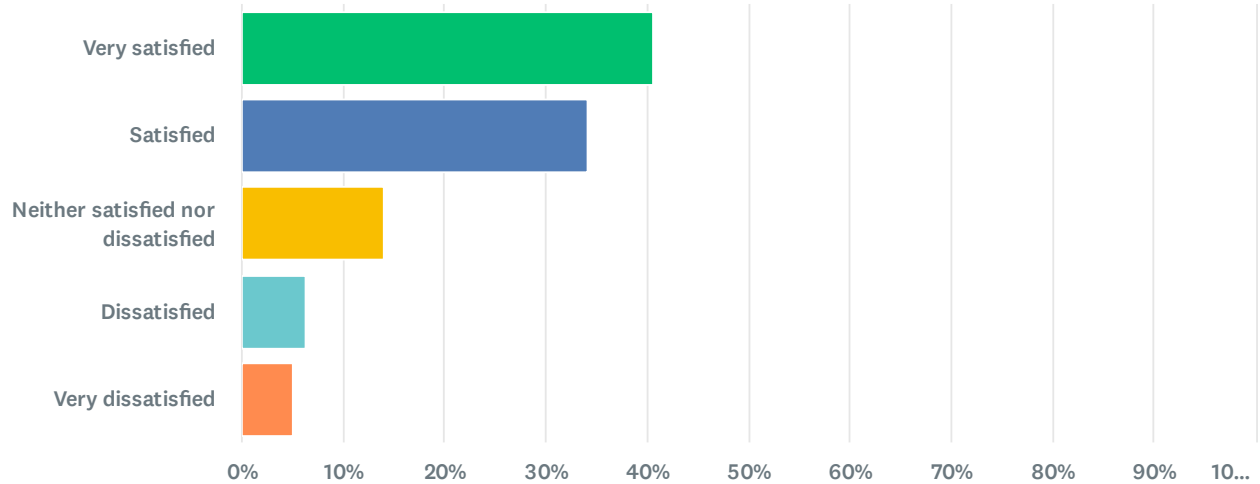
Answered: 337 Skipped: 10



Answer Choices	Percentage	Responses
● Very satisfied	33.53%	113
● Satisfied	35.01%	118
● Neither satisfied nor dissatisfied	16.62%	56
● Dissatisfied	8.31%	28
● Very dissatisfied	6.53%	22
Total		337

Q7 On average, how would you rate your customer service experience with the ACCESS LYNX drivers?

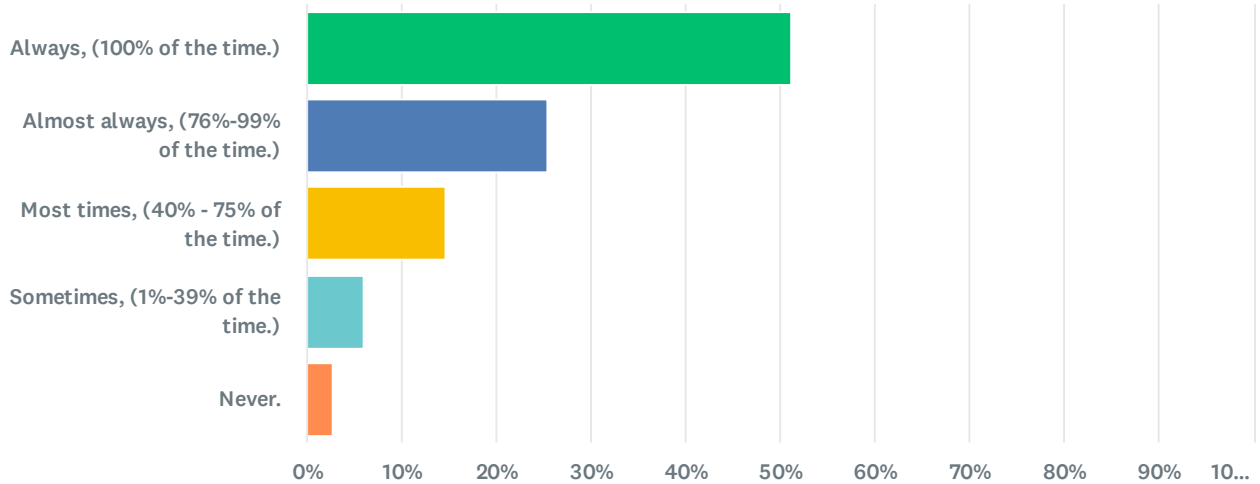
Answered: 337 Skipped: 10



Answer Choices	Percentage	Responses
● Very satisfied	40.65%	137
● Satisfied	34.12%	115
● Neither satisfied nor dissatisfied	13.95%	47
● Dissatisfied	6.23%	21
● Very dissatisfied	5.04%	17
Total		337

Q8 On average, how often does an appropriate vehicle (one that best meets your mobility needs) arrive to transport you?

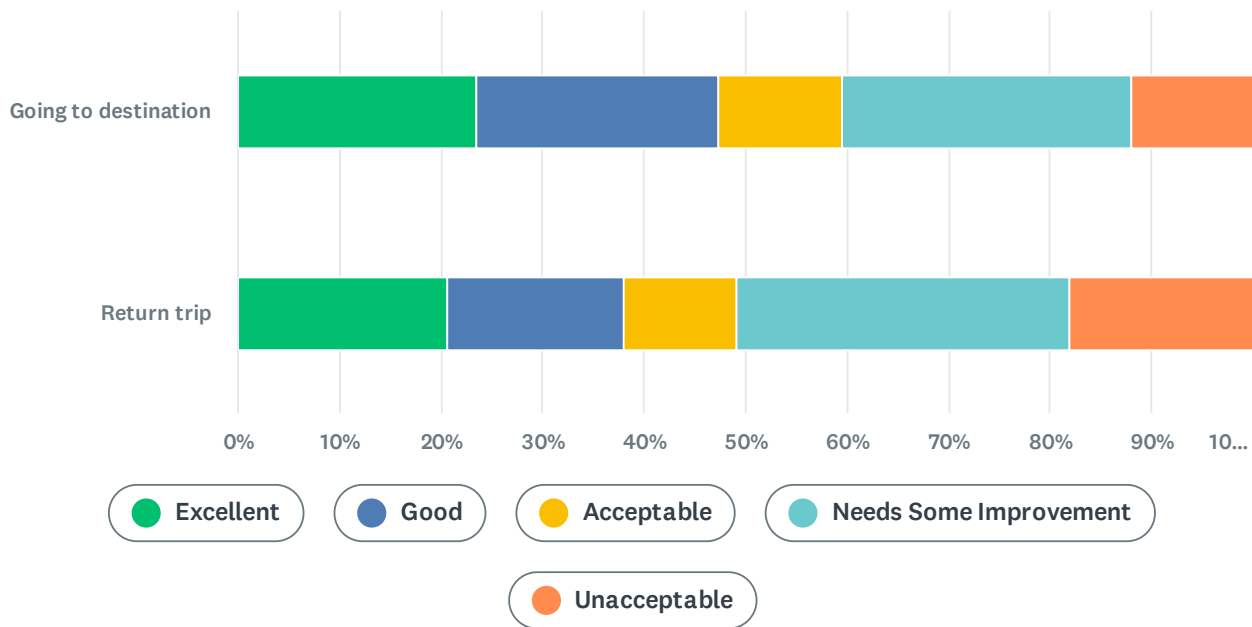
Answered: 334 Skipped: 13



Answer Choices	Percentage	Responses
● Always, (100% of the time.)	51.20%	171
● Almost always, (76%-99% of the time.)	25.45%	85
● Most times, (40% - 75% of the time.)	14.67%	49
● Sometimes, (1%-39% of the time.)	5.99%	20
● Never.	2.69%	9
Total		334

Q9 How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home? (Think only of your experiences between January-December, 2025.)

Answered: 327 Skipped: 20



	● Excellent	● Good	● Acceptable	● Needs Some Improvement	● Unacceptable	Total
Going to destination	23.53%	23.84%	12.07%	28.48%	12.07%	323
	76	77	39	92	39	
Return trip	20.64%	17.44%	11.03%	32.74%	18.15%	281
	58	49	31	92	51	
						604

ACCESS LYNX Customer Experience Survey (2025)

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Sometimes the bus will come 15-20 minutes before the scheduled time. Then Sometimes it comes 45-60 minutes after the scheduled time.	3/22/2026 1:04 PM
2	Trip timing varies - from 30 to 90 minutes variances	3/21/2026 4:22 PM
3	Most of the times running late and drop off time 2 hours and I use oxygen and diabetic	3/21/2026 11:00 AM
4	You're never sure of your arrival time it can be off by 30min	3/20/2026 10:08 PM
5	Pick ups are sometimes late.	3/20/2026 5:17 PM
6	When I have to get someplace at 4pm, the bus is there to pick me up at 1:30. This causes me to get to places extremely early and disrupts my day.	3/20/2026 1:59 PM
7	It seems the dispatcher is not calling the customers when the driver is going to be late after the 30 minutes window.	3/20/2026 1:56 PM
8	There is usually a 30 minute window for pickup to my destination and returning home; however, sometimes the pickup window available on the website to schedule a return home does not meet my needed time for pickup and I am left waiting over 30 minutes for a return home (this seems to typically happen on a Friday afternoon around 4:00 pm).	3/20/2026 11:08 AM
9	Sometimes the times jumps around in the morning. It will say the ride is between 8 and 8 30 which is what i wanted, then it will jump to 8:45/9 and we have to sit around and wait	3/20/2026 7:57 AM
10	Is extra bad.	3/20/2026 2:23 AM
11	When making a reservation, I will get one time told to me. When I check online before the trip occurs, I will see another time. I will tell them one time I need to be at the destination and they will change the window without my knowledge. This has happened several times when UZURV will cancel and Access Lynx will send a van. When the van comes, I can guarantee they will make me late to work. For the return trips, there were times where I was scheduled to return at a specific time and they would send anyone until 2 hours after the scheduled time. I cannot have this happen all the time. I have a parent at home who has to have medicine given to them at a specific time. One time where they weren't going to pick me up for 2 hours, I had to cancel and take an Uber so I could be home in enough time to give my parent their medicine on time. Completely unacceptable...	3/19/2026 11:05 PM
12	The vehicle transportation and time management has been grossly inconsistent. My rides have ranged widely from straight-home, 30-minute rides to long, 3-hour rides. I was frustrated with the way the drivers took me all across town just to bring me home. Additionally, I had to remind bus drivers that I lived in a new community that isn't recognized by that vehicle's GPS. I haven't had significant issues with drivers of the cars; only buses.	3/19/2026 9:02 PM
13	MyUZURV ride will cancel well before the two hours, but Access Lynx will not update me to let me know that I will be stuck on a bus for up to two hours after I get out of work. That's what I'm showing up on time quite often they'll show up an hour late and then I'll be on the bus for two hours so it'll take me three hours in total to make it a 20 mile trip. I feel like I worked for Access Lynx you tell me what time I'm going to be going to work what time I can go home but yeah I'm the one paying you. The client provider relationship is definitely skewed here.	3/19/2026 7:31 PM
14	Reservation wait times are LONG, sometimes being in an ACCESS LYNX vehicle for more than 1 hour, for a 20 minute ride home.	3/19/2026 7:10 PM
15	The biggest issue is getting dropped off really early. For example, I'll request to be dropped off by 8 a.m., they'll pick me up at 6:50 a.m. and I'm at my destination by 7:15 am. On the bright side, I'm very rarely late. I think I've only ever been dropped off late twice, and the latest was 10 mins late.	3/19/2026 1:11 PM
16	Very satisfied	3/19/2026 10:43 AM
17	Access Lynx Team, I'm writing to express my disappointment with the service I've experienced with Access Lynx and its partnership with Uzurv. Despite my appreciation for the service when it works, I've encountered significant issues with customer service representatives, communication, and overall reliability. Specific concerns include: - Representatives often fail to clearly state their names or provide inadequate assistance when answering the phone -	3/19/2026 9:45 AM

ACCESS LYNX Customer Experience Survey (2025)

Inconsistent information is provided regarding scheduling trips, with some reps adhering strictly to system times and others accommodating specific needs. For instance if I need a trip at 430pm and the system is giving me 425pm customer service reps told me call the booking line they will adjust it and change the time to 430 and leave it unscheduled most of the reps do it some won't I need everyone on the same page that defeats the disability needs - - Poor communication between Lynx and Uzurv leads to cancelled rides and lengthy wait times without adequate support. One time I had a driver cancelled a trip at 430 just before 230 it went unscheduled. I called dispatch and told them they said they will work on it. 330 rolls around still no vehicle found they said. 10 minutes before still no be vehicle found. I cancelled the trip and begged a friend to drive me home Drivers cancelling rides and returning them to Lynx often results in prolonged waits for alternative transportation. There needs to be better communication between Lynx and Uzurv and a better plan in place. I also don't understand how the busses run so far behind with the help of a 3rd party company as in Uzurv Notable incidents include: - A Uzurv driver cancelled my 4:30 PM ride, and despite efforts, Lynx couldn't find an alternative vehicle, forcing me to seek alternative transportation. - Inconsistent guidance from customer service reps on scheduling trips with non-standard times In addition- Some don't say their names clearly some don't go the extra mile to help some can't do a proper ETA. Some people even can't get the name of the user drivers. If you have to cancel a ride and there's a long whole time the dispatcher is told me we have to wait on holder or accept the no show. How is this a disability service . It's like they want you to get the no show instead of helping. As a user reliant on this service, I expect better coordination, communication, and support. The current system is not meeting the needs of its users, particularly those with disabilities. I will persue the legal team if this continues cause I really depend on this service with disability needs I hope you'll address these concerns to improve the service. Sincerely, Rich Problem is we do these surveys and they do nothing to improve same old lynx no matter what

18	Drivers, helpful, courteous and respectful toward riders. These drivers are angels unaware, skilled, always vigilant, cheerful and friendly.	3/19/2026 8:26 AM
19	My son travels to places that are for mentally handicapped people. The workers do not get overtime! Several times the buses have been so late (over 45 minutes)!I've had to cancel and drive there myself.	3/19/2026 7:10 AM
20	They are always late to pick us up they are hardly on time with their schedules	3/18/2026 9:34 PM
21	Stated they called me and left me at the doctors office and I was ready and downstairs and no missed call.	3/18/2026 1:14 PM
22	Rides are consistently late. Several rides most recently have been over an hour after the scheduled time stated online	3/18/2026 9:04 AM
23	Pickups have been late. Most of my rides are short distance between 3-5 miles but many times it takes 45 minutes to drop me off. On some occasions it has been up to an hour.	3/18/2026 12:43 AM
24	You guys are terrible with trips that take 32 miles, since you end up being way too early or way too late.	3/17/2026 6:16 PM
25	My experience was top notch.	3/17/2026 4:16 PM
26	I have gotten to events late. I have gotten to events super early.	3/17/2026 9:47 AM
27	It's those times when we try to schedule online that things get messed up because the system from what we were told.	3/17/2026 9:30 AM
28	Courteous and kind drivers	3/16/2026 6:21 PM
29	After a schedule and approximate time is agreed on. In the afternoon other rides are added and severely impact my daughters arrival time, or picked up late. Today a 45 min drive is taking 3 hours. Katherine has severe autism and is non-verbal. If there is going to be 2 hours added to the previously agreed upon time isn't there any way of notifying me? What if she had to go the bathroom? in a three hour drive do you have facilities on each bus? This was not caused by traffic or weather someone changed the schedule. Last week the afternoon schedule changed from 3pm pickup (center closes at 3:30) to 4:19 pickup then back to 3:19 then she was put on the wrong bus and then the correct bus arrive about 3:40. The only issues you have is getting her home in the afternoon. The morning is fine.	3/16/2026 5:26 PM
30	Sometimes they carry customers that live further than me...Once I arrived home after 3:30	3/15/2026 8:32 PM

ACCESS LYNX Customer Experience Survey (2025)

	hours	
31	I've never had any problems with Access Lynx	3/15/2026 6:58 PM
32	I get pick up super early for a 15 ride arrive super early before place opens n I have to wait sometimes more then 1 hrs for opening won't side In freezing weather n no place to sit but an empty parking lot	3/15/2026 6:07 PM
33	Too many pickups and drop offs	3/15/2026 11:06 AM
34	Most of the time they are late	3/15/2026 6:49 AM
35	Sometimes the pick up time is delayed almost 30 minutes or more	3/14/2026 1:45 PM
36	A few times I have been late to work because the driver takes other people home before taking me to work. The way schedule gets done is not properly organized.	3/13/2026 12:22 PM
37	Algunas veces espero mucho Pero por qué yo les pido horas para no estar apurada Pero soy yo la que debo pedir menos hora de espera. Porque algunas veces me atienden tarde y me pongo nerviosa.	3/13/2026 8:27 AM
38	Acceptable	3/13/2026 7:43 AM
39	Pleasant	3/13/2026 3:43 AM
40	Sometimes when picked up going to my appointments there's two other passengers on the bus by the time there dropped off I'm late for my appointments then my appointments are canceled and have to wait for return pickups.	3/12/2026 11:45 PM
41	It takes a while before they pick me up and get to my return destination	3/12/2026 6:38 PM
42	Sometimes they allow too much time for appointment. But better then late	3/12/2026 5:10 PM
43	Typically Late	3/12/2026 4:50 PM
44	The on-time performance varies from right on time to up to 1.5 hours outside the time window.	3/12/2026 4:01 PM
45	I usually don't mind waiting on the bus for more than 30 minutes but when it gets to about 2 hours or more that's when I get upset because I know this is a transportation system that has been very reliable for me, it gets to a point where I would like to go straight home after work knowing I've had a long day	3/12/2026 2:16 PM
46	Sometimes I am dropped off over an hour early for appointments	3/12/2026 9:37 AM
47	If being picked up by a UZURV vehicle, I can expect reasonable pickup and drop off times. I can rely on it to be picked up and dropped off at work at reasonable times. If picked up by an Access Lynx vehicle, I can expect travelling an extra hour for a trip that would usually be only 30 minutes. It can even go up to 2 hours longer than a car trip. It is totally unreliable for work, as it will turn 8 hour work days to 12 hour work days with no guarantee on when I can get dropped off (unless I accept arriving hours before I need to).	3/11/2026 4:14 PM
48	Always late returning back home with no advance notice or apology; or if the drop-off is late there is no consideration for not being ready at the correct return time.	3/11/2026 3:45 PM
49	Often morning pick up tines have me arrive to early for work in the mornings (before my work place is open and I have to wait outside in the dark sometimes for a half an hour or more sometimes until my work place opens.	3/10/2026 10:08 PM
50	I almost always arrive an hour early, and most of the time I get picked up late.	3/10/2026 3:32 PM
51	Mostly I have a good experience but rarely things like traffic and construction road closer happens, that is beyond your control.	3/10/2026 11:27 AM
52	I have had drivers sent to wrong location	3/10/2026 12:00 AM
53	Getting picked up on time has been an issue. I understand drive times very but a hour and 45 mins isn't acceptable	3/9/2026 8:18 PM
54	I have been late for work. I have been on the bus 2-3 hours getting home.	3/9/2026 6:36 PM
55	Waiting times are over 2 and 3 hours	3/9/2026 6:34 PM

ACCESS LYNX Customer Experience Survey (2025)

56	I've liked Access Lynx for many years.	3/8/2026 10:18 PM
57	Love the bus	3/8/2026 9:55 PM
58	I have had to sit in the van for over an hour on a ride that should take 30 to 40 minutes.	3/8/2026 4:39 PM
59	Either they arrive too early or too late.	3/8/2026 11:14 AM
60	There have been a few times where the arrival time was more than 30 minutes beyond the arranged window of pick up. Due to the distance of the destination, our son has been late to his appointment.	3/7/2026 7:58 AM
61	Often Late pick - even further than time originally stablished during the scheduling.	3/6/2026 8:36 PM
62	Most of you drivers are very kind.	3/6/2026 3:24 PM
63	Time frame as well as time waiting on a vehicle could be longer than an hour. When you accept a reasonable time for pick up, then mid day it changes and you're left waiting an hour or more for a ride.	3/6/2026 10:30 AM
64	At least 4 times last year was late to work due to driver late picking up at the house and then getting to work. Or after picking up at house to then drive was too far out of the way to pick up another passenger before my work destination. Especially coming from or going into known high traffic areas. I do get points against my job when this happens . I have been unsuccessful in getting a letter from lynx to give to employer that it was not my fault . Being picked up 2 and 1/2 hrs early and not making it to work on time should automatically send a letter to my online account that can be printed off to give to my employer .	3/6/2026 9:08 AM
65	I have been late to work at least 2 of the 5 workdays. I have contacted Access Lynx several times and it gets better for a few days, then go back to being late several times. They have changed the pickup time to an earlier time, but still too many stops are scheduled in between my pickup and drop off. I had to cancel a return trip that was going to take 3 hours to drop me off.	3/6/2026 8:22 AM
66	Na	3/6/2026 6:53 AM
67	Good	3/5/2026 11:26 PM
68	People are usually on time for pick ups and drop off (with some exceptions) - especially since bringing on UZURV as a partner - they are way more efficient.	3/5/2026 5:10 PM
69	Regularly get put on busses that go opposite direction from which I am going. Recently had a bus go past where I'm was getting dropped off to go down to Kissimmee and then bring me back.	3/5/2026 11:16 AM
70	I've waited 2 hours after my scheduled pickup time without an estimated pickup time only to be told they're working on finding a driver.	3/5/2026 7:23 AM
71	I have been late several times to get to work, 30 minutes to an hour and that is with a pickup and 1.5 hours early.	3/5/2026 6:46 AM
72	I think rides are generally are close to the estimated pick up time, but it would be helpful to know how many stops before I'm dropped off.	3/4/2026 11:12 PM
73	Very satisfied always on Time	3/4/2026 5:14 PM
74	When it is a bus it is always unacceptable. UZURV and BigStar providers are timely, efficient, and kind. Bus drivers and customer service reps via phone are disgusting. Often impatient, rude, and careless.	3/4/2026 5:04 PM
75	It's great I appreciate that you guys offer it it helps and it benefits me because I work early in the morning so it helps me with my son that is special needs	3/4/2026 2:19 PM
76	Always dropped off significantly earlier than requested and picked up later than requested.	3/4/2026 1:23 PM
77	Needs some improvement. Couple months ago, Missed my train. Your driver picked me up, ample time, however, had to pick up others and dropped them off first, I arrived late at the terminal!" Had to get another ticket, pay extra double fare, to arrive at my destination. The person that was supposed to picked me, left here again, had to get "Uber," that was another extra fare to reach my destination, That trip cost me \$85.00! All bc your driver, although picked me up (2) hours earlier, had to picked up others dropped them first and me last!! Called Acess	3/4/2026 1:01 PM

ACCESS LYNX Customer Experience Survey (2025)

lynx complained it went on deaf ears.. I'm (82) years old, I'm om S S , very courteous but find all this extra money i pay is getting ridiculous.

78	Somewhere, the drivers don't have a correct. Equipment like the EPS on the buses in that time and I helped him In to order my right to pick me app to go to work, they pick me up. You sometimes very early although I like being early because I work in this Disney. For example, sometimes I have to be at work at 7 in the morning. They beat me up at 445 and dropped me to work right away. Some locations. I'll be there by 530. People are there, but I have to sit down in the crew room for about an hour. And a 1 I'm just saying I like to be early. But waking up is a long day. I appreciated being early in another word. But more accuracy I could use to use her. I'm just visually impaired, and I could walk to the car, and it's to use the user. It cuts the time instead of pickup different people. And I could sleep a little bit more. But I understand there is a share ride. So I sacrificed on those days that I have to be that early.	3/4/2026 11:54 AM
79	There have been times where I have waited 2 hours to get picked up and have not been notified. When tryingto calling the office, they have no idea of what had happened.	3/4/2026 10:47 AM
80	It's good fun I'm still learning I just need some time to go in it	3/4/2026 4:57 AM
81	Lynx has dropped off my Down Syndrome sister over 60 minutes late twice. She was taken to East Orange County for drop offs (I assume) and was last to be dropped off at home in Ocoee, West Orange county almost 90 minutes after pick up.	3/3/2026 11:24 PM
82	Recreational trips take way too long sometimes as if my time doesn't matter just because it isn't work or a doctor's appointment!	3/3/2026 5:56 PM
83	Sometimes the driver does not arrive in their half hour window and I never receive a call that they're running behind. Sometimes I'm on the bus over two hours because of the rideshare. Sometimes I go near my house and I'll get dropped off. I go to other job places instead.	3/3/2026 5:32 PM
84	Often times trips are unscheduled and show up 30 minutes before the pick up window or up to 1 hour past the pickup (end) window. This has caused us to schedule and incur last minute Uber expenses to get her home. It is EXTREMELY STRESSFUL. Additionally, having a young adult with intellectual disabilities advocate for themselves and try to navigate a solution with your team is very challenging. We have also found that drivers are very inconsistent with drop off rules. They are not allowed to drop her off prior to her drop off window but are, at times, 45 minutes in advance and telling her she has to get off the bus and they do not have to wait. When a driver has arrived before the pick up window, they have told her she has to get on the bus or they will leave her. Both of these situations have been validated but professional and neurotypical educators at the location she is being picked up/dropped off.	3/3/2026 5:24 PM
85	if its not userve the the drive is just way to long; average is 90 min to go 30 min.	3/3/2026 4:24 PM
86	Wish I could schedule last minute trips and wish there was a little bit more flexibility in timing.	3/3/2026 2:22 PM
87	Scheduling window keeps getting bigger. Example: I requested to be picked up at 12:30. My options are 11 to 11:30 or 1 to 1:30. Arriving or leaving one and a half hours outside the time requested is a long time	3/3/2026 2:03 PM
88	Almost every week my so. Is on the bus for more than two hours after being pick from school.	3/3/2026 1:44 PM
89	Some drivers are always late to pick up my mom, and this makes me late too work. Unacceptable	3/3/2026 10:57 AM
90	It's all good.	3/3/2026 7:06 AM
91	I'm one of the passengers who is able to ride Uzurv. I would prefer that service than Access Lynx. It takes me right to my destination and back. I also do not understand why Uzurv will take me and Access Lynx will pick me up.	3/2/2026 10:23 PM
92	Sometimes they arrive too early and then call to tell us we have only have 5 minutes before they leave . If u show up earlier than the time we requested it isn't right that we're then rushed to meet the 5 minute deadline.	3/2/2026 8:53 PM
93	Horrible they don't ever make it on time	3/2/2026 5:16 PM
94	i waited at the hospital for hours and the vehicle did not return for me even after base informed me it would more than once. However this happened only once, the other trips were okay.	3/2/2026 4:26 PM
95	All bus vehicles/services horrendous. Never on time. Rude customer service reps over the	3/2/2026 3:38 PM

ACCESS LYNX Customer Experience Survey (2025)

phone. No sense of urgency or care. Ghetto people running the phone lines who make riders cry or hang up on them.

96	They never arrive on time on either trip	3/2/2026 3:33 PM
97	Some rides home take 3+ hours and with daily seizures and incontinence that's heavily unacceptable and dangerous. I've placed many calls to Joanna Durand about the situation and never get a call back.	3/2/2026 2:59 PM
98	UZURV drivers offer an exceptional service consistently punctual, courteous, and ready to assist with boarding and exiting. However, I've noticed that on the Access Lynx bus, assistance isn't offered, and interactions have felt less courteous and less timely.	3/2/2026 2:56 PM
99	I am often picked up very early for my trip going to my destination, but I would rather be early, I guess. Sometimes this is an issue for early morning doctors appointments, because I can arrive before the office is even open and they usually do not have seating outside. For the return trip, it can be exhausting. For scheduling a return trip, I ask to be picked up at 3pm, let's say. When I click schedule, it offers me a time starting at 2:30. How is that supposed to work? My doctor's appointment doesn't end until 3pm, so there's no way I can be ready at 2:30pm. So, I have to keep trying with the scheduling and pushing my pick up time further and further out, which means I end up waiting almost 2 hours to be picked up, then I might ride another hour or more on the bus to get home. Sometimes, we will drive right past my house, literally right by the drive in for my community to drop someone off or pick someone else up. Some drivers are AMAZING and are aware of this when they see the addresses, they happen to know the area, so they'll drop me off on the way, which takes 3-5 minutes out of someone's trip time since I am not in a wheelchair. Other times, we have to double back. After an exhausting day, it's so painful to sit in a bus seat that causes me pain for so much longer when the route could have been planned better. I'm sure things happen, but this happens pretty regularly for me. Rides to pick me up for a doctor's appointment have been on time except once, though they have been pushing it sometimes, and it was because of the way the person drove 90% of the time. Rides to pick me up after a doctor's appointment have been almost late most of the time. The system doesn't seem to care about you if you're a pick up schedule vs a drop off schedule.	3/2/2026 2:35 PM
100	Drivers misbehave drivers arrive late for both pick up and drop off too many pick ups	3/2/2026 2:31 PM
101	the bus is rarely there within the time window; the online map is not accurate; it continually gets my son to school late and takes hours to get him home (a 30 minute trip)	3/2/2026 2:07 PM
102	Back in October 2025, I was stranded in Orlando. I had made arrangements to be picked up at 3pm, no one came until 5:30 pm to get me back to St. Cloud. This was just one of many times that they didn't show up to get me someplace on time, so I canceled the trip because I wasn't able to keep the appointment. Back in September 2025, I was being loaded on a van as a car hit it I wasn't hurt thank God but I haven't been able to secure the accident report. I could write a book.	3/2/2026 1:17 PM
103	They take forever to pick me up to the point where I am late.	3/2/2026 1:16 PM
104	I'm somewhat dissatisfied with the drop off order of accesst lynx on several occasions for example i have been dropped off very late even though the vehicle passes near my residence for example i live in kissimmee and there have been about three times when another passenger living in st. cloud was dropped off before me even though the road passes through kissimmee first before continuing to st. cloud i feel the routing order could be more organized so that passengers are dropped off in more logical geographic sequence and travel time is reducing when possible. i just think improving the stop order would make the service more comfortable for the passengers and drivers	3/2/2026 12:42 PM
105	Dropped off usually an hour earlier than requested and picked up about an hour later than requested.	3/2/2026 11:17 AM
106	The dispatchers need to stop changing the routing scheduling in real time so riders can get to their destination as soon as possible. At times the driver will arrive very late and I get stuck in the Access Lynx bus for more than 2 hours and get to my destination very late at night. Unacceptable.	3/2/2026 11:08 AM
107	As I complete this survey, I am on a bus and due to last minute add ons I will be late getting to work. This has been happening with increasing frequency. I was picked up at 8:42am and it is 10:38 am now. I am in downtown Orlando and supposed to be dropped off by 10:45 am.	3/2/2026 10:44 AM

ACCESS LYNX Customer Experience Survey (2025)

108	Great experience 😊 Thank U 🙏	3/2/2026 10:34 AM
109	You make a reservation of 10:00pm pick-up but they arrive at 10:45pm	3/2/2026 10:03 AM
110	There have been several times when the return home bus arrives outside of the pickup window.	3/2/2026 8:26 AM
111	Never on time!	3/2/2026 8:18 AM
112	Have had some return trips take up to 2+ hours that normally takes about 45 minutes	3/2/2026 6:16 AM
113	Well that's all	3/2/2026 12:02 AM
114	Some of my trips are 2 hours when its literally going past my destination.	3/1/2026 10:01 PM
115	There have been many times that I am waiting for a long time past what I was told that was my pickup window.	3/1/2026 9:48 PM
116	I would really love to start scheduling these rides for my trips home at night but the pickup times are very unacceptable. I work so I'm not able to just get up and leave at 3:52 just so I could get my ride pick up at 5:00. It just doesn't make sense. Also I want to be picked up at exactly 5:00 but the app gives me anything but. The system is broken and it needs to be fixed. As a result I have to Uber home and that is super expensive.	3/1/2026 8:24 PM
117	Traveling only 2 miles means that sometimes I have to travel 15 to 20 before I actually get home.	3/1/2026 8:06 PM
118	Explained in question 2	3/1/2026 6:51 PM
119	going to Ocwee,Poinciana,Altomonte springs driven around for hours got home one sunday morning at a little after 5 am because i was put with st cloud and Poinciana drop offs	3/1/2026 6:50 PM
120	I do realize that I am not the only customer and that trips can be delayed due to whatever reason.	3/1/2026 5:36 PM
121	It drops you off either late of 2h earlier, on return I've waited up to 4h. But most times it arrives 50min earlier which reasonable, but picks you up 1h30min late for me is a waist of everyone's time, bc on top of taking long to come pick you up, you sit another 1h40min to get dropped on your destination 20min away	3/1/2026 4:22 PM
122	If my vehicle is running late TransDev does not provide us a courtesy call with an estimated arrival. Then calling customer service with holds of 30+ minutes if your caller 27 in queue.	3/1/2026 4:16 PM
123	Overall the service good but the added trips can delay my getting home	3/1/2026 4:14 PM
124	Often late getting to appointments d/t access lynx, late to pick up from home or appointments. Sometimes riding for 2 to 3 hours in the bus before getting home	3/1/2026 4:01 PM
125	I'm be getting home after people getting dropped off	3/1/2026 3:46 PM
126	They show up early and I am getting piss off about that	3/1/2026 3:06 PM
127	It's worked out really well	3/1/2026 2:28 PM
128	I can't be late to the places I need to be. Even when I schedule myself an hour or a hour and a half early.	3/1/2026 2:08 PM
129	I should not have to wait more than a 1/2 hr to ride 2.3 miles from my volunteer post to my home.	3/1/2026 11:03 AM
130	Sometimes they're early, sometimes I'll take the scenic route, either way I will get to my destination and back home. Very rarely do I have difficulty with missing doctor appointments. The majority of drivers are friendly and helpful. The vehicles are usually easier to get in and out of, and cheaper than Uber, so I am learning patience.	3/1/2026 9:52 AM
131	Sometimes I get to my destination late due to many add on trips or drivers take the long route to my destinations. I live in Winter Garden and I normally go to Disney World. I always recommend the drivers to avoid driving on I4 and use 429. Sometimes I get home super late because the driver has to pick up/drop off far away from my house.	3/1/2026 9:49 AM
132	Lots of delays, waiting around, sometimes I am late to my next destination	3/1/2026 9:40 AM
133	Sometimes drivers arrive past the 30 minute time window provided.	3/1/2026 8:44 AM

ACCESS LYNX Customer Experience Survey (2025)

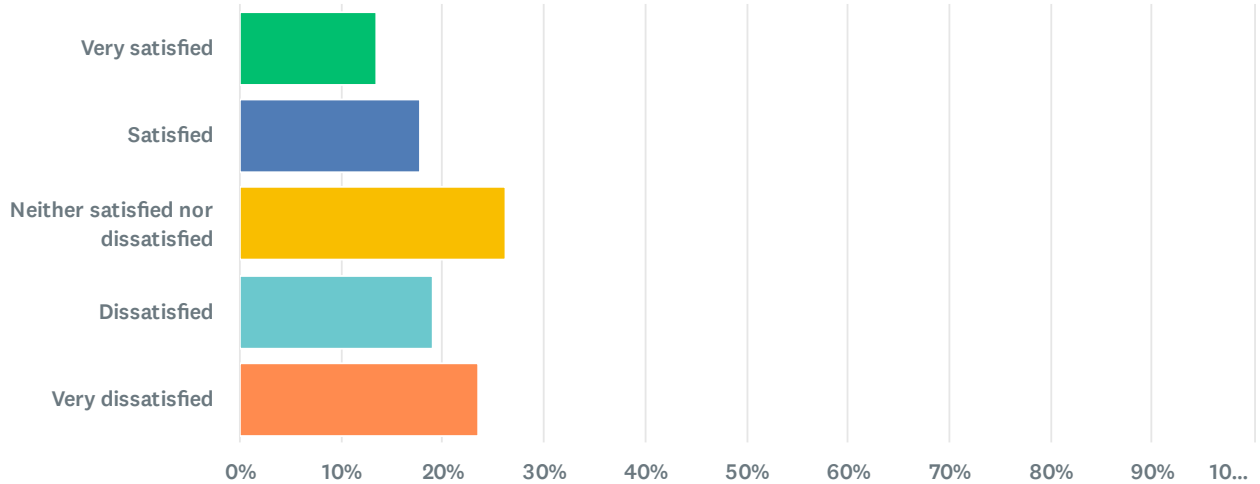
134	Access lynx tends to pick you up and sometimes drive up to two hours whe your 10 minutes away. Same with the pick ups back home. 430PM to 5PM schedule pick up. But you get pick up at 545pm and get drop off at 640 or 7pm at home.	3/1/2026 6:17 AM
135	Drivers are sometimes late and also the route is sometimes messed up. They will drive all over the county when my destination is 10 minutes away . I've been late to dialysis several times . One time a driver swerved so bad I had a burn on my neck from the seatbelt . I called to complain and nothing was ever done .	3/1/2026 2:38 AM
136	I recently moved, and scheduling trips with Access Lynx has proven to be a recurring difficult experience. I was told numerous times that Access Lynx cannot pick up passengers in parking garages. Yet I have called several times to report seeing an Access Lynx bus in my parking garage picking up other passengers, and I took pictures. I have to walk to a separate location to be picked up. I was also told I need to be at the pickup location during my thirty-minute pickup window. That is fine as long as I am picked up during that time frame. I have waited over an hour on many occasions, only to be on the bus for hours at a time. I have Spina Bifida, which is why I ride Access Lynx, and I cannot hold my bladder for such long periods of time. I also cannot stand being out in the sun for long periods of time, out when it's cold and windy, or the Florida summer heat. Speaking of which, when I could not find a place to sit after standing around waiting for the bus, I sat down on the pavement and substained third degree burns on my legs. They fit right in with all my surgery scars.	3/1/2026 1:16 AM
137	The returned trip especially if they were late dropping me off to my destination which in turned cause me to be late to be ready for the return trip. They will only wait for a certain amount of time before they have to leave(per policy) so if you are not done they will leave and you will have to call to get another return trip done or find some other means to get home.	2/28/2026 10:40 PM
138	While my trips to my destination are usually pretty good, my return trips vary wildly, sometimes spending up to 2 - 3 hours on the bus, picking up/dropping off other people or driving right past my house to drop off/pick up someone else.	2/28/2026 10:28 PM
139	All bus providers (Transdev/Others) are horrendous. I have had to cancel and pay out of pocket for other services many occasions due to their service. UZURV and BigStar are tremendous and the ONLY reason the program works. Allowing riders to schedule with their needed or preferred provider directly would fix many of the glaring issues with the service. UZURV is on-time 99% of the time and BigStar about 75% of the time. Buses via Transdev or the other providers are late for almost every single trip 90%+ times scheduled. Horrendous service from the bus companies and Transdev- the awful "head" company of the service.	2/28/2026 6:38 PM
140	I Do Something On My Phone While Riding The Access Lynx	2/28/2026 5:05 PM
141	Once in a while a new driver can't figure out where Gate 3 of SeaWorld is.	2/28/2026 1:06 PM
142	I have been late multiple times to work because of the poor planning of Access Lynx	2/28/2026 9:36 AM
143	No comment	2/27/2026 5:01 PM
144	The drivers have always been very good about getting me to and from my destination they are always helpful and assist me on and off the vehicle and to my door.	2/27/2026 2:27 PM
145	Access LYNX did not accommodate my request to walk independently, open the door myself, and sit for the ride without using an accessible shuttle van. I am requesting a regular SUV or sedan to serve my ride reservation.	2/26/2026 10:29 AM
146	I am very grateful for this service... I am no longer home bound and letting the years go by with out leaving my home... I am able to make appts to the Doctor, pick up meds, enjoy senior center...etc	2/26/2026 10:08 AM
147	With so many others on the bus and they're having different destinations it takes a long time for me to get where I need to go.	2/25/2026 9:51 PM
148	I live with an alcoholic husband and many times ACCESSLYNX has been late picking me up, therefore putting me in an uncomfortable situation by the time I get home	2/24/2026 5:29 PM
149	I need UZURV to get to and from work on time. My job does not care about the service issues. Transdev is horrendous to work with regarding the bus service. Riders need to be able to select UZURV as an option always VS. being assigned vehicles that are unreliable or inappropriate for the rider's needs.	2/24/2026 4:53 PM

ACCESS LYNX Customer Experience Survey (2025)

150	El tiempo de recogida nno es agradable [Translation: The wait time is not great.]	2/23/2026 8:50 PM
151	I get drop so early in. Old Wes I frees waiting with no place to sit	2/23/2026 8:35 PM
152	sometimes in the night after work my shift at 10pm sometimes their take me street home or sometimes their have to pick up somebody else.	2/23/2026 6:47 PM
153	Afternoon trips are far too long for disabled people. Often take up to 1 1/2 hours of trip time. We no longer use return trips.	2/23/2026 6:08 PM
154	Some days my son goes straight to school. Most days he is on the van one hour to an hour and a half.	2/23/2026 5:32 PM
155	Quite a few times takes 2 hours or more to get home	2/23/2026 4:07 PM
156	Only 1 time did I miss an appointment. Traffic was heavy. However in my 8 years in Vero Beach I never missed an appointment. I have never been late for an appointment either place.	2/23/2026 2:25 PM
157	Because it is a ride share, a half an hour ride stretch to 1 1/2 hour ride or more. For return trip, the bus delays and makes returning home even longer.	2/23/2026 2:21 PM
158	He estado hasta 5 horas en el vehículo después de recibir quimioterapia para repartir pasajeros. [Translation:I've waited up to 5 hours in a vehicle, waiting for passengers to be dropped off after going to chemotherapy.]	2/23/2026 1:04 PM
159	They usually have arrived on the time they have given me.	2/23/2026 12:13 PM
160	Is very good	2/23/2026 12:05 PM
161	TEST TEST TEST	2/21/2026 6:56 AM

Q10 When your vehicle is delayed, how satisfied are you with the information provided about the delay?

Answered: 327 Skipped: 20



Answer Choices	Percentage	Responses
● Very satisfied	13.46%	44
● Satisfied	17.74%	58
● Neither satisfied nor dissatisfied	26.30%	86
● Dissatisfied	18.96%	62
● Very dissatisfied	23.55%	77
Show comments		
Total		327

ACCESS LYNX Customer Experience Survey (2025)

#	OTHER (PLEASE SPECIFY)	DATE
1	The usually no explanation given.	3/22/2026 1:04 PM
2	I'm never provided any information	3/21/2026 1:44 PM
3	I gave feedback a timer too, and I don't recall hearing back. My conclusion was, my feedback does not matter.	3/20/2026 5:17 PM
4	When my vehicle is delayed, I receive little to no warning making me late for places that I have to be at a specific time	3/20/2026 1:59 PM
5	Looks like dispatcher is not keeping an eye on the manifest to help the driver and clients	3/20/2026 1:56 PM
6	I am unaware of where the information about the delay is provided	3/20/2026 11:08 AM
7	They never	3/20/2026 2:23 AM
8	I'm never told my vehicle will be arriving late until after the time has passed on the web access then I'll call them. It'll be pushed back. I'll be told what you have to understand. It's a ride service. Why do you ask me what time I need to be somewhere if you're gonna drop me off when you feel like it.	3/19/2026 7:31 PM
9	My vehicle has never been delayed on pick up to go home.	3/19/2026 7:10 PM
10	When Uzurv cancels they take forever to find you a vehicle you go from going on a direct trip to a 3 hour tour	3/19/2026 9:45 AM
11	Accurate, precise explanations	3/19/2026 8:26 AM
12	The video of where the bus is is always way off. Sometimes the bus is 20 minutes away and the app will say "arriving momentarily"	3/19/2026 7:10 AM
13	Because I do not want to be late to get to where I am and having to wait a very long time for the ride to show up	3/18/2026 9:34 PM
14	There is no information provided regarding the delays	3/18/2026 9:04 AM
15	I was not notified of the delay and in the APP the pickup time just kept going up every time i refresh the page	3/18/2026 12:43 AM
16	I have been told an ETA, then ETA kept changing, up to over an hour later.	3/17/2026 9:47 AM
17	The communication. Is poor when the bus does not arrive at the proper location/address.	3/17/2026 9:30 AM
18	What information?	3/17/2026 7:43 AM
19	I only get information if I check for update and I call	3/17/2026 7:05 AM
20	There is none	3/16/2026 5:26 PM
21	Never had a problem to report	3/16/2026 6:03 AM
22	I've never had a delay	3/15/2026 6:58 PM
23	I am usually NOT notified	3/15/2026 11:06 AM
24	The excuse I always get is that the transportation is a shared ride.	3/13/2026 12:22 PM
25	Satisfied	3/13/2026 7:43 AM
26	There is no communication when or why there is a delay	3/12/2026 6:38 PM
27	Sometimes I call	3/12/2026 5:10 PM
28	It varies quite a bit.	3/12/2026 4:01 PM
29	Needs more info	3/12/2026 3:05 PM
30	hasn't happened	3/12/2026 11:22 AM
31	I have a dialysis chair time	3/12/2026 9:52 AM

ACCESS LYNX Customer Experience Survey (2025)

32	It takes at least 20 minutes to get a live rep on the phone, then another 10-15 minutes on hold before you can get a ride status that still may be later than the time given.	3/11/2026 3:45 PM
33	I have to constantly check the app about delays instead of being notified	3/10/2026 10:08 PM
34	Hasn't happened yet	3/10/2026 5:01 PM
35	No one says anything	3/9/2026 6:36 PM
36	When you call the only explanation is that that's the way the route was scheduled	3/9/2026 6:34 PM
37	Awesome	3/8/2026 9:55 PM
38	Rarely get notifications	3/8/2026 11:14 AM
39	If the arrival is delayed, we are not informed.	3/7/2026 7:58 AM
40	Unfortunately I don't know all the numbers they are calling from, so when they often I missed the calls.	3/6/2026 8:36 PM
41	I rarely experience delays if I do I hope someone would call me.	3/6/2026 9:12 AM
42	I do not get any notifications	3/6/2026 9:08 AM
43	It depends of the person answering the phone. A few of them go above and beyond to help, but the others say the information in the app is the correct one and do nothing to help.	3/6/2026 8:22 AM
44	No	3/5/2026 11:26 PM
45	When there is a delay with UZURV there is no communication at all. The delays with Access Lynx directly are also not well communicated because the tracker on the website is inaccurate. It'll say "ride arrives momentarily" for an hour instead of giving an actual ETA	3/5/2026 5:10 PM
46	i do not receive a call when the driver is late	3/5/2026 3:29 PM
47	Communication is nonexistent we should be called when they are running late	3/5/2026 11:16 AM
48	They don't call and say there is a delay and when you call dispatch is rude when you ask about the delay. There needs to be some sort of new training for how they're communicating with the riders.	3/5/2026 7:23 AM
49	Very satisfied never Delay	3/4/2026 5:14 PM
50	Your phone representatives are so lazy, they can give information but tend to withhold it. Unacceptable.	3/4/2026 5:04 PM
51	Never notified	3/4/2026 1:23 PM
52	They don't tell me when it's delayed. When they pick me up most of the time the drivers like the last time it says to me that the bus got a i'm a flat tire.I still went out on time.The last time to my job that was last two weeks ago. I was on time, and I'm appreciated that they did that very quickly. That's like I'd say I work for Disney and getting laid. I don't like it because I get points. Although the managers understand but I don't want to be, you know.	3/4/2026 11:54 AM
53	So far it hasn't been delayed.	3/4/2026 8:38 AM
54	I am slow I need my time	3/4/2026 4:57 AM
55	The app only shows "Your ride will arrive momentarily"	3/3/2026 5:56 PM
56	I am never called when the bus is running late. I've called several times. I do not get an explanation and I'm not given the correct information when the bus will arrive.	3/3/2026 5:32 PM
57	See above	3/3/2026 5:24 PM
58	i have never got any information related to any delays outside a driver apology - or the driver blaming Dispatch for adding last minute add on passengers to the trip	3/3/2026 3:05 PM
59	Have not been notified of delays	3/3/2026 2:03 PM
60	Most of the time I am not aware of the delay. Which would be helpful since the place of pick is a school and he have to be pick up a prefix time.	3/3/2026 1:44 PM

ACCESS LYNX Customer Experience Survey (2025)

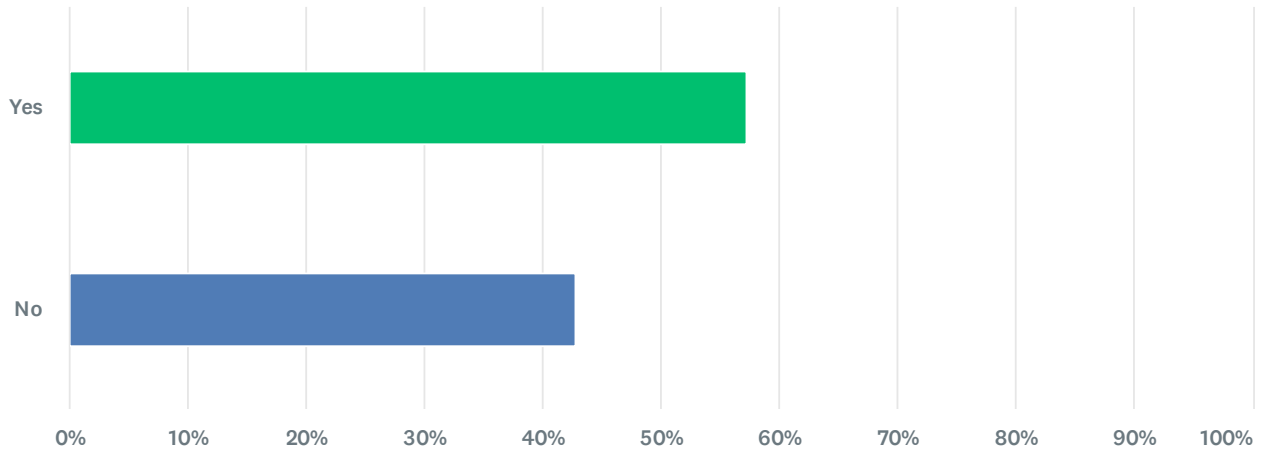
61	We often don't get information about the delay	3/2/2026 8:53 PM
62	When I call the office they are very hostile	3/2/2026 3:33 PM
63	The website almost always differs from actual timing.	3/2/2026 2:59 PM
64	I am told nothing. I am not given any updates. The app just says it will arrive imminently or soon or something. It doesn't give me an update. If the page refreshes, which it does frequently, I lose the bus's position on the map, which is not always accurate. I just feel like I get what I get because I'm poor and disabled. I'm grateful for the service, absolutely, and I don't complain, but you asked.	3/2/2026 2:35 PM
65	Some of the explanations don't hold water	3/2/2026 1:17 PM
66	They always don't tell the truth	3/2/2026 10:03 AM
67	You provide delay information?	3/2/2026 8:26 AM
68	The system is never accurate!	3/2/2026 8:18 AM
69	Have to check the app for information and many times it doesn't reflect accurately	3/2/2026 6:16 AM
70	I do not receive calls anymore when running late.	3/1/2026 10:01 PM
71	Nobody explains anything until I escalate it with links	3/1/2026 8:24 PM
72	I am never called to let me know my driver is behind. I always have to call in to figure out what's going on	3/1/2026 8:06 PM
73	I don't receive information	3/1/2026 5:39 PM
74	90% of people on the phone are EXTREMELY rude, they ask if you want to cancel as if you have another option, if I'm a wheelchair user and I've planned to ride Access Lynx no I don't have another option I've to get home so I can't cancel, being empathetic would help, they need a lot of communication training and honesty some people to be laid off, if they talk to me like that I can't imagine how they treat the elderly.	3/1/2026 4:22 PM
75	We no longer get the calls alerting of delays or ETAs since TransDev took over.	3/1/2026 4:16 PM
76	Information is never provided and when called to check on status of my ride given wrong information often	3/1/2026 4:01 PM
77	The only way I got information about a delay is when I call, nobody contacts me to let me know. That used to happen. Also, sometimes I'm told the same information that I've seen online, which isn't always clear or exact.	3/1/2026 2:28 PM
78	Most of the time there is no explanation.	3/1/2026 11:03 AM
79	The Web site states "Your vehicle will arrive momentarily," which has the potential to aggravate my anxiety. I am learning to have more patience, and to call for updates. By then, the vehicle usually has arrived.	3/1/2026 9:52 AM
80	As I stated before, I have been left behind because an Access Lynx driver "did not see me" because they were at the wrong location and because I was "too slow" getting to the bus, which I will expand on later. I have literally chased down buses waving like a crazy person because they did not stop!	3/1/2026 1:16 AM
81	It doesn't happen often but the times that they were late, there was no information provided. Just that the vehicle should arrive shortly.	2/28/2026 10:40 PM
82	It is rare to be informed of delays.	2/28/2026 10:28 PM
83	There was no backup driver with an SUV or sedan vehicle, as I expected.	2/26/2026 10:29 AM
84	It is patchy. Mercer knows what is happening nor their nasty	2/23/2026 8:35 PM
85	What information? Someone used to call when it was over 30 minutes. No one ever calls anymore.	2/23/2026 5:32 PM
86	There have been times they just forgot trip or when they are extremely late they do not inform me	2/23/2026 4:07 PM

ACCESS LYNX Customer Experience Survey (2025)

87	Never delayed.	2/23/2026 2:25 PM
88	They don't provide any	2/23/2026 1:22 PM
89	TEST TEST TEST	2/21/2026 6:56 AM

Q11 In the past year, have you been late to or missed doctor appointments, school or work, or social events because of ACCESS LYNX?

Answered: 327 Skipped: 20



Answer Choices	Percentage	Responses
● Yes	57.19%	187
● No	42.81%	140
Show comments		
Total		327

ACCESS LYNX Customer Experience Survey (2025)

#	IF YES, PLEASE STATE DOCTOR, SCHOOL, WORK, OR SOCIAL AND INDICATE HOW MANY TIMES.	DATE
1	At least 2 times.	3/22/2026 1:04 PM
2	Doctors appointment and social events	3/20/2026 10:08 PM
3	I was late several times to work appointments. I began scheduling to arrive 15 minutes early. However, now I sometimes arrive 45 minutes early...	3/20/2026 5:17 PM
4	I have been late to work 4 times so far	3/20/2026 1:59 PM
5	All appointments	3/20/2026 11:26 AM
6	Yes late to day care center sevetal times and missed morning greetings	3/20/2026 7:57 AM
7	Late	3/20/2026 2:23 AM
8	Numerous times too many to count	3/20/2026 12:34 AM
9	Work 3 times.	3/19/2026 11:05 PM
10	One ride with Access Lynx I was late to a meeting with my theater workshop. I was also late to a bowling practice for one ride.	3/19/2026 9:02 PM
11	I've had to give up my nighttime job due to Access Lynx's inability to get me across town to my job after my first job. What's out. It's at the point now where Access Lynx is almost made me so late that I've lost my primary job. If this keeps up, how do you expect your riders to be able to afford the four dollar co-pay? I understand you make a majority of your money off the government reimbursement, but I still need a job to pay the rest of my bills.	3/19/2026 7:31 PM
12	I had to cancel so much when Uzurv cancels and was forced and beg to take Uber to work. Also cooper at dispatch very very nasty	3/19/2026 9:45 AM
13	It's arriving late to pick him up that's the difficult one. It's hard to say exactly how many times but I'd say at least half the time	3/19/2026 7:10 AM
14	To my doctors appointment 3 times I have been late to work 6 times I have been late for work to social events 3 times I have been late	3/18/2026 9:34 PM
15	Doctor	3/18/2026 1:14 PM
16	5 times	3/18/2026 9:04 AM
17	Technically once, but I've only used Access LYNX about three times.	3/17/2026 6:16 PM
18	Doctor...about 3-4 times	3/17/2026 3:19 PM
19	Dentist, funeral, and event. 1 time each.	3/17/2026 9:47 AM
20	There was one time. We had to pay \$45.00 for an uber.	3/17/2026 9:30 AM
21	Access Lynx left me stranded at Aldi on one occasion, I saw the driver pull up and did not come to a full stop, he just kept going. I was inside the store because it was hot outside. Another occasion, they couldn't find a ride to pick me up at Aldi, I was waiting for three hours. The drivers kept cancelling as per the dispatcher.	3/16/2026 8:33 PM
22	She is disabled she doesn't work or go to social events.	3/16/2026 5:26 PM
23	I've been super early	3/16/2026 1:33 PM
24	To work	3/16/2026 10:03 AM
25	2timeslates	3/16/2026 6:03 AM
26	Been late to work like six times	3/15/2026 11:38 PM
27	School twice	3/15/2026 8:32 PM
28	School	3/15/2026 6:07 PM
29	Usually doctors. But has that happened often, as in the past?It was more frequent.	3/13/2026 2:28 PM

ACCESS LYNX Customer Experience Survey (2025)

30	publix 3	3/13/2026 12:40 PM
31	I have been late to work more than 3 times.	3/13/2026 12:22 PM
32	Siempre me programo bien es por eso que algunas horas las pido demás.para llegar temprano.	3/13/2026 8:27 AM
33	2 [Translation Q32: I always schedule myself with more cushion time to ensure I arrive early.]	3/13/2026 2:49 AM
34	Doctors, Physical Therapy, 1 or 2 x	3/12/2026 11:45 PM
35	Had to call a friend to get home.	3/12/2026 4:50 PM
36	Dozens	3/12/2026 4:01 PM
37	Work	3/12/2026 3:05 PM
38	Work - 3 times	3/12/2026 2:16 PM
39	Senior center	3/12/2026 9:47 AM
40	One time I scheduled a visit from East Orlando to Altamonte Spring, scheduled for 11am pickup and a return at 1pm. Bus picked me up and then dropped me off at 12:50pm. Had to delay ride by 2 hours as my picked lynx van was waiting outside. After seeing options where I would be on a bus for hours, I mostly refrain from using Lynx for doctor visits.	3/11/2026 4:14 PM
41	At least 3 times late to dialysis, which makes the rest of the day run late.	3/11/2026 3:45 PM
42	I have been late to work at least 5-7 times in the last year due to delays in my being picked up or having others picked up on the way to my work	3/10/2026 10:08 PM
43	It was going to work in the morning. When the ride was booked I told them I needed to be to work by 6 am. But that day I was late 15 min. Don't really know why	3/10/2026 11:27 AM
44	In the begin I make sure I leave for delays I was reprimanded and rescheduled which was inconvenient	3/10/2026 12:00 AM
45	Work. I am a teacher and I have been late for school on more than one occasion.	3/9/2026 6:36 PM
46	Late for school couple times, late for after school classes more than 20 times	3/9/2026 6:34 PM
47	I ALWAYS SCHEDULE WITH ENOUGH NEEDED TIME FOR MY APPOINTMENTS.	3/9/2026 5:23 AM
48	Doctor 2 Hours	3/8/2026 10:18 PM
49	No	3/8/2026 9:55 PM
50	Work Many times	3/8/2026 8:45 PM
51	Because of past lateness and unreliability can't use for appointments	3/8/2026 11:14 AM
52	Once	3/7/2026 4:48 PM
53	When I go to church my time is always changing now	3/7/2026 12:41 PM
54	McCormick Equestrian Center - 3 times	3/7/2026 7:58 AM
55	Late pick up - missed communication - he missed the bus.	3/6/2026 8:36 PM
56	Missed several social functions due to being home later than scheduled	3/6/2026 10:30 AM
57	To Disney -Epcot Employees entrance . At least 4 times ... i believe 6 but 2 were bad accidents and unavoidable	3/6/2026 9:08 AM
58	Work, late at least 2 out of 5 workdays.	3/6/2026 8:22 AM
59	No	3/5/2026 11:26 PM
60	doctor, only once (because I schedule extra time into things - which means they were REALLY late)	3/5/2026 5:10 PM
61	To my doctor's appointment. twice	3/5/2026 4:55 PM
62	Missed work two times had to leave early multiple times	3/5/2026 11:16 AM

ACCESS LYNX Customer Experience Survey (2025)

63	I have been late to wok 4 times	3/5/2026 11:00 AM
64	Work and more than 6 times in that time period	3/5/2026 7:23 AM
65	Work.	3/5/2026 6:46 AM
66	At least 100 times, but likely more.	3/4/2026 5:04 PM
67	My son was late I think one time or maybe two because it was a delay with the links bus but he got there and that's all that matters	3/4/2026 2:19 PM
68	Dr. Portillo. Neurologist	3/4/2026 1:01 PM
69	To work. Um um U past year, like the 25th to the 26th one month, I was 2 × 3 times late. Ah, that's what I'd rather be picked up when I pick me up. But it is a sacrifice sleep when I started at seven, and I have to wake up at at three a clock of a m to be ready 44 forty 52 work at seven.	3/4/2026 11:54 AM
70	I had to cancel the ride and missed work at least twice in the last 3 months due to this	3/4/2026 10:47 AM
71	I have been late	3/4/2026 10:09 AM
72	Work	3/4/2026 6:16 AM
73	Its depends im not trying to	3/4/2026 4:57 AM
74	90 minutes late for a social activity.....once.	3/3/2026 11:24 PM
75	I've been late to work about four times. I was late to my physical therapy appointment. So the appointment was canceled and I had to pay for the appointment. I had to go there so I get my ride home.	3/3/2026 5:32 PM
76	I was at Orange county Medical Center waiting for my ride going to Dr. Ibrahim, Trauma Surgeon. I had to be there by 3:30 pm and I wasn't picked up until 5:30 pm.	3/3/2026 5:27 PM
77	School, theater practice, work. At least 8x	3/3/2026 5:24 PM
78	work i was late; social i got there so late it was over in 15 min...	3/3/2026 4:24 PM
79	work - in the past year - 3 that i can say without a doubt and being fare to the survey, it was worse until Mrs. Duran and i had a direct conversation about the lateness drop off	3/3/2026 3:05 PM
80	Doctor appointments, mainly in December	3/3/2026 2:03 PM
81	A few times	3/3/2026 1:52 PM
82	He has been late to school a few times	3/3/2026 1:44 PM
83	Mom Adult day care 5 - 7 times in 2 months. I've had to cancel many times and had to take her to avoid being late for work.	3/3/2026 10:57 AM
84	Work 2 times	3/3/2026 9:58 AM
85	But it's fine I always tell them I'll be late but I'll be there soon.	3/3/2026 7:06 AM
86	Work. I. Being late to work at Least an hour late	3/2/2026 5:16 PM
87	At least 200 times. Disgusting service.	3/2/2026 3:38 PM
88	I've been late both to work and home.	3/2/2026 3:33 PM
89	Late to school almost always, no longer taking it to school, just home from school.	3/2/2026 3:05 PM
90	Late for program or delayed getting home.	3/2/2026 2:59 PM
91	Only when traveling with Access Lynx, never with UZURV	3/2/2026 2:56 PM
92	I was late to a doctor's appointment twice.	3/2/2026 2:35 PM
93	5	3/2/2026 2:31 PM
94	Multiple times my son has been late to his classes. It happens at least once every week or two	3/2/2026 2:07 PM

ACCESS LYNX Customer Experience Survey (2025)

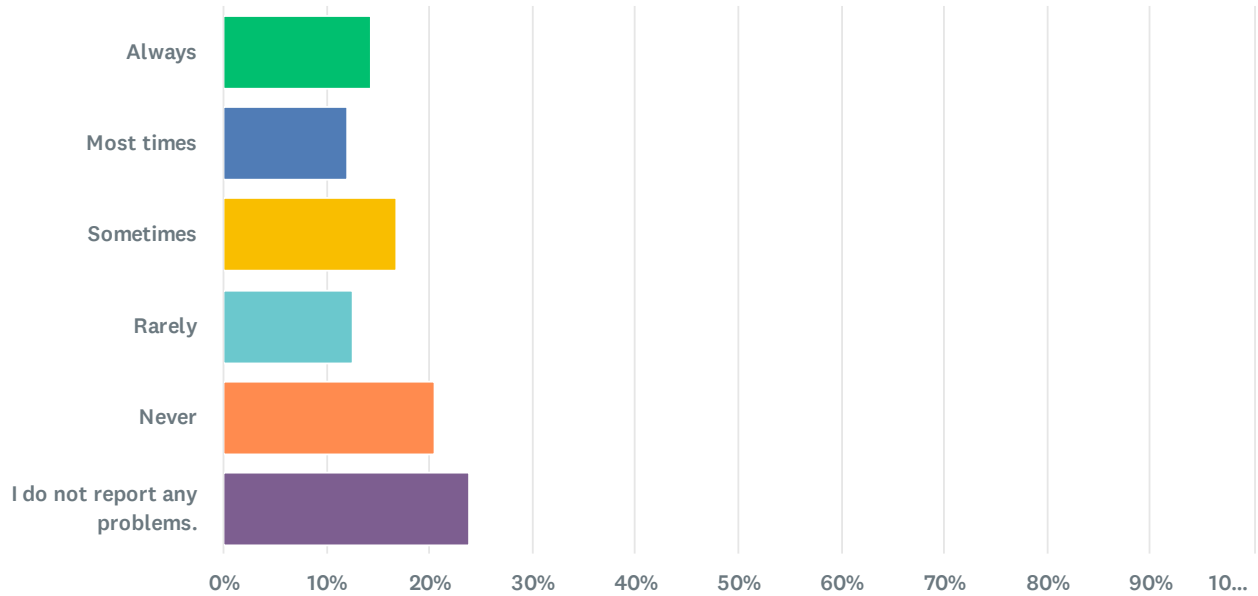
95	Doctor 5x; Meetings, food shopping. At this age it's hard to remember how often I was late or canceled something	3/2/2026 1:17 PM
96	I've been late to school at least five times. It's maybe more than that.	3/2/2026 1:16 PM
97	Its been several times with work and doctor's appointments	3/2/2026 12:45 PM
98	i'm going to say i was late 4 over 10 times	3/2/2026 12:42 PM
99	I've been late getting to work and returning back home.	3/2/2026 11:08 AM
100	Work. Increasing frequency. 1 week recently, I was late 3 times.	3/2/2026 10:44 AM
101	Work and it's 4 times	3/2/2026 10:03 AM
102	3-4	3/2/2026 9:44 AM
103	Work	3/2/2026 8:35 AM
104	Late for appointments and late being picked up. Sometimes they don't pick me up at all and I have to pay for Uber!	3/2/2026 8:18 AM
105	To the women center to work. Just one time	3/2/2026 6:02 AM
106	Doctor at least 5 times.	3/1/2026 10:21 PM
107	Kia center - Concert was at 8 and wanted to be there at 6. I live 5 mins away. My ride was going to be over two hours. Another time I've had doctors that won't see me when late even though I schedule my trips 30 mins before my appt time.	3/1/2026 10:01 PM
108	Everyone was okay with me being late	3/1/2026 8:47 PM
109	I've been late to work at least once or twice a week ever since starting access links. I have to lose time off my lunch break to make up for it. I'm damn lucky I'm not fired yet and I have management that understands but not everybody does. Work should be a top priority trip.	3/1/2026 8:24 PM
110	Came very close to a couple of times. Was within minutes of being late	3/1/2026 8:06 PM
111	At least 5 times a month been late the least or had to cancel, or got there and couldn't attend class bc arrived too late.	3/1/2026 4:22 PM
112	I always schedule my arrival times 30-60 minutes before my appointment just in case of delays. I learn from experience.	3/1/2026 4:16 PM
113	Late to work	3/1/2026 4:14 PM
114	Work	3/1/2026 3:46 PM
115	All most weekly because my son never gets to school on time. They are terrible at scheduling	3/1/2026 2:34 PM
116	Before last year - one time I was late 45 minutes to a doctor's appointment.	3/1/2026 2:28 PM
117	At least 10 times since I started using it a few months ago	3/1/2026 2:08 PM
118	Dr appts two, work approx 10 times, social at least 4.	3/1/2026 11:03 AM
119	Doctor, lab work (blood draws) 3 to 4 times	3/1/2026 9:52 AM
120	Social 1	3/1/2026 9:40 AM
121	Doctor at least 5	3/1/2026 8:44 AM
122	About 3 times and it was to dialysis	3/1/2026 2:38 AM
123	So many times. This has been an ongoing issue since I started working at my new job in December. Being late almost half the time you're scheduled to work while still being on probation is not a good look. I could have been fired by now! And I kind of need the money to pay for the bus fare since it just went up. I don't even live in Seminole County, and the fare price went up because I COULD take a Scout IF I lived there? What? You're telling me that I have to pay \$7 both ways to get my bloodwork done, which is a mile too far for me to walk, hence the bus. I really hope someone is reading these forms and I'm not just wasting my time after an 8 hour shift when I could be sleeping.	3/1/2026 1:16 AM

ACCESS LYNX Customer Experience Survey (2025)

124	I was late for about 2 appointments.	2/28/2026 10:40 PM
125	I usually plan and give myself plenty of time. But they have missed the desired drop off time, making me glad I give myself extra time.	2/28/2026 10:28 PM
126	A handful of times	2/28/2026 8:13 PM
127	At least 100 times. The buses are horrible. Please stop forcing riders who need UZURV or BigStar to ride with the buses, they are NOT for everyone. Prioritize dialysis and wheelchairs for the buses and everyone else can pick between UZURV, BigStar, or the bus (though no one will pick the bus most likely if given the option).	2/28/2026 6:38 PM
128	I have been late for work several days because of the poor way Lynx makes their trips. I don't understand why y'all think it's ok to drop someone off at an Adult Daycare before you drop someone at work	2/28/2026 9:36 AM
129	I go to social events with other veterans on Wednesdays. Once the driver was held up due to some bad accident in traffic or something and they would not have been able to get to for me to be a part of our SOCIAL gathering so I just canceled the ride. This only happened once all other times have been very good.	2/27/2026 2:27 PM
130	Doctor, one time.	2/26/2026 12:27 PM
131	The driver stopped for a bathroom break and did not have the air conditioning on or provide any alerts or information. There was a lack of communication with deaf passengers about what was going on. The driver was rude.	2/26/2026 10:29 AM
132	I HAD TO BE LATE FOR JOB ORIENTATION BECAUSE YOU GUYS DONT CARE AND KEEP CHANGING MY TIMES	2/25/2026 4:09 PM
133	Work. Once	2/24/2026 5:29 PM
134	Over 75 times for work. I often have to cancel and find alternate transportation which has caused me financial and mental distress. Only when it is a bus do I have an issue.	2/24/2026 4:53 PM
135	50% of time	2/23/2026 8:35 PM
136	Dialysis	2/23/2026 5:43 PM
137	Late for school	2/23/2026 5:32 PM
138	Work- a few times Social - a few times	2/23/2026 4:07 PM
139	Dictor 1 time.	2/23/2026 2:25 PM
140	I set my arrival time half an hour before my appointment time to assure that I will arrive on time.	2/23/2026 2:21 PM
141	Handful of times	2/23/2026 1:22 PM
142	2 veces	2/23/2026 1:04 PM
143	I have been late a few times to work at the school.	2/23/2026 12:14 PM
144	2 time	2/23/2026 12:05 PM
145	TEST TEST TEST	2/21/2026 6:56 AM

Q12 When you report a problem to ACCESS LYNX, how often do you feel it is resolved to your satisfaction?

Answered: 327 Skipped: 20



Answer Choices	Percentage	Responses
● Always	14.37%	47
● Most times	11.93%	39
● Sometimes	16.82%	55
● Rarely	12.54%	41
● Never	20.49%	67
● I do not report any problems.	23.85%	78
Show comments		
Total		327

ACCESS LYNX Customer Experience Survey (2025)

#	PLEASE TELL US ABOUT YOUR EXPERIENCE.	DATE
1	I only reported incident a couple times, and I did not hear back.	3/20/2026 5:17 PM
2	I think access lynx has come a long way in repairing some of the problems, as far as drivers being on time to pick you up and not taking you around the world for 5 hours before they drop you off home. There are still problems with a long wait time on the phone to schedule a ride, and if you want to cancel a ride you can never get anyone on the phone until it's too late and your cancel ride arrives. Speeding over 80 on the expressway and going too fast on local roads around town. There's a new thing now where drivers have to get out of the bus and go open the door to wherever the passenger is going as a courtesy. I think this is a very nice and caring gesture but a lot of people like to still feel independent. Sometimes it's a little embarrassing to show up at a business with somebody wearing an orange and yellow vest when trying to feel and look self-sufficient. I think drivers and passengers should have an option, drivers should have the option to ask the passenger if they need help, and passengers should have the option to say no I do not need any help. As it stands right now, if you tell the driver I do not need any help, the driver says I have to help you because the camera has to see me getting out of the bus. Just my thoughts and my feelings. Thanks for listening.	3/20/2026 2:02 PM
3	They say that they will work on it but I never see any changes	3/20/2026 1:59 PM
4	The complaint dept is overwhelmed with issues from the customers thy don't return calls	3/20/2026 1:56 PM
5	I'm disappointed 100% with the service	3/20/2026 2:23 AM
6	I've reported when they've made me late. Received a number but never heard anything back from them. I think the complaint goes into the garbage or into the void never to be heard from again.	3/19/2026 11:05 PM
7	I have made almost 15 complaints to the Access Lynx number. I asked to be communicated with by either email or phone or both and I have yet to hear back from a single complaint. Almost a year ago I met with Johanna Duran Duran and Joey, which I was told where the leaders of Access Lynx she didn't even know that I had called. I've recently asked her for the number of who liaison is at Lynx. She and her gave me the general contact number for customer complaints. Is this how she every time she wants to communicate with someone she lays with she has to call a one 800 number and enter the prompts if she wasn't comfortable giving me the number she could've taken my information and had them call me, but it appears that the true intent is to vacate the truth if you're not gonna be transparent, at least be honest.	3/19/2026 7:31 PM
8	I hardly get calls backs and when I do nothing gets resolved	3/19/2026 9:45 AM
9	Accidentally I boarded the wrong shuttle to work. Access Lynx delivered me to work anyway on time! So deeply grateful.	3/19/2026 8:26 AM
10	They're very nice and are sympathetic. I'm really so grateful to access links and the majority of the people I deal with Are great, but the tardiness in picking him up continues.	3/19/2026 7:10 AM
11	Maybe one or two times when I would report a problem to access Lynx it will get resolved	3/18/2026 9:34 PM
12	I reported problems today so we shall see the outcome	3/18/2026 1:14 PM
13	I never or rarely have any problems with LYNX	3/18/2026 7:52 AM
14	I don't want to be responsible for a driver losing his job because of his infraction	3/17/2026 9:34 PM
15	You guys made me wake up way too early one day to get on time, and arrive way to late another time.	3/17/2026 6:16 PM
16	I can't seem to reach customer service.	3/17/2026 9:47 AM
17	If there is miscommunication then we would need to use Uber to make sure the ride that had problems is covered.	3/17/2026 9:30 AM
18	I have made several complaints about dispatch Cooper several times & never no reply	3/17/2026 7:05 AM
19	The Paw Pass - I never get my money back from paw pass. I accidentally used my paw pass on an Insurance medical transportation ride. I called explaining what happened, they stayed on	3/16/2026 8:33 PM

ACCESS LYNX Customer Experience Survey (2025)

the line saying they are working on it. But later when I checked, I never received the money back. This happened twice.

20	Nothing to report	3/16/2026 6:03 AM
21	I had finished attending my Appointment scheduled 3 hours before and I told Lynx transport and they picked me up before.	3/15/2026 8:32 PM
22	Never call back or get text they will text so n so want u to text back but u do n unfortunately they never text back	3/15/2026 6:07 PM
23	Not kept in the loop, as it should be for minor situations.	3/13/2026 2:28 PM
24	The times I have reported problems with transportation everyone I've spoken with tells me to call the complaint line.	3/13/2026 12:22 PM
25	Very good	3/13/2026 7:43 AM
26	If the driver is early or running late they wait 5 minutes and they leave they don't care what kind of appointment you have or if you're tired of waiting in the heat with nowhere to sit or in the cold or the rain the drivers don't care they just leave you and you have to figure out how you're going to get to your appointment.	3/12/2026 4:50 PM
27	It's very difficult to speak with customer service.	3/12/2026 4:01 PM
28	Usually im unsatisfied because the agent has a not so kind attitude and feels like im taking too long to tell them whats wrong and then a manager gets involved and they don't help the situation either.	3/12/2026 2:16 PM
29	Call Center in Spanish is bad.	3/12/2026 11:41 AM
30	Only had 1 lost and found issue in the past year. Driver returned item on their own time.	3/11/2026 4:14 PM
31	I report at least twice weekly about the lateness and it just keeps happening.	3/11/2026 3:45 PM
32	I have reported 2 bad drivers and they have not been assigned to me since.	3/10/2026 3:32 PM
33	I was on the bus going on three hours called dispatch for help to get home and told I had to just stay on the bus	3/10/2026 2:10 PM
34	I was in a car accident on the lynx bus on December 29th 2025. NO CUSTOMER SERVICE AGENT ONCE CALL to check or say a kind word . Which show no interest in your client's that faithfully continue to use your service.	3/10/2026 12:00 AM
35	I have never got resolved anything. The only explanation is that that's the way the route is	3/9/2026 6:34 PM
36	Love	3/8/2026 9:55 PM
37	I reported what has been going on and now its seems worst especially with the time	3/7/2026 12:41 PM
38	One time our driver took our son to his appointment. We did not realize the appointment had been cancelled. Access LYNX was able to accommodate our son and bring him back home.	3/7/2026 7:58 AM
39	They said it's because they are short staffing.	3/6/2026 8:36 PM
40	There was one time I didn't receive a phone call or text alert. The driver left they requested another ride had to wait an hour.	3/6/2026 9:12 AM
41	Again when bus is late and requesting a letter it does not happen . Also discussed the fact of when booking return trip it gives me time before my requested time	3/6/2026 9:08 AM
42	I have called several times, and it gets better for a few days, then go back to the same problem. My pickup time has been changed to an earlier time and even though, I still get late to work several times a week.	3/6/2026 8:22 AM
43	Good	3/5/2026 11:26 PM
44	8 complaints made since November and no one has called on 7 of them, the one person who called pretty much said the issue he was dealing with wasn't an issue (webaccess scheduling trips early or later than requested)	3/5/2026 11:16 AM
45	I'm usually late because the drivers are doing their schedule pickup and drop-offs and they	3/5/2026 7:23 AM

ACCESS LYNX Customer Experience Survey (2025)

would get a add on in the opposite direction of my trip and then now I'm late because of the add-on is usually getting pickup and drop-off before me.

46	I complained last week.	3/5/2026 6:46 AM
47	When you bring up concerns, they brush it off or blame other parties. I know at least 30 people utilizing the service that have brought concerns regarding the bus service and the company itself and we have all been brushed off. We all require UZURV services because of the horrible and unprofessional services the buses provide. Getting to work is NOT something we can just "explain why we're late" for, you have to be there by the time. No excuses. Your buses are unable to accommodate, therefore you should be blocked from assigning them to riders going to work. Dialysis and medical appointments, shopping, etc. should receive buses.	3/4/2026 5:04 PM
48	Got in late, explained to receptionist. I was still able to see doctor	3/4/2026 1:01 PM
49	Sometimes I don't call because I understand the issues and the bus drivers are very nice and very understanding, and I know son stuff happen. So that's what I don't report in most of the time, because you guys are very flexible when I call	3/4/2026 11:54 AM
50	Few time I had to pick up my mother because the delay was unacceptable	3/4/2026 10:19 AM
51	I love to get away from drama I love to go home I need more time in my own	3/4/2026 4:57 AM
52	Many times I do not report problems because I'm on hold so long. When I've called to report a problem, I was too old to call 911 if I felt I was being held captive.	3/3/2026 5:32 PM
53	I have talked with Supervisors previously. They took my feedback but there is no resolve, just apologies	3/3/2026 5:24 PM
54	i have made complaints in the past with absolutely no response from anyone - any follow up complaints i would make i always insist they add the fact that with my new complaint, i had yet to hear from anyone regarding my last one.- with the assistance of a representative with my last complaint was given to there supervisor - only then did i receive a call back - post multiple complaints that went with no contact. Your vendor needs to be held accountable and there should be a Q&A by Lynx to ensure there vendors are compliant with follow calls or emails that are generated from complaints.	3/3/2026 3:05 PM
55	When the bus is running late wish to have an update as soon as possible.	3/3/2026 1:44 PM
56	If it is taking to long I'll just wait and be patient.	3/3/2026 7:06 AM
57	I haven't had any major problems except for when the driver arrives earlier than the reservation. When I reported the issue I didn't feel it was resolved.	3/2/2026 8:53 PM
58	When you let LYNX know nobody does anything. They lie and tell you it is the other providers' fault you can't get services. It's really Transdev and all the bus companies faults. Let riders pick what works for them and avoid your nasty company.	3/2/2026 3:38 PM
59	Again after my first complaint Joanna Durand called me (on 12/18/25) and I've called her back 5-8 times and never can connect. Empty promises from other staff also.	3/2/2026 2:59 PM
60	All of the drivers are helpful and friendly. My one issue is there is one particular driver, nice as can be, BUT wears LOUD COLOGNE that makes me sick enough to pass out. I have COPD and cannot tolerate strong orders. I always wear a mask; with him I put on 2 or 3. I've had this same driver on 3 occasions picking me up from the same location and he always wears loud cologne. This particular Access Transportation Method is for customers for disabilities some unseen and I thought the drivers had to be considerate of all the people even they cannot see all of their disabilities. I called the office to ask if they had a rule about wearing loud colognes but the person who answered said "I don't know." They asked if I wanted to speak to a Supervisor, I didn't because my lungs were tired after waiting for approximately 30 minutes to speak to the representative. Now that I know how to use the Paw-Pay Website I can see who my driver will be beforehand. If I ever get the driver that wears the loud cologne I will not speak to him directly but I will contact Access Lynx so that a supervisor can let him know that it makes a customer sick enough to seek help after riding with him. He is a very nice, very pleasant Man. He talks to the customers, but I am unable to have a conversation with him because I am getting sick. Other than the strong cologne the service on the vehicles have been wonderful.	3/2/2026 2:50 PM
61	I had a scary interaction with a bus driver, but I was scared to report it, because I didn't want	3/2/2026 2:35 PM

ACCESS LYNX Customer Experience Survey (2025)

them to know it was me since they know my address and gate code. I just hope I never get assigned to them again. I don't bother complaining about anything else, because I feel like I get what I get, this isn't uber.

62	I have reported the pick up time problems and have never gotten a response from Access Lynx	3/2/2026 2:07 PM
63	There are a couple of drivers that have been disrespectful. I have complained about Eric Rivera but there were time I still got him as a driver. I shouldn't have to look for a vehicle when they are picking me up from a store. He was parked off of the road on the tarmac of Walmart in the corner of the building. There are others too, the fear is incredible.	3/2/2026 1:17 PM
64	I never hear anything else about my complaints. I'm not being heard and feel as if my complaints are being taken seriously or even investigated.	3/2/2026 12:45 PM
65	Making a report to customer feedback on their website is easy however Lynx never follow up with their feedback.	3/2/2026 11:08 AM
66	The last time I reported an issue, the problem got worse.	3/2/2026 10:44 AM
67	I reported a case in early 2025 but nothing was done	3/2/2026 10:03 AM
68	I have asked on several occasions to not pick up outside the window and for rides not to be over 2 hours, mostly to no avail.	3/2/2026 8:26 AM
69	Recently the driver did not pick me up at my house and I had a doctor's appointment. The driver forgot me! I had to pay \$30 for Uber. I called to complain and they could not even give me free tickets for my next couple of rides to make up for it. It's getting ridiculous.	3/2/2026 8:18 AM
70	Left a comment about a ride experience problem, never received a response	3/2/2026 6:16 AM
71	They just say thank you. No follow up.	3/1/2026 10:01 PM
72	It seems if I report any type of issue it gets worse. If I do not report anything just stays the same or even improves a bit. It makes it feel like I'm getting punished for putting in a complaint	3/1/2026 8:06 PM
73	nothing ever changes after I complain	3/1/2026 6:50 PM
74	Literally never, customer service doesn't even listen to pretend they care, I don't even know why I'm filling this out.	3/1/2026 4:22 PM
75	I never receive feedback when, I've reported a concern. It was nothing that I really needed follow-up on. It was a customer/driver issue and wanted them to know what i heard and witnessed so that the customer's report would not get the driver in trouble when it was the customer who was at fault.	3/1/2026 4:16 PM
76	I reported being late to appointments, not being picked up from appointment and being marked as no show when bus was only there for 2 - 3 minutes	3/1/2026 4:01 PM
77	I am getting piss off about that two	3/1/2026 3:06 PM
78	The couple times I felt a need to call, I'm honestly not sure. I'm told it will be resolved, but I never hear.	3/1/2026 2:28 PM
79	They always give the same response, "there are no other Vehicles available".	3/1/2026 11:03 AM
80	I have never received a single follow up regarding the problems I have reported.	3/1/2026 9:40 AM
81	Never cause the system seems to ve getting worse and worse by the year	3/1/2026 6:17 AM
82	I have reported a very rude driver , nothing happened . I've reported being late , nothing happened . I reported a driver where he swerved in and out of traffic and onto a curb and he turns to me and said oops my bad I was looking at and nodded to his tablet . I had a burn on my neck from this incident. I called and emailed Lynx and nothing was ever done . No one ever called me back like I was told they would .	3/1/2026 2:38 AM
83	Backtracking to the instance of getting left behind. I wake up in the morning and immediately check when my bus should be at my pickup location so I know when I should leave my apartment. On this day, I was loading the dishwasher when I received a call from dispatch saying my ride was there. I tell them they are early and that I am on my way down now. I arrive	3/1/2026 1:16 AM

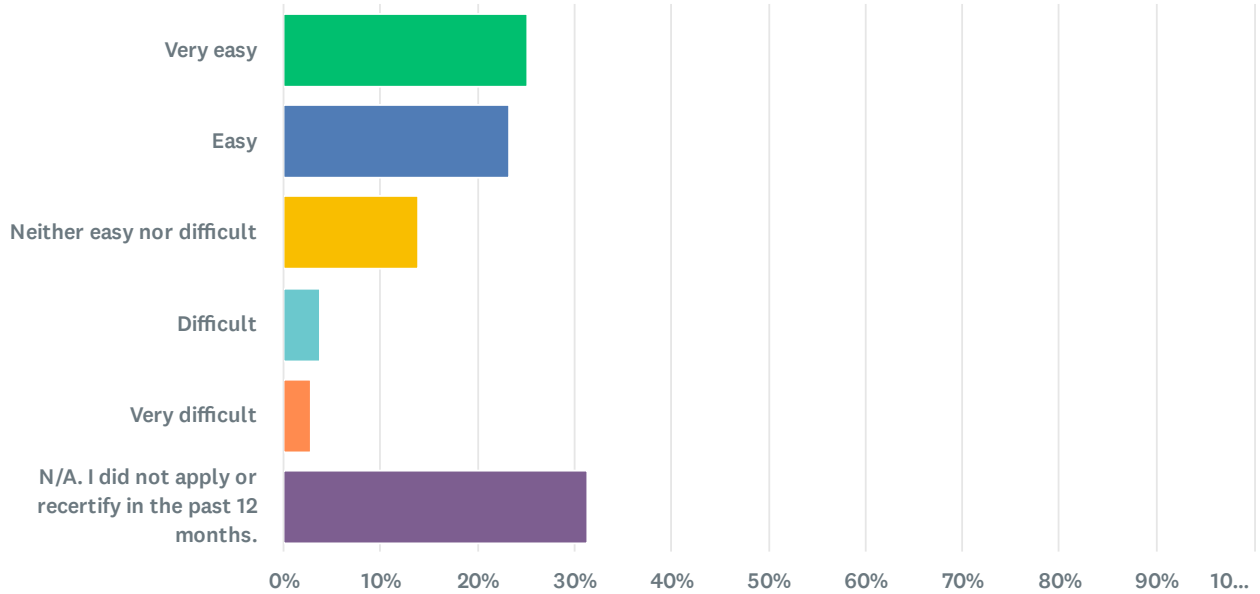
ACCESS LYNX Customer Experience Survey (2025)

at my pickup location and don't see the bus. I wait on hold, and when I say I don't see my bus, the same lady tells me they waited five minutes past the pickup window, and the driver left. Mind you, this was after I told her I was headed down. She was also lying because I have time stamps of all the calls. She tried to gaslight me by saying that I was wrong about the pickup time. I also live on the fourth floor and have to take the elevator down and walk to a separate location to be picked up. I have timed myself before because I was afraid that they would use not picking me up where I live as an excuse to not pick me up at all. I can walk to my pickup location at a comfortable pace in four minutes. Obviously, if the driver is already there, I'm not going to take my sweet time. I walked as fast as I could and was out of breath by the time I arrived. I called Customer Service to lodge a formal complaint, and they got back to me saying that the driver was just impatient, they resolved the issue, and it won't happen again. I have complained about the Bus vs. Parking Garage fiasco and keep getting told that they can't do that, and yet they do. There is simply not enough time to cover all my grievances from JUST THIS YEAR (I have been riding for a little over three years, I think?). I haven't even mentioned not being refunded my \$49!!! Sorry to the poor sap who has to read all these messages. I am tired, and I have to get up at 6 am for another 8-hour shift, so if you're actually interested in rectifying some of the issues I have listed and hearing about the many others, feel free to reach me at Sand123warriors@gmail.com. I'll know whether you guys just have us fill out these surveys as a check in the box, or if you really care if you reach out OR if anything changes.

84	I don't really feel like there's much that can be done. I still have to pay for rides that are late or overly long.	2/28/2026 10:28 PM
85	Your company has BS'd every time an issue regarding the service is brought up. "UZURV and BigStar don't want your trips." "Oh, we sent the trip to them." "There's no drivers for those providers." etc. It is all a lie. UZURV drivers will tell their regulars that their rides aren't being sent to the service... your company needs to get its act together. It's time for changes and it's time to slam the door at Transdev and let it hit them in their asses on the way out. Screw you!	2/28/2026 6:38 PM
86	I Don't Know How To Report Problems	2/28/2026 5:05 PM
87	After I was involved in an accident with the driver Gerardo Quintero you all still keep sending him to me, even after multiple requests not to. I had to finally give up and stop calling to ask for you to not send him because Access Lynx just doesn't care	2/28/2026 9:36 AM
88	No comment	2/27/2026 5:01 PM
89	The respondent has not emailed or called me back to address the problem, even though I filed the complaint more than a week ago.	2/26/2026 10:29 AM
90	84513TD Vehicle details N/A Driver name Sixto Puentes Driver badge number 840170 THIS DRIVER HAS A BAD ATTITUDE AND HIS SEATS ARE BROKEN	2/25/2026 4:09 PM
91	I feel like often times no one cares what I am trying to say about getting stuck in an uncomfortable situation when ACCESSLYNX is late picking me up	2/24/2026 5:29 PM
92	Reps do not care. They lie and tell you UZURV is unavailable yet the UZURV drivers never get the trip requests. You must start allowing riders to book UZURV directly and cutout the middleman (Transdev/Bookings). Let us choose what works best for us if we are qualified for that provider.	2/24/2026 4:53 PM
93	Never get call back it's like complaining to the wind	2/23/2026 8:35 PM
94	Good service	2/23/2026 6:47 PM
95	It continues to happen	2/23/2026 4:07 PM
96	TEST TEST TEST	2/21/2026 6:56 AM

Q13 If you applied for eligibility or recertification in the past 12 months, how easy was the ACCESS LYNX eligibility or recertification process?

Answered: 323 Skipped: 24



Answer Choices	Percentage	Responses
● Very easy	25.08%	81
● Easy	23.22%	75
● Neither easy nor difficult	13.93%	45
● Difficult	3.72%	12
● Very difficult	2.79%	9
● N/A. I did not apply or recertify in the past 12 months.	31.27%	101
Show comments		
Total		323

ACCESS LYNX Customer Experience Survey (2025)

#	PLEASE TELL US ABOUT YOUR EXPERIENCE.	DATE
1	Lynx wants to serve us with there best drivers. No driver no business and no customers	3/20/2026 1:58 PM
2	Had to drive and hour plus to get to physical therapy for certification. Very inconvenient, should have provided a closer center	3/20/2026 7:58 AM
3	I had been enrolled in Access Lynx a long time ago, and went through the re-certification process late last year (2025). I found it relatively easy. My Division of Blind Services (DBS) counselor submitted the application I filled out. It felt like it was taking a while to hear back, so I called the main number. The woman was super helpful, and told me I had actually already been approved. I had simply missed the approval letter in the mail I guess.	3/19/2026 1:13 PM
4	Access Lynx Team, I'm writing to express my disappointment with the service I've experienced with Access Lynx and its partnership with Uzurv. Despite my appreciation for the service when it works, I've encountered significant issues with customer service representatives, communication, and overall reliability. Specific concerns include: - Representatives often fail to clearly state their names or provide inadequate assistance when answering the phone - Inconsistent information is provided regarding scheduling trips, with some reps adhering strictly to system times and others accommodating specific needs. For instance if I need a trip at 430pm and the system is giving me 425pm customer service reps told me call the booking line they will adjust it and change the time to 430 and leave it unscheduled most of the reps do it some won't I need everyone on the same page that defeats the disability needs - - Poor communication between Lynx and Uzurv leads to cancelled rides and lengthy wait times without adequate support. One time I had a driver cancelled a trip at 430 just before 230 it went unscheduled. I called dispatch and told them they said they will work on it. 330 rolls around still no vehicle found they said. 10 minutes before still no be vehicle found. I cancelled the trip and begged a friend to drive me home Drivers cancelling rides and returning them to Lynx often results in prolonged waits for alternative transportation. There needs to be better communication between Lynx and Uzurv and a better plan in place. I also don't understand how the busses run so far behind with the help of a 3rd party company as in Uzurv Notable incidents include: - A Uzurv driver cancelled my 4:30 PM ride, and despite efforts, Lynx couldn't find an alternative vehicle, forcing me to seek alternative transportation. - Inconsistent guidance from customer service reps on scheduling trips with non-standard times In addition- Some don't say their names clearly some don't go the extra mile to help some can't do a proper ETA. Some people even can't get the name of the user drivers. If you have to cancel a ride and there's a long whole time the dispatcher is told me we have to wait on holder or accept the no show. How is this a disability service . It's like they want you to get the no show instead of helping. As a user reliant on this service, I expect better coordination, communication, and support. The current system is not meeting the needs of its users, particularly those with disabilities. I will persue the legal team if this continues cause I really depend on this service with disability needs I hope you'll address these concerns to improve the service. Sincerely, Rich	3/19/2026 9:45 AM
5	I was first certified with a fractured pelvic, then eye surgery, and now foot surgery. I live in Orlando because Access Lynx makes my life accessible and adaptable. How is the best way to show appreciation to employees? Write compliments?Candy?	3/19/2026 8:30 AM
6	The recertification process is always easy and gets done on time	3/18/2026 9:35 PM
7	Well, I missed a question and the whole package was shipped back to me, which delayed the process.	3/16/2026 8:39 PM
8	Next year 2027 I have to recertify	3/16/2026 10:05 AM
9	Even though I was somewhat nervous, I followed directions and my visit went well	3/15/2026 7:02 PM
10	Ok	3/15/2026 6:08 PM
11	Kept returning applications several times with minor errors	3/15/2026 11:09 AM
12	The paperwork came in very easily as I have been recertified.Many times.	3/13/2026 2:28 PM
13	Debo volver hacerlo ya que see va a vencer	3/13/2026 8:32 AM
14	Easy	3/13/2026 7:44 AM
15	Done by DR	3/12/2026 4:50 PM

ACCESS LYNX Customer Experience Survey (2025)

16	My daughter did it for me	3/12/2026 10:49 AM
17	It took a while but eventually it went through.	3/10/2026 12:01 AM
18	Awesome	3/8/2026 9:55 PM
19	Sent in the recertification paperwork online and was okayed quickly.	3/8/2026 4:41 PM
20	They takes real good care of me	3/7/2026 12:42 PM
21	Good	3/5/2026 11:26 PM
22	My doctors sent it in	3/5/2026 7:24 AM
23	Cool I love my life	3/4/2026 4:57 AM
24	I do not recall reapplying but it may have occurred	3/3/2026 5:25 PM
25	application was printed and presented to DR who then sighed off for its review and approval	3/3/2026 3:06 PM
26	It was fine.	3/3/2026 7:07 AM
27	I am in the process of my 1st recertification and my only issue is I received a letter in the mail on February 27th stating I had to have the application back no later than March 11, 2026. It would be so much easier if I could Email the completed application to rather than FAX it because most people no longer FAX and also it takes time to get the Doctor to complete their part of the certification. Hopefully this will be enough time to get everything processed without issues. I am currently awaiting my Doctor to complete their part; once I receive that document back I will find someone who still FAXes and submit my application.	3/2/2026 2:59 PM
28	It was mostly easy, at least it was smooth. The timing was a little difficult and the forms did not have enough space for the information, but I made it work with a PDF editor and my therapist's help. It was painful to show my pain at the physical therapy site, but it's painful whether I'm there or not, so all in all, I was grateful that it wasn't a rigorous process and am very grateful for the program.	3/2/2026 2:37 PM
29	Renewing the Access Lynx recertification is easy to do. You must have an eye report ready from your eye doctor in order to qualify then the process takes 2 weeks at most.	3/2/2026 11:09 AM
30	Very professional and friendly staff	3/2/2026 11:03 AM
31	Great Experience 😊👍	3/2/2026 10:34 AM
32	I submitted my application and within a few days, I received the feedback.	3/2/2026 10:04 AM
33	It's very inconvenient losing time out of work to go to some random physical therapy appointment. Why can't it just be a doctor's note like it used to be? What a waste of time it is	3/1/2026 8:24 PM
34	As I write this I am now renewing so this doesn't count for last year	3/1/2026 8:07 PM
35	I never got a recertification letter & app in the mail like in the past. I knew there was a problem when my account was locked and could no longer book trips. Then, I got the paperwork submitted and was waiting for the Select Thetapy info. I only got the recertification because the social worker at Heakth Central contacted them to push it through because I needed trips for dialysis. It took several calls and then the supervisor called to push my app ythrough.	3/1/2026 4:21 PM
36	The interview process was okay, and I felt that the woman who I spoke with listen to me and I saw her take notes.	3/1/2026 2:30 PM
37	It would be easier if I didn't have to print the paper work, but at least I can save and type my paperwork. I usually forget to schedule an appointment with my primary doctor, but I will bring it with me for follow ups and they send it in for me.	3/1/2026 9:55 AM
38	I applied with the 4 year permanent disabiliry option. I only got two years of lynx and then recertify again	3/1/2026 6:18 AM
39	I think if someone has a chronic or lifelong illness, they shouldn't have to reapply. Like my Spina Bifida isn't going to up and disappear; I'm stuck with it for the rest of my life. Now, injuries and such should be reexamined.	3/1/2026 1:19 AM
40	I find it cumbersome to recertify when my disability is permanent. There were supposedly	2/28/2026 10:31 PM

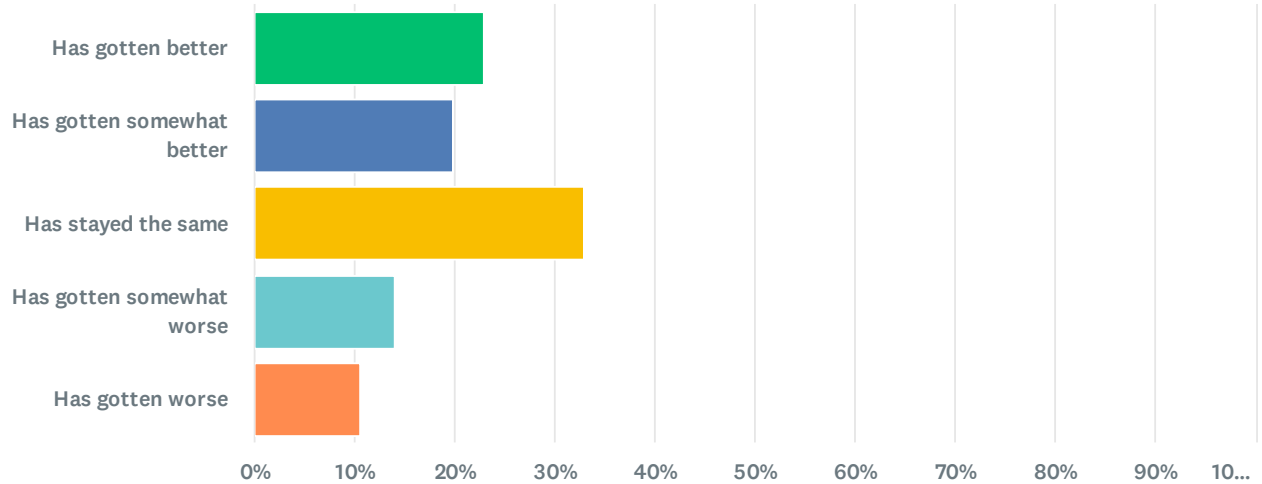
ACCESS LYNX Customer Experience Survey (2025)

changes made to reduce how often we needed to recertify, but I still find myself needing to recertify every two years.

41	I Know How To Book Lynx Trips	2/28/2026 5:06 PM
42	I've been riding since I was 18, my disability is never going to change. I don't understand why you all don't understand this.	2/28/2026 9:37 AM
43	No comment	2/27/2026 5:03 PM
44	The problem is that a doctor's signature is required for each renewal, which means I must schedule an appointment every time, sometimes up to a month in advance. I suggest that once I already have an Access LYNX account, I should be able to renew without needing a doctor's signature each time.	2/26/2026 10:31 AM
45	I had my physician fax in renewal and submitted the documents and it was done.	2/26/2026 10:09 AM
46	I request an application to recertify. I never receive the application despite numerous calls. I had to personally come down to Lynx and hand pick up the application.	2/26/2026 12:51 AM
47	Not due to reapply until September this year	2/24/2026 5:29 PM
48	I'm a dialysis and cancer patient. I have many medical issues requiring transportation. I was not happy with the evaluation facility staff who put me through tasks to see why I could not walk 4/10 of a mile to a public bus and board it to get to my many treatments. This facility had my medical file. I did not sense any compassion from the evaluator although she did approve my Access trips.	2/24/2026 9:37 AM
49	It was timely.	2/23/2026 2:26 PM
50	TEST TEST TEST	2/21/2026 6:57 AM

Q14 Thinking of your experiences over the past 12 months (January-December, 2025), how would you characterize ACCESS LYNX service?

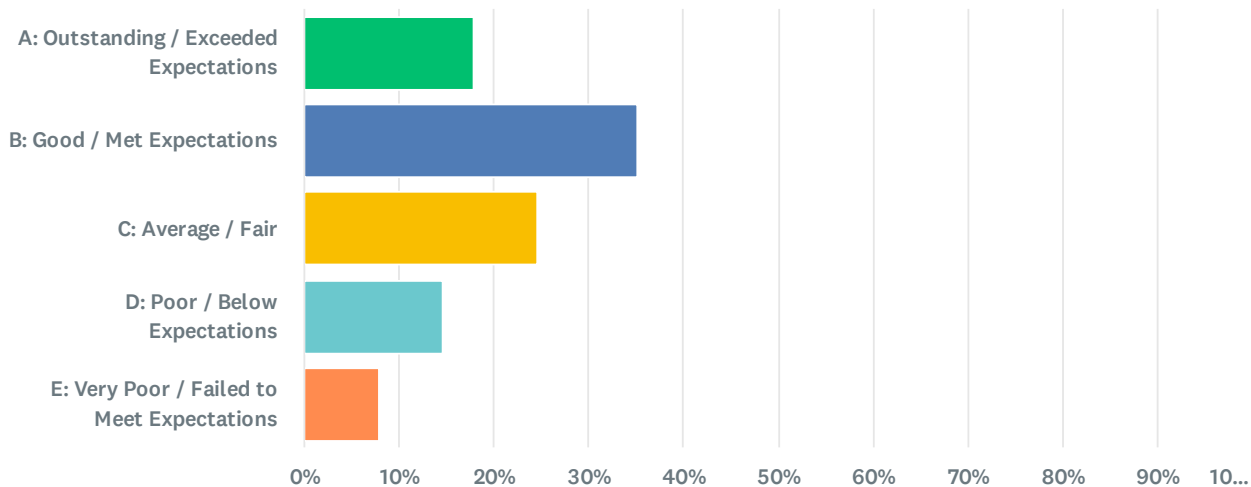
Answered: 323 Skipped: 24



Answer Choices	Percentage	Responses
● Has gotten better	22.91%	74
● Has gotten somewhat better	19.81%	64
● Has stayed the same	32.82%	106
● Has gotten somewhat worse	13.93%	45
● Has gotten worse	10.53%	34
Total		323

Q15 All things considered, if you were to grade ACCESS LYNX service based on your overall experience between January 2025 and December 2025, what letter grade would you give ACCESS LYNX?

Answered: 321 Skipped: 26



Answer Choices	Percentage	Responses
● A: Outstanding / Exceeded Expectations	17.76%	57
● B: Good / Met Expectations	35.20%	113
● C: Average / Fair	24.61%	79
● D: Poor / Below Expectations	14.64%	47
● E: Very Poor / Failed to Meet Expectations	7.79%	25
Show comments		
Total		321

ACCESS LYNX Customer Experience Survey (2025)

#	PROVIDE COMMENTS (OPTIONAL)	DATE
1	Very dirty, never know if it's on time, plan on 2 hours to get anywhere, gos isn't accurate on bus location. Says it's arriving and you could be outside in the rain 30 minutes	3/21/2026 1:47 PM
2	My wife is a mental health counselor. He asked me to express her disappointment at how long trips take.	3/20/2026 5:27 PM
3	I am grateful for this service	3/20/2026 2:01 PM
4	Tampa service is	3/20/2026 2:25 AM
5	If you were to come eat at the restaurant, I run and I came out and told you your food would be out in five minutes. You'd expect it to arrive then. If I could then came out later and said oh it's gonna be 10 minutes later you'd expected to arrive then but when it doesn't and I come out again for the third time and tell you, it's gonna be another 30 minutes would you still expect to pay full price? This is what you expect from your clients like I said, the relationship between client providers backwards in this relationship.	3/19/2026 7:33 PM
6	Dependable when I need a ride	3/19/2026 7:13 PM
7	The drivers are exceptional. They're so friendly and very well trained. They're really good about making sure it's truly door to door services. Also the WebAccess portal has gotten SO much better compared to when I first tried to use it in 2018/2019.	3/19/2026 1:17 PM
8	Access Lynx Team, I'm writing to express my disappointment with the service I've experienced with Access Lynx and its partnership with Uzurv. Despite my appreciation for the service when it works, I've encountered significant issues with customer service representatives, communication, and overall reliability. Specific concerns include: - Representatives often fail to clearly state their names or provide inadequate assistance when answering the phone - Inconsistent information is provided regarding scheduling trips, with some reps adhering strictly to system times and others accommodating specific needs. For instance if I need a trip at 430pm and the system is giving me 425pm customer service reps told me call the booking line they will adjust it and change the time to 430 and leave it unscheduled most of the reps do it some won't I need everyone on the same page that defeats the disability needs - - Poor communication between Lynx and Uzurv leads to cancelled rides and lengthy wait times without adequate support. One time I had a driver cancelled a trip at 430 just before 230 it went unscheduled. I called dispatch and told them they said they will work on it. 330 rolls around still no vehicle found they said. 10 minutes before still no be vehicle found. I cancelled the trip and begged a friend to drive me home Drivers cancelling rides and returning them to Lynx often results in prolonged waits for alternative transportation. There needs to be better communication between Lynx and Uzurv and a better plan in place. I also don't understand how the busses run so far behind with the help of a 3rd party company as in Uzurv Notable incidents include: - A Uzurv driver cancelled my 4:30 PM ride, and despite efforts, Lynx couldn't find an alternative vehicle, forcing me to seek alternative transportation. - Inconsistent guidance from customer service reps on scheduling trips with non-standard times In addition- Some don't say their names clearly some don't go the extra mile to help some can't do a proper ETA. Some people even can't get the name of the user drivers. If you have to cancel a ride and there's a long whole time the dispatcher is told me we have to wait on holder or accept the no show. How is this a disability service . It's like they want you to get the no show instead of helping. As a user reliant on this service, I expect better coordination, communication, and support. The current system is not meeting the needs of its users, particularly those with disabilities. I will persue the legal team if this continues cause I really depend on this service with disability needs I hope you'll address these concerns to improve the service. Sincerely, Rich	3/19/2026 9:46 AM
9	All services have improved with more personalized attention and knowledge.	3/19/2026 8:32 AM
10	I have to say this, even though I love Access links and I know everyone is trying their, but the tardiness in picking him up is out of line. I rthink you need more buses and staff.	3/19/2026 7:14 AM
11	Like I said before Access Lynx needs to do better with their company and change their policies too	3/18/2026 9:38 PM
12	F: Trash, just use Uber or Lyft instead.	3/17/2026 6:17 PM
13	I have had drivers who were simply excellent; personable, helpful, and professional. And, I	3/17/2026 9:54 AM

ACCESS LYNX Customer Experience Survey (2025)

	have had drivers who were lazy, unprofessional, and unsafe. I did report a driver recently.	
14	It is D for 2026! :(3/16/2026 11:08 PM
15	All and all they are on time, they make sure my seat belt is on, they make sure I hold on to the handle bar when I am on the Lift. They make sure my walker is locked down safely. They make sure the AC is satisfactory.	3/16/2026 9:00 PM
16	The drivers are excellent. You changing the schedule without notice is not	3/16/2026 5:28 PM
17	Access Lynx Service,was pretty good on 2025	3/15/2026 8:53 PM
18	I wish I did have more experience with, Access Lynx 🍀 I haven't been here very long.	3/15/2026 7:10 PM
19	Staff rudeness	3/15/2026 6:09 PM
20	The service is okay, but the price is reasonable.	3/15/2026 6:54 AM
21	Once again that is with the drivers who have been with the company.A long time, the new ones need more training or more experience.	3/13/2026 2:30 PM
22	The representatives I have spoken to have improved but as far as the way the transportation is being scheduled definitely needs improvement	3/13/2026 12:29 PM
23	N/A	3/13/2026 10:35 AM
24	Service is exceptional. At most I think I was paired with 2 people at most. This makes the trips much shorter and more manageable after chemo. In contrast, in Miami Dade I would be loaded with 12 other people from varying stops causing a 2 or more hour trip.	3/12/2026 10:58 AM
25	I love the 3rd party ride service, it sometimes pick me up for my ride home. It's great because they are usually on time and it takes me directly home.	3/10/2026 11:32 AM
26	Driver are exceptionally trained A+ FOR drivers DRIVER	3/10/2026 12:03 AM
27	THE RESERVATIONISTS ARE RUDE BUT DRIVERS ARE FRIENDLY AND I NEVER BEEN LEFT OR LATE TO APPOINTMENTS AND THE CARS ARE GOOD.	3/9/2026 5:29 AM
28	Lynx	3/8/2026 9:56 PM
29	Our son really enjoys his drivers. They are kind and courteous!!The reservation center is also prompt and helpful	3/7/2026 8:04 AM
30	Absolutely last year was better (2025)	3/6/2026 8:40 PM
31	I am very grateful to have the service but feel the scheduling could improve	3/6/2026 9:19 AM
32	I appreciate this service as it allows me to work, but I am afraid of losing my job for being late several times a week, and it is very difficult for a person with any disability to find a job.	3/6/2026 8:25 AM
33	Good	3/5/2026 11:27 PM
34	Results have been inconsistent, but especially since bringing on UZURV things have been more consistent	3/5/2026 5:11 PM
35	The drivers are the only thing good expensive about access lynx	3/5/2026 11:21 AM
36	Seems as if whoever is doing the scheduling of the trips needs more training or there needs to be more drivers.... for a couple of months things we're very good because their were more useve trips when the Lynx bus was not available.	3/5/2026 7:35 AM
37	Buses receive a below failing grade level. As mentioned earlier, customer service, professionalism, timeliness, and the proper vehicles/scheduling are abysml with your service. The only thing saving your service from being reported as abusive (and probably from being investigated by the government) is having uzurv and bigstar. You should be ashamed of the product you put out.	3/4/2026 5:06 PM
38	I am blessed to have the service.	3/3/2026 5:34 PM
39	Provides transportation but not reliable for times/time frames, despite setting up subscriptions	3/3/2026 5:27 PM
40	will respond to this with a " FAIR " as i would like to wait & see for improvement	3/3/2026 3:12 PM

ACCESS LYNX Customer Experience Survey (2025)

41	UZURV usually arrives on time, Access Lynx bus is usually late	3/3/2026 2:08 PM
42	on the overall the service is good.	3/2/2026 4:31 PM
43	Disgusting people and service. You do not care about the riders best interests. Fuck you!	3/2/2026 3:40 PM
44	Honestly, Overall, Access Lynx provides a great service and I feel lucky to be able to use this service. The drivers seem to care. I've found out from life experience, if you treat people nice they will treat you nice.	3/2/2026 3:07 PM
45	I think the timing and waiting is unavoidable, the bugs in the app are a problem, it took me more than 6 months to figure out how to buy passes online and I am online-savvy--the PawPass app is pointless. The service makes me anxious sometimes, but it has helped me a lot.	3/2/2026 2:40 PM
46	Super Excellent 👍	3/2/2026 10:36 AM
47	Need to work on being on time.	3/2/2026 8:19 AM
48	Explained in question 2	3/1/2026 6:52 PM
49	B+ generally, but I've also had some smoothness A and A+ experiences	3/1/2026 2:49 PM
50	Too many... Please contact me at Sand123warriors@gmail.com if you're looking for a yearlong analysis.	3/1/2026 1:22 AM
51	Horrendous customer service from Transdev and all bus providers. Not giving the services needed to clients (UZURV, BigStar). Lying and manipulative behavior and bullying by your company when questioning their poor decisions or advocating for what you need. Disgusting company and service overall, learn from UZURV and BigStar how to work with your clients.	2/28/2026 6:41 PM
52	I'm Not Struggling	2/28/2026 5:07 PM
53	I submitted a formal complaint through the portal instead of calling customer service because the hold times are extremely long. The respondent should address my complaint promptly, resolve the issue, and better accommodate my request.	2/26/2026 10:34 AM
54	I don't like when they pick me up 1hr before actual time I have to be there and sometimes places are closed and I have to wait out side.. so now I make my appts. For after opening time	2/26/2026 10:14 AM
55	UZURV services were cut throughout the year and inconsistent due to Transdev's poor running of the AccessLYNX program overall. I had UZURV daily because I need it for work, buses are unacceptable!!!! Then they would randomly stop giving the trips to UZURV. Unacceptable and horrible business practice. UZURV drivers are safer, timely, and NEVER rude like AccessLYNX's bus drivers & service reps!	2/24/2026 4:55 PM
56	The waiting n way to early drop off,	2/23/2026 8:38 PM
57	Afternoon return bus trips are too long for disabled people to ride.	2/23/2026 6:11 PM
58	The best part, other than the drivers, is my son can ride alone. It makes him feel independent.	2/23/2026 5:34 PM
59	Tgere apoears to be new people being trained.	2/23/2026 2:30 PM
60	Need better with pick up time	2/23/2026 11:59 AM
61	TEST TEST TEST	2/21/2026 6:58 AM

Q16 If ACCESS LYNX could improve one thing that would make the biggest difference for you, what would it be?

Answered: 259 Skipped: 88

#	RESPONSES	DATE
1	Be on time.	3/22/2026 1:04 PM
2	Que los conductores esten.mas pe dientes de las direcciones, a veces se van hacia otro sitio	3/22/2026 9:38 AM
3	Arrival and Pick-up time windows will be the best	3/21/2026 4:23 PM
4	Not keep someone hostage on the bus for so long	3/21/2026 1:47 PM
5	Driving directions to and from places. Up datethe mapping	3/21/2026 11:02 AM
6	If your late can we get notifications	3/20/2026 10:11 PM
7	I suggest you become more nimble. Most riders do not need a large van A car that seats 5 people would be quite adequate	3/20/2026 5:27 PM
8	I think access lynx has come a long way in repairing some of the problems, as far as drivers being on time to pick you up and not taking you around the world for 5 hours before they drop you off home. There are still problems with a long wait time on the phone to schedule a ride, and if you want to cancel a ride you can never get anyone on the phone until it's too late and your cancel ride arrives. Speeding over 80 on the expressway and going too fast on local roads around town. There's a new thing now where drivers have to get out of the bus and go open the door to wherever the passenger is going as a courtesy. I think this is a very nice and caring gesture but a lot of people like to still feel independent. Sometimes it's a little embarrassing to show up at a business with somebody wearing an orange and yellow vest when trying to feel and look self-sufficient. I think drivers and passengers should have an option, drivers should have the option to ask the passenger if they need help, and passengers should have the option to say no I do not need any help. As it stands right now, if you tell the driver I do not need any help, the driver says I have to help you because the camera has to see me getting out of the bus. Just my thoughts and my feelings. Thanks for listening.	3/20/2026 2:05 PM
9	Try to have not such large gaps between pick up and drop off. I understand that this is a shared service but I have seen people get picked up and dropped off while I'm still on the bus.	3/20/2026 2:01 PM
10	That the Dispatcher would be more available to the Drivers and passengers	3/20/2026 2:01 PM
11	They suck	3/20/2026 11:27 AM
12	Call back when the bus is running late for pick up or drop off.	3/20/2026 9:32 AM
13	Should be able to quickly schedule online for the week instead of one day at a time-especially when it is the same destination daily. Also, when given a window for pickup/arrival, stick to the times that are stated. It is inconvenient to habe people waiting 30+ minutes	3/20/2026 8:02 AM
14	Yes I w	3/20/2026 2:25 AM
15	Make to things on time	3/20/2026 12:35 AM
16	Don't tell customers one time when making the reservation, then change it in the system online, Train your drivers to make better decisions on who should be dropped first and how to get around town.	3/19/2026 11:08 PM
17	If there was one thing I'd improve on my service, it would be the drivers recognizing my address before taking me home. That can be solved by using their own phone GPS instead of the one on the bus.	3/19/2026 9:04 PM
18	If you're too intense to provide a efficient service, please stop buying new buses and replace the GPS in your antiquated system. That system is based off a roadmap which my dad used to use when Ronald Reagan invade Grenada back in the early 80s.	3/19/2026 7:33 PM

ACCESS LYNX Customer Experience Survey (2025)

19	I always get to my appointments on time, yet the negative comment I have is the wait time sitting in the ACCESS LYNX vehicle prior to my scheduled appointments.	3/19/2026 7:13 PM
20	I've put requests in to only receive UServe cars instead of the small buses. I totally understand they can't always accomidate that preference, but doing so would make a huge difference to me. Otherwise, I'm impressed at the improvements the system has made and I'm really grateful Central Florida has a paratransit system like this.	3/19/2026 1:17 PM
21	Some of the employees treat Access Lynx like they own it. I've given extra cash to drivers, and they don't count it and give it back. Only issue I have with some drivers is that. Otherwise from my experience it's mostly the leaders in the office. They are so unprofessional, obnoxious and negligent. The Userve service is great most of the time.	3/19/2026 12:31 PM
22	Access Lynx Team, I'm writing to express my disappointment with the service I've experienced with Access Lynx and its partnership with Uzurv. Despite my appreciation for the service when it works, I've encountered significant issues with customer service representatives, communication, and overall reliability. Specific concerns include: - Representatives often fail to clearly state their names or provide inadequate assistance when answering the phone - Inconsistent information is provided regarding scheduling trips, with some reps adhering strictly to system times and others accommodating specific needs. For instance if I need a trip at 430pm and the system is giving me 425pm customer service reps told me call the booking line they will adjust it and change the time to 430 and leave it unscheduled most of the reps do it some won't I need everyone on the same page that defeats the disability needs - - Poor communication between Lynx and Uzurv leads to cancelled rides and lengthy wait times without adequate support. One time I had a driver cancelled a trip at 430 just before 230 it went unscheduled. I called dispatch and told them they said they will work on it. 330 rolls around still no vehicle found they said. 10 minutes before still no be vehicle found. I cancelled the trip and begged a friend to drive me home Drivers cancelling rides and returning them to Lynx often results in prolonged waits for alternative transportation. There needs to be better communication between Lynx and Uzurv and a better plan in place. I also don't understand how the busses run so far behind with the help of a 3rd party company as in Uzurv Notable incidents include: - A Uzurv driver cancelled my 4:30 PM ride, and despite efforts, Lynx couldn't find an alternative vehicle, forcing me to seek alternative transportation. - Inconsistent guidance from customer service reps on scheduling trips with non-standard times In addition- Some don't say their names clearly some don't go the extra mile to help some can't do a proper ETA. Some people even can't get the name of the user drivers. If you have to cancel a ride and there's a long whole time the dispatcher is told me we have to wait on holder or accept the no show. How is this a disability service . It's like they want you to get the no show instead of helping. As a user reliant on this service, I expect better coordination, communication, and support. The current system is not meeting the needs of its users, particularly those with disabilities. I will persue the legal team if this continues cause I really depend on this service with disability needs I hope you'll address these concerns to improve the service. Sincerely, Rich HELP THE PEOPLE CAUSE THIS A DISABILITY SERVICE	3/19/2026 9:46 AM
23	Shorter wait times on the phone calls	3/19/2026 8:32 AM
24	More buses and staff so the could be more on time.	3/19/2026 7:14 AM
25	Please be on time treat customers with respect and help them out lastly have same day trips	3/18/2026 9:38 PM
26	Everything is good. Im very satisfied with the service. The personal is very helpful and considerate. Im grateful for your service.	3/18/2026 8:11 PM
27	Customer service	3/18/2026 1:14 PM
28	Being on time for pick ups	3/18/2026 9:05 AM
29	Arriving at the same time or different time	3/18/2026 7:53 AM
30	I dont use a wheelchair so I would like the ability to select a minivan/car pickup instead of being picked up by the bus. I have found that the bus tends to have more difficulty with staying on time due to the extra time and assistance required to pickup people that require mobility assistance.	3/18/2026 12:49 AM
31	Be on time!	3/17/2026 9:35 PM
32	HAVE FASTER VEHICLES AND BE ON TIME!	3/17/2026 6:17 PM
33	The GPS needs to be updated.	3/17/2026 4:17 PM

ACCESS LYNX Customer Experience Survey (2025)

34	The route scheduling	3/17/2026 3:20 PM
35	When the bus will be late text messages with its status and approximate arrival time	3/17/2026 11:54 AM
36	Timeliness in answering calls and arriving; getting you to destination closer to your desired time.	3/17/2026 9:54 AM
37	Make notes in the online reservation system.	3/17/2026 9:31 AM
38	Add 8 dollar fare to pawpass so a couple can travel without having to enter twice	3/17/2026 7:44 AM
39	Dispatch needs to be more nicer to drivers, Dispatch needs to be more nicer to some riders especially the nice riders.	3/17/2026 7:08 AM
40	Improve the GPS system in the trucks and on WebAccess.	3/16/2026 11:08 PM
41	Access Lynx expects us to give 30 minutes leeway when waiting for a ride, but if they get here early they still want to leave in five minutes, if I am not outside. Even though I am not late. I got left behind because of that and had to take the bus home. So they need to improve on what they expect from us and what we should expect from them.	3/16/2026 9:00 PM
42	Can't think of anything	3/16/2026 6:22 PM
43	Keep to the schedule	3/16/2026 5:28 PM
44	Improve the time frames i have to schedule my times and then I always end up getting super early to events dr appointments.	3/16/2026 1:35 PM
45	Don't give in the last minute clients to the drivers sometimes they already have 4 or 5 peoples seat in their he bus for 2 or 3 hours	3/16/2026 11:22 AM
46	On time	3/16/2026 8:42 AM
47	Bus shocks	3/16/2026 6:05 AM
48	On time pick up better communication on drivers delays	3/15/2026 11:42 PM
49	Scheduled to pickup customers that live in the same area,to avoid people from being stuck on their way home 3 to 4 hours later.	3/15/2026 8:53 PM
50	Being on time to pick up would make the biggest difference. Also not having us in vehicles for hours	3/15/2026 7:21 PM
51	Nothing needs to change, every one was very professional. Thanks	3/15/2026 7:10 PM
52	Timing	3/15/2026 6:09 PM
53	Being on TIME for pickups and drop-offs without other customers pickups or drop-offs involved	3/15/2026 11:17 AM
54	If they come when the appointment time is set	3/15/2026 6:54 AM
55	N/A	3/14/2026 1:47 PM
56	Cannot think of anything right this minute.	3/13/2026 2:30 PM
57	letting us know when driver is late and letting us know about fair going up to	3/13/2026 12:40 PM
58	Better scheduling on the way they do transportation. And have someone who really shows concerns when putting in a complaint.	3/13/2026 12:29 PM
59	Arriving on time	3/13/2026 10:35 AM
60	Encuestas [Translation: Surveys]	3/13/2026 8:41 AM
61	More comfortable seats and not take 2 1/2 hours to drive 45 minutes!	3/13/2026 8:01 AM
62	C	3/13/2026 7:45 AM
63	No issues notef	3/13/2026 3:44 AM
64	If the ride will be late or delayed, promptly notify the customer.	3/13/2026 2:51 AM
65	Think when scheduling return drop off from appointments passing by closer drop off stops.	3/12/2026 11:51 PM

ACCESS LYNX Customer Experience Survey (2025)

66	Get picked up earlier when requested after my appointment is over	3/12/2026 10:58 PM
67	To get me home on a reasonable hour	3/12/2026 6:43 PM
68	Faster res system	3/12/2026 5:13 PM
69	Be on time, the 30-minute window stinks when it's hot outside, raining or cold and there's nowhere to sit. Driver should knock on the door and try to at least help. You expect the patient to wait and stand for 30 minutes for the ride but you only wait 5 minutes and then you drive off. Get more staff, kind drivers. Professional appearance.	3/12/2026 4:53 PM
70	More operators to get reservation And separate line to cancellation	3/12/2026 4:09 PM
71	Driver timeliness and customer service.	3/12/2026 4:01 PM
72	Treat good the costumers.....Very Rude people working for Lynx.....LYNX NEED BETTERS EMPLOYEE.....SOME ARE OUT OF ORDER.	3/12/2026 3:21 PM
73	Time	3/12/2026 3:06 PM
74	I would say to bring back UZURV and for the older bus to be properly cleaned. They have been plenty of times where I've sat down on the bus and I saw roaches, candy wrappers, dirt etc on the floor and also in the seats.	3/12/2026 2:20 PM
75	Para mejorar creo que debía tener una aplicación por Internet y así no llamar por teléfono. Creo que eso ayudará mucho [Translation: To improve, I think there should be an app, that way we don't need to call. I think that would really help]	3/12/2026 2:13 PM
76	Call Center in Spanish. Be kindness	3/12/2026 11:53 AM
77	takes too long getting other passengers to their destination before I get to mine.	3/12/2026 11:25 AM
78	Not to have clients from opposite directions in the same trip, especially if the driver doesn't use highways. Turned a 17 minute trip to an hour and 10 minutes.	3/12/2026 10:58 AM
79	Notify us vía message if you are going to be late pick us up	3/12/2026 10:15 AM
80	Improve app	3/12/2026 9:54 AM
81	The app needs to be more user friendly for seniors	3/12/2026 9:50 AM
82	Wait time, this why i prefer lynx then my insurance transportation	3/12/2026 9:32 AM
83	Allow option to choose for UZURV vehicles if a rider has no need for an ambulatory vehicle	3/11/2026 4:17 PM
84	Maybe work on more efficient logistics to help drivers to be on-time more.	3/11/2026 3:47 PM
85	Having to go to bus station to renew Id, then they keep the old picture anyways.. always a long wait to get back home	3/11/2026 10:28 AM
86	They should be flexible and reasonable not so rule based.	3/11/2026 3:05 AM
87	Have pick up window times be shorter and more accurate to arrive on destination a little before the drop off time, and have pick up times be closer to requested pick up times	3/10/2026 10:09 PM
88	I have not had any issues	3/10/2026 5:02 PM
89	Wider vehicles and less time spent on hold	3/10/2026 3:34 PM
90	Maybe get more drivers for morning commute.	3/10/2026 11:32 AM
91	GPS system needs an OVERHAUL!!!	3/10/2026 12:03 AM
92	Thank you	3/9/2026 9:12 PM
93	Being more on time in the time frame that was agreed upon	3/9/2026 8:19 PM
94	Not being on the bus for such long times. Being informed of dropped off. The bus driver will say one thing and do another. However, all the people on the phones have been wonderful.	3/9/2026 6:39 PM
95	More efficiency on waiting times, better customer service and a plan for a resolution	3/9/2026 6:36 PM
96	FRIENDLIER AND NICER RESERVATIONIST TO SPEAK WITH WHEN NEEDED DISPATCHERS ARE JUST AS RUDE.	3/9/2026 5:29 AM

ACCESS LYNX Customer Experience Survey (2025)

97	Awesome	3/8/2026 9:56 PM
98	Attitude If they could only be more sensitive to the needs of the clients	3/8/2026 8:47 PM
99	Get out of Orlando!	3/8/2026 5:34 PM
100	Make the time on rides to be within a reasonable time frame.	3/8/2026 4:42 PM
101	Tighter or smaller pick up window....but I am very happy.	3/8/2026 3:00 PM
102	Have more cars for transportation for persons that do not need wheelchair access. This would then shorten time for persons that do not need that higher service.	3/8/2026 11:19 AM
103	To help us more for us that's in wheelchair they don't seem to care if we're left outside and we be calling to get home and then find out that they could of have another ride available for us that's in wheelchairs	3/7/2026 12:46 PM
104	We could meet get the online payment app to work, so we are continuing with cash only payments	3/7/2026 8:04 AM
105	I would say be able to add a reservation at least with 12 hrs timeframe. - using the same number when contacting to notify a late driver	3/6/2026 8:40 PM
106	Make sure AC and heat work as needed.	3/6/2026 3:26 PM
107	Better time frames to schedule! Letting rider know when there will be multiple stops, making your 20 minute ride, 2-3 hours, so you can arrange alternative transportation.	3/6/2026 10:30 AM
108	The coordination of the schedules.. To pick up someone to then drive 20 miles away in opposite direction for where you need to go and then head in direction needed sets up for lots of trouble . Example . My pick Up in St. Cloud to then go to poinciana then to Epcot . Most times when this happens will be late drop off . I put 45 mins earlier time then my start of work time but I'm still late or some days just barely making it to time clock ... other days I'm there 1 1/2 -2 hrs early . Most days early but I have to put 45 mins earlier arrival because if I don't I will be late too often and lose my job. It was nice when I would get UServ drivers but it's been more than a year since getting a trip . Not sure if they are still utilized.	3/6/2026 9:19 AM
109	Update the gps system driver and me can get confused especially if it's new location for an appointment. GPS will say you have arrived unfortunately system is off. Other then that no problems I'm content.	3/6/2026 9:15 AM
110	Scheduling.	3/6/2026 8:25 AM
111	Good	3/5/2026 11:27 PM
112	better communication about delays, lower wait times when calling in for things	3/5/2026 5:11 PM
113	Communication with the driver	3/5/2026 3:30 PM
114	Everything is working very well.	3/5/2026 1:29 PM
115	Seeing the passengers as people instead of packages.	3/5/2026 11:21 AM
116	Puntualiti	3/5/2026 10:02 AM
117	Not getting dropped off to destination hours ahead of time	3/5/2026 8:43 AM
118	Better trip planning, more training for the dispatch, drivers, and customer service representatives pertaining to the way they talk to customers.	3/5/2026 7:35 AM
119	More transport so that you arrive on time.	3/5/2026 6:47 AM
120	For those not using a wheelchair, allow us to use Userve rideshare.	3/4/2026 11:13 PM
121	Very satisfied no complaints so Far 🙏	3/4/2026 5:19 PM
122	UZURV needs to be prioritized for all riders going to work. No more buses for the working people. You should have the direct control to tell the company no buses. The UZURV rider app also needs to be available for those qualified to utilize it through accesslynx. This would eliminiate many problems and allow us to bypass the horrendous service from the bus companies.	3/4/2026 5:06 PM

ACCESS LYNX Customer Experience Survey (2025)

123	Cost of each ride. It used to be \$4 each way and is now \$7 each way. I am unable to use the service as much as I need it due to the cost increase.	3/4/2026 1:24 PM
124	Fare, meet criteria for low income people specially Seniors!	3/4/2026 1:03 PM
125	Bitter. Uh, equipment for the bus drivers to make it easier for them to understand and get us to the locations. And pick ups and beans the website for me to order. No, for me to go and order. My right definitely meet some help. Um, UI know it's a government funding. So the wet tie I order it all the time in the wetside, and one day I ordered in a wooden boot, went through and a half to to ask anybody to drive me home? Because it didn't went through so better. Wi-Fi or make it a little bit better. The wet side that you can go in order your rights. You know? That's definitely one of the things. And to see the bus, the correct bus to change the bus. That is the deposit that's going to be queue up. I sometimes I can see there are other buses but not my bus. So it's kind of confusing, instead of calling the uh, the the dispatcher	3/4/2026 11:58 AM
126	Route planing and driver communication.	3/4/2026 10:47 AM
127	Be able to pre-paid online the ride, elderly people don't know how to use applications- basically I want my mother to not worry about payment	3/4/2026 10:22 AM
128	Their GPS system and a/c	3/4/2026 10:11 AM
129	Take me anywhere I want to go places away from where I live I am INDEPENDENT	3/4/2026 4:59 AM
130	Reliability	3/3/2026 11:29 PM
131	I would prefer better results when going somewhere for my own personal experiences. Too often, when using Lynx this way, I feel time isn't valued as much as when I go to the doctors.	3/3/2026 5:57 PM
132	Buses being on time and better communication when rides are running late.	3/3/2026 5:40 PM
133	Call me when the ride is going to be delayed.	3/3/2026 5:34 PM
134	Communicate back to the rider with updates if something is not as requested and/or scheduled.	3/3/2026 5:27 PM
135	do not combine so many riders, so people are not in the car so long; use more useve vehicles....	3/3/2026 4:25 PM
136	ONE THING??? how about raining the Go Lynx drivers how to redeem the online tickets on the APP - the drivers refuse to accept that as payment for the ride - they request either tickets or cash as they have NO IDEA HOW TO REDEEM THE TICKES ON THE APP ??? - plenty more but you asked for ONE - MY SURVEY IS SPECIFIC TO GO LYNX.....	3/3/2026 3:12 PM
137	Make last minute trips, improve the GPS to know where the bus is.	3/3/2026 2:23 PM
138	Honoring scheduling requests for the time requested	3/3/2026 2:08 PM
139	Change the ticket prices back to 4 dollars \$ 7 dollars is too much and it uses up the 50\$ ticket booklet faster. The 50\$ ticket booklet used to last me a month and now it lasts me a week.	3/3/2026 1:57 PM
140	I wish that they will go back to having the independent contractors again where you didn't have to wait to get dropped off to your location	3/3/2026 1:46 PM
141	My daughter love Access Lynk	3/3/2026 1:26 PM
142	I would love to be allowed to book a trip on the same day, instead of 24 hours in advance.	3/3/2026 12:04 PM
143	Being on time will help	3/3/2026 10:59 AM
144	Faster arrival to destinations	3/3/2026 10:00 AM
145	Reducing time spent transporting	3/3/2026 8:28 AM
146	The drivers	3/3/2026 8:04 AM
147	None just pick me up and take time traveling.	3/3/2026 7:07 AM
148	On time	3/3/2026 5:36 AM
149	That I could use Uzsurv always as my ride service!	3/2/2026 10:24 PM
150	Perfect	3/2/2026 6:19 PM

ACCESS LYNX Customer Experience Survey (2025)

151	Chiles your driver and persons	3/2/2026 5:17 PM
152	drivers do not leave vulnerable patients without return ride home at any time.	3/2/2026 4:31 PM
153	Let riders book through UZURV directly and on-demand through them. Have a NO BUS option/classification. Save it for the cripples who need it.	3/2/2026 3:40 PM
154	Add more transport and make sure the drivers are paid per passenger pick-up, not per hour. That way they would do it faster since they get paid per passenger picked up	3/2/2026 3:39 PM
155	It would make a great difference to me if a part of the Drivers uniform include ZERO loud perfumes or colognes are to be worn by the drivers. Also no loud stinky foods are allowed to be eaten on the transportation method. (I believe there is already a no eating or drinking policy.) If you review my previous comments one does include why I would not prefer the LOUD odors.	3/2/2026 3:07 PM
156	Less travel time for a 30 min trip (takes 90-240 min)	3/2/2026 3:00 PM
157	More UZURV drivers	3/2/2026 3:00 PM
158	Treating pick ups more similarly to drop offs, if possible. After my long treatments at the doctor that take 2-2.5 hours, I desperately want to get home. Having to wait 2 or more hours to get home is painful and sometimes I just cry it out in the bathroom before boarding.	3/2/2026 2:40 PM
159	More drivers more vehicles better GPS discipline the driver's better find drivers who aren't rude. Find drivers who know the area. Find driver to have experience with customer service because majority of drivers have really poor customers service.	3/2/2026 2:33 PM
160	Make the online map accurate	3/2/2026 2:08 PM
161	Drivers who are educated in the area you service and who are respectful to the client.	3/2/2026 1:22 PM
162	Pay your drivers more, make them be on time.	3/2/2026 1:17 PM
163	Air ride suspension on big vans	3/2/2026 12:59 PM
164	i think improving the routes organization of acces lynx would help drivers drop off passengers more efficiently and on time. adjusting the routes sequences could make it easier for the drivers to follow logical path to each passengers destination reducing unnecessary travel time and helping ensure that everyone arrives home early and more comfortable	3/2/2026 12:48 PM
165	Access Lynx needs to start cleaning house and getting rid of people. Secondly, getting to my destinations on-time and especially picking me up on time. I've had to wait over 2 hours for someone to pick me up on several occasions which is totally unacceptable	3/2/2026 12:48 PM
166	Everything	3/2/2026 12:00 PM
167	Dropping and pic up patients	3/2/2026 11:28 AM
168	Back to affordable cost of \$4 each way. \$7 is an almost 100% increase.	3/2/2026 11:19 AM
169	Arrival and drop off times.	3/2/2026 11:11 AM
170	Better manifest scheduling	3/2/2026 11:06 AM
171	Nothing drivers are friendly, polite and always helpful	3/2/2026 11:05 AM
172	Shorter times on the bus both morning and evening. It seems the busses are randomly assigned. I get picked up in the evening (windows is 7:15-7:45) frequently outside the windows and go as far as St. Cloud before being taken home to Apopka.	3/2/2026 10:50 AM
173	Provide faster return trips	3/2/2026 10:06 AM
174	Arrive on specified time	3/2/2026 10:05 AM
175	Professionalism from drivers Calling when driver will be late so riders don't sit for hours on end Not having riders sit for hours on bus	3/2/2026 9:45 AM
176	More consistent ride times	3/2/2026 8:36 AM
177	While I realize Orlando traffic is an issue pick ups within the window and rides well less than 2 hours would be wonderful.	3/2/2026 8:28 AM

ACCESS LYNX Customer Experience Survey (2025)

178	Be on time!	3/2/2026 8:19 AM
179	Driver always greet and make sure my son is situated before leaving also they get off to see if he needs help with anything. I am very appreciated very outstanding service. Thank you so very much	3/2/2026 6:33 AM
180	Pick ups not being dispatched during an existing ride, need more vehicles/drivers	3/2/2026 6:20 AM
181	Being able to request on demand reservations within two hours of your pick up time.	3/1/2026 10:23 PM
182	Fare bought online should off the \$5 discount that paper tickets have. Routes that make sense time wise.	3/1/2026 10:02 PM
183	More friendly dispatch and drivers	3/1/2026 9:49 PM
184	Nothing	3/1/2026 8:47 PM
185	Make it an on-demand service and hire more UZURV vehicles. Not everybody needs a chunky bus and not everybody needs to be stuck on that same bus for 2 hours plus. There has to be a better way.	3/1/2026 8:25 PM
186	Fix the routing. Why do I have to travel on the bus for 10 to 15 miles when the distance to my stop is only 2 mi. I go from my pickup spot and then about 2 hours later I arrive at my destination. And it's only 2 mi away however I traveled anywhere between 15 to 30 mi	3/1/2026 8:09 PM
187	Knowing the consumer...bottom line.	3/1/2026 6:52 PM
188	put me and others with close by drop offs and not putting me with disney pickups	3/1/2026 6:51 PM
189	Feel more sesure that I would bet to an appointment on time. Some of the medical appoints will not see you if you are late or you get a fine if too late to meet appointment.	3/1/2026 6:17 PM
190	Better customer service. Especially when you have experienced a problem.	3/1/2026 5:41 PM
191	Improve the address system online, it normally takes me too long to make sure all information is correct for my trip.	3/1/2026 5:39 PM
192	Get better people on the schedule, hire more drivers or just be honest with the riders and tell them you can't make to the time they need so they can better plan. Basic human service training would also be good some people need to be educated on basic politeness. Not all, but 90%.	3/1/2026 4:24 PM
193	Communicate via text/call with delays. Do better with communication during recertification time.	3/1/2026 4:24 PM
194	The added trips needs to be improved	3/1/2026 4:15 PM
195	Being to/from appointments in reasonable amount of time	3/1/2026 4:06 PM
196	To be on time	3/1/2026 3:47 PM
197	The costumer service	3/1/2026 3:27 PM
198	A smoother scheduling of multiple rides linked together in one day. -Sometimes the ride to drop me off runs late and that cuts off the time that I have at that place (i.e. shopping) before my pickup ride comes. Despite my efforts to buffer the time scheduled, to allow for any lateness of the drivers	3/1/2026 2:49 PM
199	The scheduling pickup!	3/1/2026 2:10 PM
200	I wish there were more drivers	3/1/2026 12:37 PM
201	Let me book trips spontaneously	3/1/2026 11:20 AM
202	Let human drivers plan trips, the logic of how the trips are planned leaves alot to be desired. Alot abit more time for morning and afternoon trips in the Poinciana area due to the traffic congestion especially during school days and hours.	3/1/2026 11:06 AM
203	To make sure there is a seat belt extension on every bus. The newer busses have shorter seat belts, and I missed a doctor appointment because of safety issues. They did send out another driver and I was able to love up the appointment. It made for a longer day, but was worth it.	3/1/2026 9:58 AM

ACCESS LYNX Customer Experience Survey (2025)

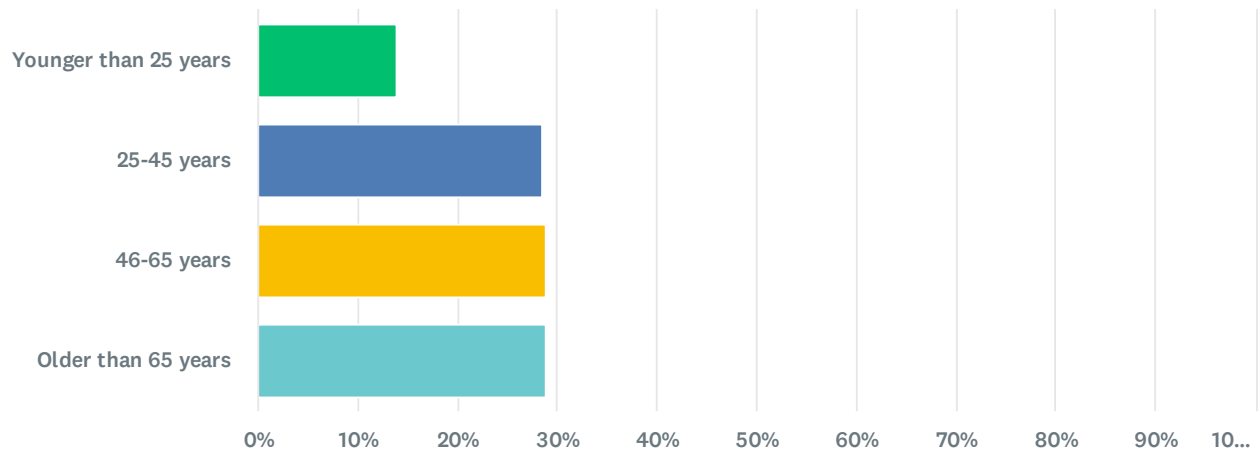
204	Scheduling times	3/1/2026 9:41 AM
205	Please upgrade GPS it is all way stopping or guiding wrong directions	3/1/2026 8:56 AM
206	Stop saying the same things over again on the recording when waiting on hold. It gets old fast.	3/1/2026 8:45 AM
207	Hires more drivers Check the destinations and stop letting the computer organize the trips Hire more respectful drivers	3/1/2026 6:19 AM
208	Not a seniors are tech savvy. Maybe a reminder call option may help	3/1/2026 5:55 AM
209	Be on time	3/1/2026 5:23 AM
210	Listen to the customers	3/1/2026 2:39 AM
211	Money prices	3/1/2026 1:45 AM
212	Being able to make recurring trip reservations online rather than over the phone. I have to call back AGAIN for the umpteenth time to correct my reservation.	3/1/2026 1:22 AM
213	To really be able to rely on their location when waiting to be picked up. If I'm 5 minutes late they can leave but if they are 30+ minutes late I can't cancel and find another means of transportation. I get struck for a no show. And I still have to pay for the LATE trip whenever they finally do arrive	3/1/2026 12:30 AM
214	Fix the vehicles. On some buses it feels like there are no shocks whatsoever. The ride is not smooth.	2/28/2026 10:42 PM
215	A little more flexibility to accommodate unforeseen changes.	2/28/2026 10:39 PM
216	The route scheduling.	2/28/2026 8:16 PM
217	Allowing riders to book via UZURV's Rider App or selecting a provider when booking the trip on WebAccess or over the phone. It shouldn't be someone else's decision what works for the client because they don't know anything about them or their needs, except if they have a mobility aid. Otherwise, it's just a name on a sheet. UZURV Rider app would show how much people hate the bus service and probably eliminate driver jobs and/or Transdev jobs.	2/28/2026 6:41 PM
218	Wait time customer service	2/28/2026 5:12 PM
219	I Don't Know	2/28/2026 5:07 PM
220	Not just one thing, there are MANY things that would make the biggest difference for me: Having more drivers, smaller vehicles, more friendlier drivers, more on-time service, and a more comfortable experience as a passenger.	2/28/2026 5:05 PM
221	I just had a one this time I was taking a access lynx to the park attraction in Orlando	2/28/2026 4:26 PM
222	Always get a car rather than a bus sometimes.	2/28/2026 1:08 PM
223	Please stop sending Gerardo Quintero to pick me up. He does not know what he is doing. He needs training and after my accident with him in March 2025, I feel like you care more about your drivers than your clientele.	2/28/2026 9:40 AM
224	No comment	2/27/2026 5:05 PM
225	Shorter hold times on the phone. If you want a ride and do it within the timeframe, they specify you would need to call 2 1/2 to 3 hours ahead of time. Because sometimes you are on hold for as long as an hour, and you don't want to miss the cutoff time so you don't get penalized or called a no-show.	2/27/2026 2:31 PM
226	The driver must comply with the Americans with Disabilities Act (ADA.gov) by ensuring effective communication with deaf passengers, including using paper and pen or American Sign Language (ASL). Ride reservations, complaints, compliments, and accommodation requests should be submitted through my Access LYNX portal, and the subcontract company should monitor and track my portal requests.	2/26/2026 10:34 AM
227	I want to keep purchasing the paw pass tickets to travel.. my phone some times is not fully charged and I don't want to find myself without being able to use bank card.. with the paw tickets I get for entire months and always have the fare.. Even though I have gotten grumpy drivers who don't like entering the numbers.. says it takes to long... when I use them I come to car quickly to give them enough time to do it...I guess can't keep every driver happy.	2/26/2026 10:14 AM

ACCESS LYNX Customer Experience Survey (2025)

228	If they are running late I would appreciate getting a text or phone call to let me know that they are running behind	2/26/2026 12:53 AM
229	The length of time to get to destination because of other stops	2/25/2026 9:53 PM
230	THE DISPATCH, THE SCHEDULING, FIXING THE BUSES/VANS, DRIVERS THAT DONT HAVE BAD ATTITUDES	2/25/2026 4:11 PM
231	More of USERV service	2/25/2026 11:12 AM
232	Listen to clients' needs. I am literally afraid to leave my store every night because I don't know what I will walk into. At least make sure a client feels safe enough before leaving them even if it is their home.	2/24/2026 5:31 PM
233	Allowing riders to book directly with UZURV either via their app or by checking something on the WebAccess booking that forces the trip to be performed by UZURV.	2/24/2026 4:55 PM
234	no	2/24/2026 12:40 PM
235	Don't send "vans" for people using rolling walkers. It's dangerous entering and exiting.	2/24/2026 9:39 AM
236	Transparency	2/23/2026 8:38 PM
237	i don't have did answer	2/23/2026 6:48 PM
238	Shorter afternoon return trips so riders are not on a bus for 1-2 hours.	2/23/2026 6:11 PM
239	Making the routes better	2/23/2026 5:45 PM
240	Communication when rides are late.	2/23/2026 5:34 PM
241	More capable customer service	2/23/2026 5:19 PM
242	N/A	2/23/2026 4:48 PM
243	Plan trips better instead of going total opposite direction at to grab someone. Time it takes to get to destination should be in a timely manner, not hours. It is ridiculous to be honest	2/23/2026 4:09 PM
244	Update the user interface of the app better explanation of what time I should actually schedule my appointment so I arrive on time and not an hour early or almost late	2/23/2026 3:38 PM
245	Being able to call for the return trip. Most times I get done early and im waiting along time to get picked up.	2/23/2026 3:21 PM
246	All new vehicles! I do understand older ones are used when regular ones are being serviced. Perhaps you can let it be known a new vehicle donation is a great write off.	2/23/2026 2:30 PM
247	If possible, to provide more vehicles to shorten our rides. Sometimes, it is hard for aging population to sit in the car so long without using the bathroom.	2/23/2026 2:24 PM
248	Scheduling for better pick up times and drop off on time. But not too early pick up.	2/23/2026 1:23 PM
249	Anunciar retrasos , dejar ver por GPS su viaje <small>[Translation: Announce delays, allow us to view the trip via gps.]</small>	2/23/2026 1:07 PM
250	At this time I do not have anything to report. I have not have any problems. Thank you.	2/23/2026 1:01 PM
251	Nothing	2/23/2026 12:18 PM
252	Some of the drivers can be more friendly.	2/23/2026 12:17 PM
253	I have been very satisfied with the service, Drivers and the price that I pay.	2/23/2026 12:17 PM
254	Tardiness in picking you up	2/23/2026 12:14 PM
255	Allow all access lynx members receive the access lynx free Fix route card as Well	2/23/2026 12:09 PM
256	CLEANER VEHICLE.AND BETTER .TRAINED DRIVERS..VEHICLES. ARE NOT CLEANEDDDD	2/23/2026 12:02 PM
257	Show whether or not the disability service is still active	2/23/2026 12:00 PM
258	Clean bus and fast service	2/23/2026 11:59 AM

Q17 What is your age?

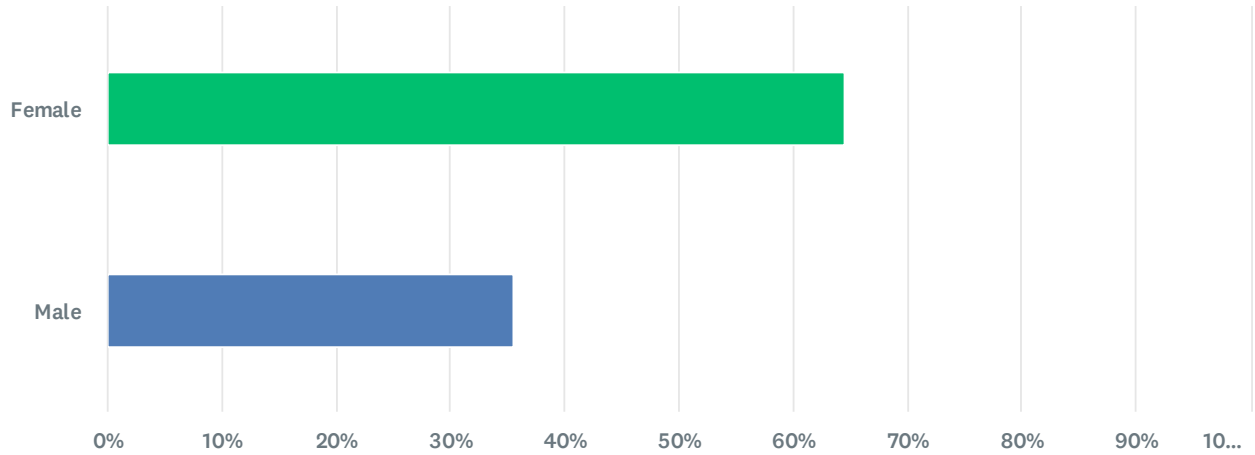
Answered: 316 Skipped: 31



Answer Choices	Percentage	Responses
● Younger than 25 years	13.92%	44
● 25-45 years	28.48%	90
● 46-65 years	28.80%	91
● Older than 65 years	28.80%	91
Total		316

Q18 What is your gender?

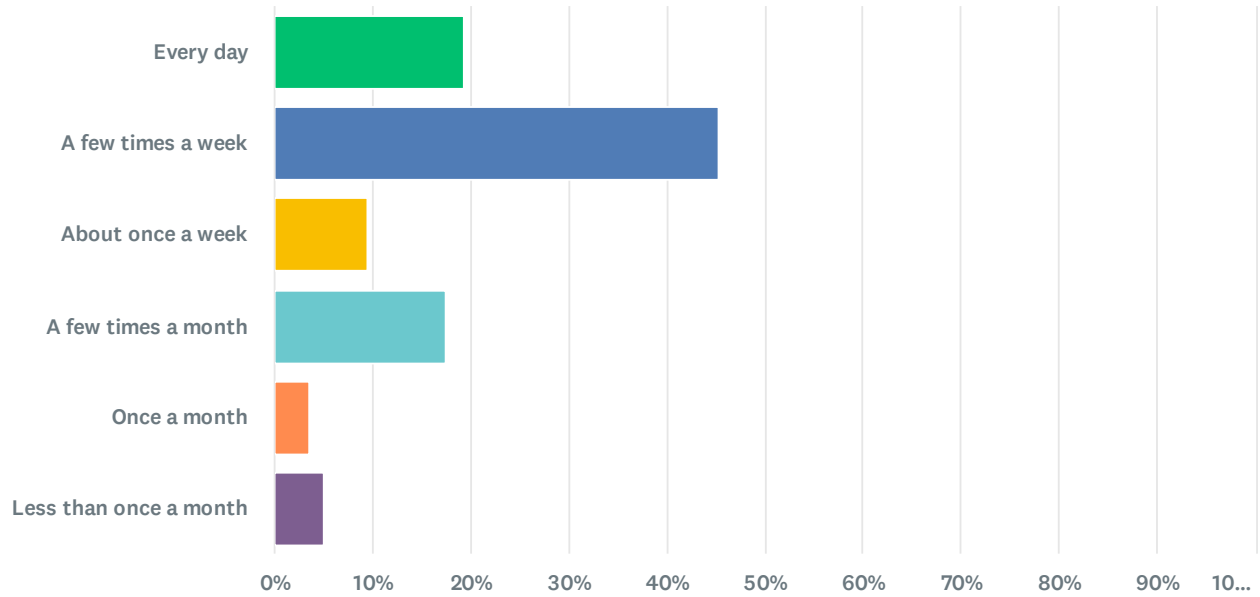
Answered: 316 Skipped: 31



Answer Choices	Percentage	Responses
● Female	64.56%	204
● Male	35.44%	112
Total		316

Q19 On average, how often do you use ACCESS LYNX?

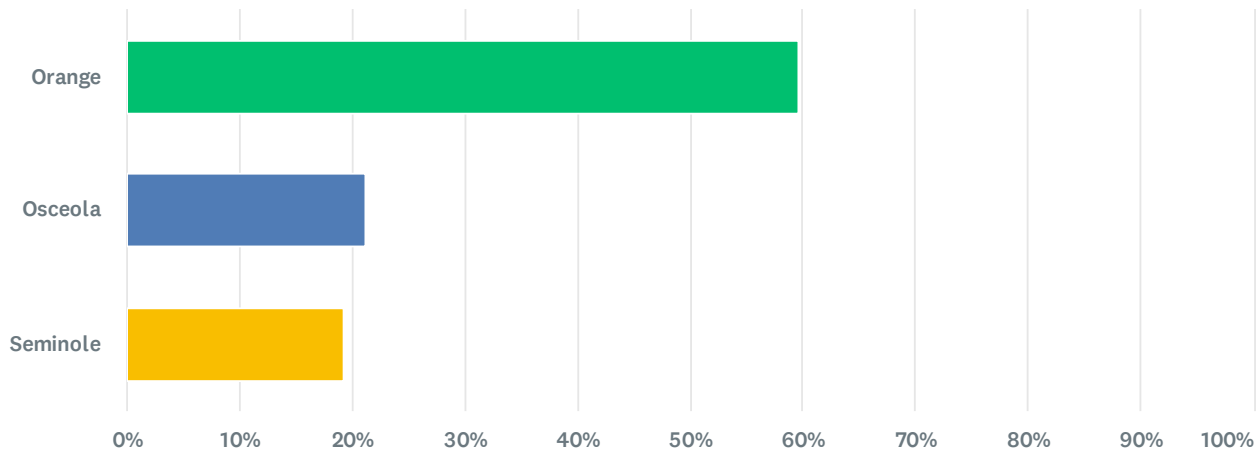
Answered: 316 Skipped: 31



Answer Choices	Percentage	Responses
● Every day	19.30%	61
● A few times a week	45.25%	143
● About once a week	9.49%	30
● A few times a month	17.41%	55
● Once a month	3.48%	11
● Less than once a month	5.06%	16
Total		316

Q20 In which county do you live?

Answered: 317 Skipped: 30



Answer Choices	Percentage	Responses
● Orange	59.62%	189
● Osceola	21.14%	67
● Seminole	19.24%	61
Total		317