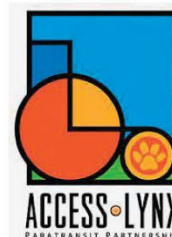


TRANSPORTATION DISADVANTAGED

○ ○ ○ SERVICE PLAN

2023 Major Update

DRAFT



Prepared by

Kimley»»Horn

Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties

DRAFT

Prepared for:

LYNX



Prepared By:

Kimley-Horn & Associates, Inc.

Kimley»»Horn



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Introduction

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX's commitment to maintain and improve transportation services for transportation disadvantaged (TD) individuals residing in Orange, Osceola, and Seminole Counties. The TDSP also serves as a framework for TD service performance evaluation. As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties, LYNX is responsible for meeting the transportation needs of older adults, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective and efficient, transportation services within its service area. The TDSP lays out a strategy for meeting the State of Florida TD Program requirements through service planning, development, and implementation of transportation resources.

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that each CTC submit a TDSP that includes the following elements:

- Development Plan
- Service Plan
- Quality Assurance Plan
- Cost/Revenue Allocations and Fare Justification

The TDSP is a cooperative effort between the CTC and the Transportation Disadvantaged Local Coordinating Board (TDLCB) and is submitted to the FCTD for final action.

TDLCB membership was certified in March 2023 and includes representation from elected officials, agencies, and groups documented in the TDLCB bylaws. This TDSP was approved by the TDLCB on May 11, 2023, in a roll call vote of [REDACTED]. The TDLCB members present at the meeting along with their vote are shown in the Roll Call shown on page 4.



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

Date: March 8, 2023
Name (DOPA): MetroPlan Orlando
Address: 250 S. Orange Avenue
Suite 200
Orlando, Florida 32801

**APPROVED BY
METROPLAN ORLANDO**
3/8/2023 R. Smith

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41- 2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature: 
Honorable Mayra Uribe

Title: Chairperson of MetroPlan Orlando

**MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange)	-
	Hon. Olga Castano (Osceola)	-
	Hon. Pat Bates (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Jamie Kersey Ledgerwood	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-
MEDICAL COMMUNITY	Betsy Delano	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-



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

Page 2

ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Karla Radka	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Cheryl Stone	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Year
CITIZEN ADVOCATE	Neika Berry	One Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Year
FOR-PROFIT OPERATOR	Vacant	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Vacant Orange County EMS Alt: Vacant	-
	Vacant, SunRail CAC	-
	Charlotte Campbell At Large Alternate	Two Years
	Frances Collazo-Rivas Alt. representing Medical Community	-



Roll Call Vote

Development Plan

Introduction to the Service Area

Background of the Transportation Disadvantaged Program

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

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

The Coordinating Council was established within FDOT to implement the TD Program. The Council was staffed by FDOT personnel and received no direct funding to accomplish their duties. The early days of the program were a period of learning and understanding of TD issues, expenditures, and ways to better use limited resources. In 1984, the first five-year statewide plan for the TD Program provided limited information on population and a profile of local services.

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

Two additional sources of funding were authorized in 1990:

- Fifteen percent of FDOT's public transit funding was to be transferred annually to the FCTD.
- Five dollars for each temporary disabled parking placard sold was dedicated for the TD Program.

Additional amendments to Chapter 427 made in the 1990's resulted in increasing the license tag fee to \$1.00 and allowing voluntary contributions to the TDTF. Another provision required increasing membership of the commission to 27 members, including private for-profit transportation operators and business interests.

In 2001, Chapter 427 was amended to allow an additional recurring budget allocation of \$6 million to the TDTF.

Metropolitan Planning Organizations (MPOs), or designated official planning agencies (DOPAs), perform long-range planning and assist the FCTD and TDLCB in implementing the TD Program in designated service areas. MetroPlan Orlando performs this role for the TDLCB of Orange, Osceola, and Seminole Counties.

Local Coordinating Boards (LCB) are advisory boards that provide information, advice, and direction to the CTC. Each LCB meets at least quarterly. Its committees meet when necessary to conduct an annual evaluation of the CTC, participate in annual updates of the TDSP, and review grievances which may be brought to them regarding service delivery.

Pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code (F.A.C.), the following agencies or groups shall be represented on the TDLCB as voting members.

- An elected official from the service area, serving as the chairperson;
- A local representative of the FDOT;
- A local representative of the Florida Department Children and Family Services;
- A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- A person who is recognized by the Veterans Service Office representing the veterans in the county;
- A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
- A person over sixty representing the elderly in the county;
- A person with a disability representing the disabled in the county;
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;
- In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC;
- A local representative of the Florida Department of Elder Affairs;
- An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;
- A local representative of the Florida Agency for Health Care Administration;
- A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.

CTCs are approved by the FCTD every five years and are responsible for arranging transportation for the TD population. The CTC may, with approval from the TDLCB, subcontract or broker transportation services to private transportation operators. CTCs are also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of TD services originating within their designated service area. CTCs can be a governmental, private for-profit, private nonprofit, or a public transit entity that is under contract with the FCTD through a Memorandum of Agreement (MOA).

Figure 1 presents an organizational chart related to the provision of TD services in Seminole, Orange, and Osceola counties.

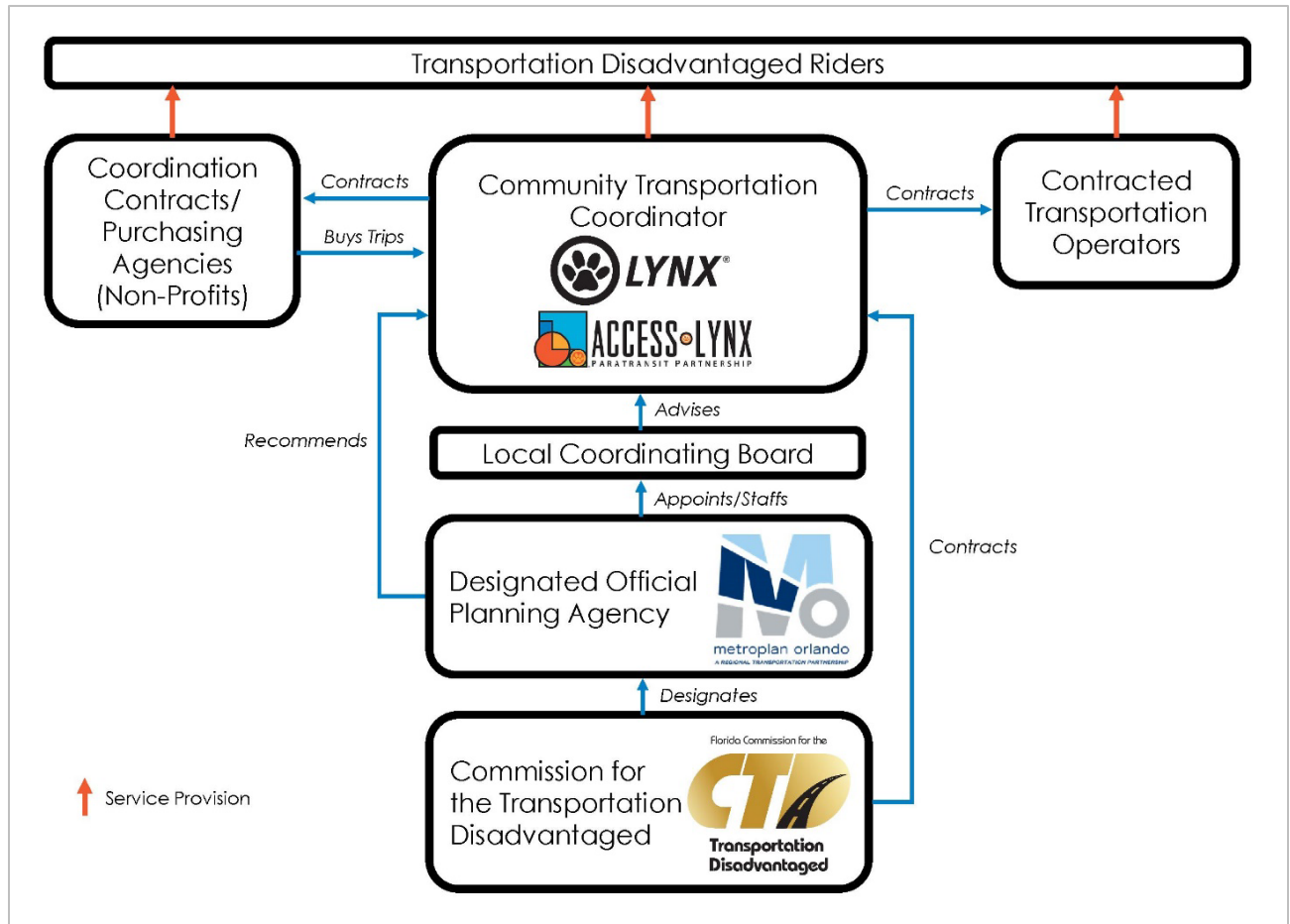


Figure 1: Transportation Disadvantaged Program Concept Chart

CTC Designation History

LYNX has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The FCTD entered into an MOA, dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide non-sponsored transportation to TD persons in the area. Prior to LYNX assuming the role of CTC, the East Central Florida Regional Planning Council (ECFRPC) was the CTC. The ECFRPC assumed the role of Coordinator from Mears Transportation, which had been the CTC from 1988 through 1991. The CTC under this system provided reservations, scheduling, and dispatching service and brokered transportation services to eight private providers.

In June 1992, the ECFRPC and MetroPlan Orlando proposed to the FCTD that LYNX become the designated CTC for Orange, Osceola, and Seminole Counties. The FCTD designated LYNX as the CTC effective October 1, 1992. Service began on October 1, 1992 and was provided by Grayline of Orlando, d.b.a. United Transportation. Transportation services were provided for eligible customers of the following programs:

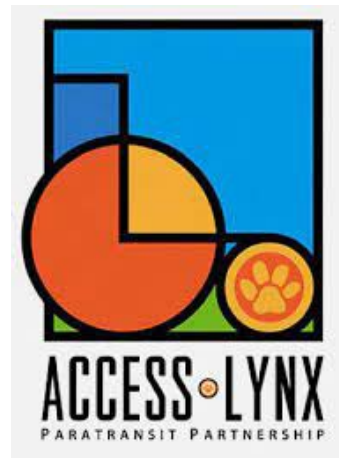
- Medicaid
- Transportation Disadvantaged
- ADA Complementary Paratransit
- Community Coordinated Child Care
- Vocational Rehabilitation
- Division of Blind Services

United Transportation was the sole provider of service to the FCTD in the tri-county region until January 19, 1996. From 1996 to 1999, COMSIS Mobility Services, under the direction of LYNX, provided management support to the A+Link paratransit service program. In 1999, LYNX transitioned brokerage services in-house and assumed the previous service provider's roles.

In 2001, a comprehensive assessment of the A+Link paratransit program was conducted. This assessment revealed issues of concern related to service costs, customer satisfaction, and efficiency. This effort resulted in an entirely new paratransit model being developed by LYNX, in collaboration with the community, customers, and funding partners. In addition to reservations, customer service, and customer relations functions already provided in-house, LYNX brought the scheduling and dispatch functions in-house, moved from four local service providers to one national service provider, and transitioned the paratransit program name to "ACCESS LYNX."

In 2004, LYNX outsourced all functions except eligibility determinations to the service provider, MV Transportation. MV Transportation, in addition to providing direct service, also provided all call center, scheduling, and dispatch functions. LYNX performed oversight and controlled contract compliance, eligibility, data entry, billing, and customer relations, which included intake of and response to complaints.

In March 2015, ACCESS LYNX stopped providing Medicaid transportation services. That discontinuation of service was the result of the transition of Medicaid transportation over to





Managed Care organizations that provide transportation services. The action was consistent with national trends associated with the elimination of state sponsored provision of transportation services for Medicaid clients.

Like many regional transit providers, LYNX began re-evaluating its delivery of paratransit and TD services in light of the increase of the use of transportation network companies (TNCs) and the increase in the need for last-mile, first-mile connections. The result of this evaluation resulted in LYNX's implementation of a new Mobility Services Division. The Mobility Services Division was tasked with employing a mobility management service delivery concept. In December 2017, the traditional ACCESS LYNX call center was converted to a combined paratransit and fixed route customer service call center to support LYNX' role as a mobility manager of transportation options for all clients. While MV Transportation continues to deliver direct service, the Mobility Services call center now provides all customer service functions including reservations, fixed route bus information, customer concern/compliments, and lost & found. Since its creation, the Mobility Services Division has been creating mobility solutions through collaboration with other transportation providers to include TNCs and taxi providers to deliver the most cost-effective and efficient transportation mode for each customer's needs.

Organization Charts

LYNX's paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area. Relevant organizational charts for LYNX and LYNX's Mobility Services Department that oversees the TD program are provided in Figure 2 and Figure 3, respectively.

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

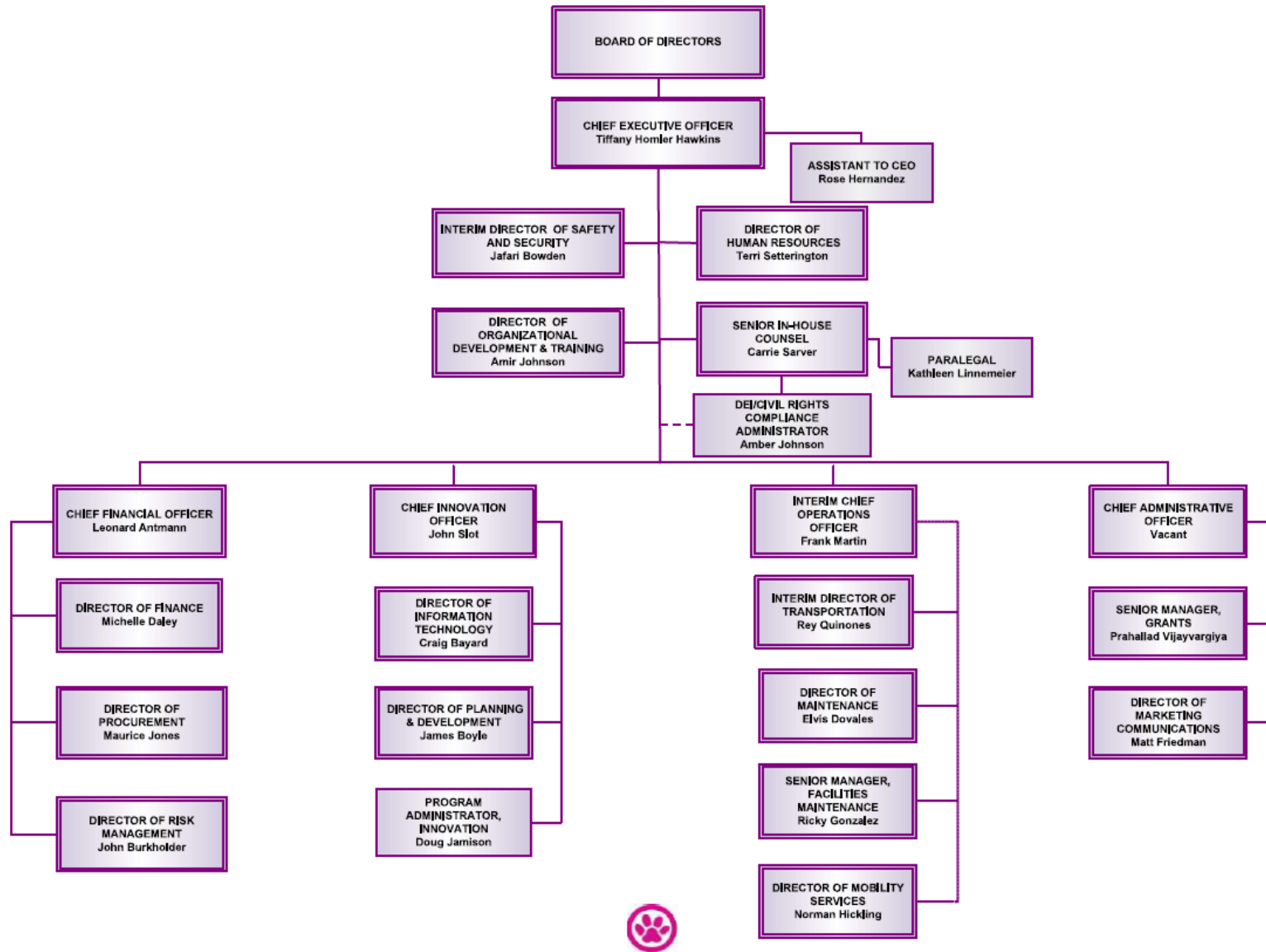


Figure 2: LYNX Organizational Chart - March 6, 2023

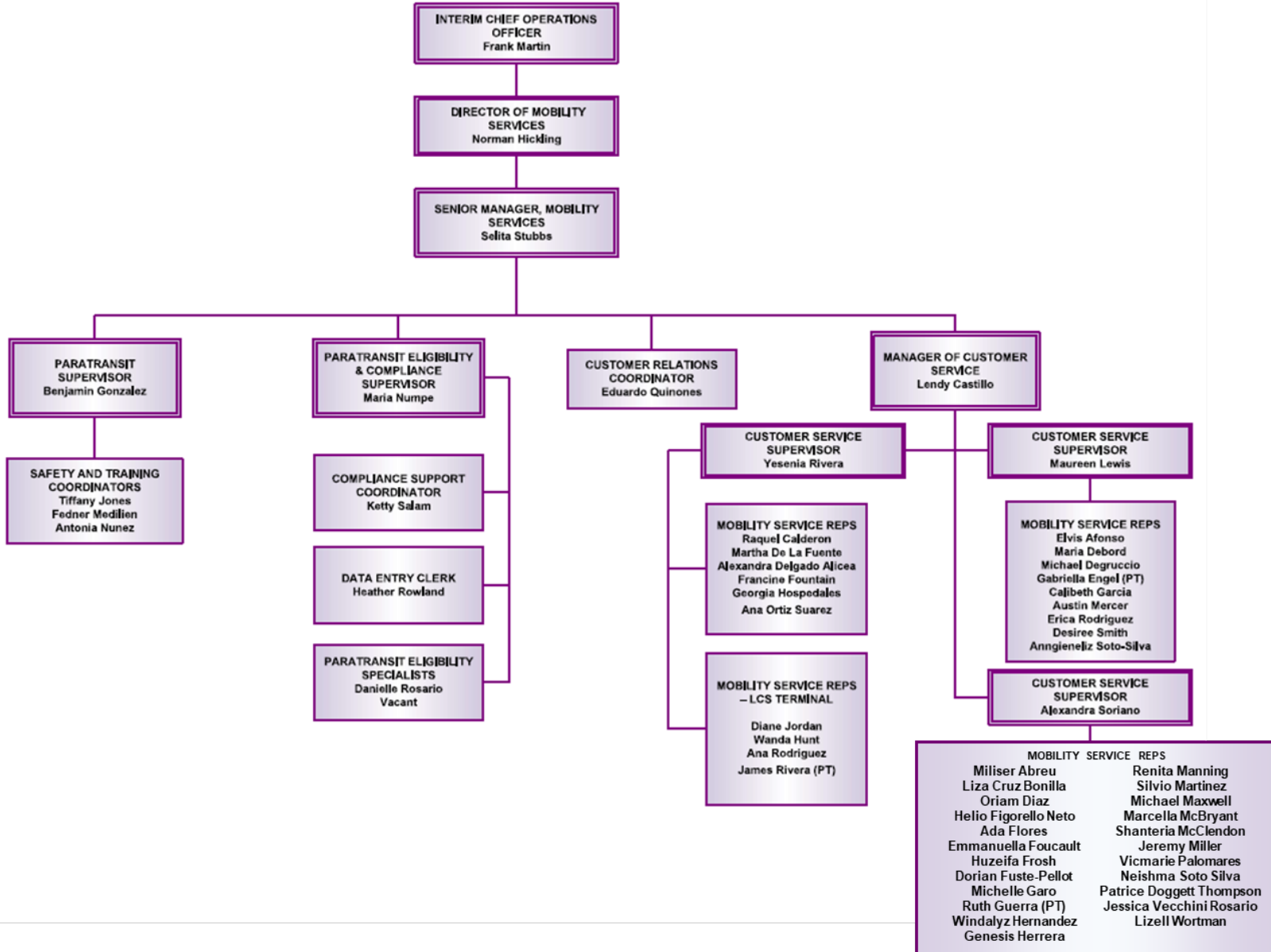


Figure 3: LYNX Mobility Services Department Organization Chart

Consistency Review of Other Plans

This section includes a review of various local planning documents to ensure that the TDSP is consistent with other planning efforts. Consistency among various local planning documents is assured by the collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole Counties). As required for the TDSP, the following documents were reviewed:

- LYNX Transit Development Plan (FY 2023 Major Update)
- Orange County Transit Plan (2022)
- Seminole County Transit Plan (2021)
- Osceola County Transit Plan (2021)
- LYNX Transit Asset Management Plan (2021)
- LYNX TDSP (2022 Minor Update)
- LYNX Intelligent Transportation Systems Strategic Plan Update (2022)
- LYNX Human Services Transportation Plan Update (2022)
- MetroPlan Orlando MPO 2045 Metropolitan Transportation Plan (2020)
- MetroPlan Orlando MPO Transportation Improvement Program (2021)
- Comprehensive Plan – Orange County (2021)
- Comprehensive Plan – Seminole County (2021)
- Comprehensive Plan – Osceola County (2020)
- Comprehensive Plan – City of Orlando
- Comprehensive Plan – City of Altamonte Springs
- Comprehensive Plan – City of Sanford
- Florida Transportation Disadvantaged Five-Year/Twenty-Year Plan
- East Central Florida Regional 2060 Plan
- Orlando Transportation 2030
- City of Orlando Community Action Plan

The TDSP is consistent with the list of planning documents referenced above. The complete review summary is presented in Appendix A.

Public Participation

The Public Involvement Plan (PIP) developed for the 2023 TDSP Major Update is included in Appendix B. The PIP includes goals and specific public involvement activities that were performed to inform the TDSP development process. Numerous public participation strategies were included to reach ACCESS LYNX riders, social service agencies, and stakeholder organizations. Those strategies and activities consisted of a variety of engagement tools encompassing in-person activities and digital outlets. Several of the materials and notifications were made available through the LYNX website and advertised in the Orlando Sentinel. The results of the outreach activities and the information collected is summarized in this section.

Quality Assurance Task Force (QATF)

The Quality Assurance Task Force (QATF) is a subcommittee of the TDLCB. This group meets quarterly to discuss TD issues, or any other problems related to service quality. Project status updates were provided at the following QATF meetings.

- **October 25, 2022** – LYNX staff provided an overview of the public outreach component of the TDSP and requested feedback on the draft survey as well as locations and attendees for the proposed TDSP Major Update public outreach process. A copy of the survey questions to be used during the telephone interviews with TD passengers was provided for review, discussion, and feedback.
- **April 25, 2023** – The Draft TDSP was presented to the QATF.

Transportation Disadvantaged Local Coordinating Board (TDLCB)

The TDLCB is an advisory board that meets quarterly and provides information, advice, and direction to the CTC. The TDLCB was asked to provide feedback on the draft survey and outreach process at the following meeting.

- **November 30, 2022** – An overview of the public outreach component of the TDSP was presented and TDLCB members were asked to provide feedback on suggested locations and time of day for the upcoming public outreach events. This TDLCB meeting followed the annual public meeting where public comments were taken. The comments are summarized in Appendix C.
- **May 11, 2023** – The TDSP was presented to the TDLCB for review and approval.

System User Survey

A phone survey was conducted to gauge perspectives from clients of the ACCESS LYNX TD service. The survey was developed using the SurveyMonkey platform and included fourteen questions related to customer satisfaction levels, use of technology, and barriers to access.

The survey instrument link was included on the LYNX website and distributed via a QR code and a link on meeting flyers. English and Spanish language versions were prepared in digital format and Spanish-speaking surveyors were employed to complete calls and/or call back Spanish speaking users (see Appendix D). A total of 87 survey responses were collected and are summarized in the following section.

Survey Results Summary

Based on the survey responses completed, the majority of clients use ACCESS LYNX service three to five days per week for medical trips. The other most common trips are for work and groceries/errands. Responses to trip frequency and trip destination questions are shown in Figure 4 and Figure 5, respectively.

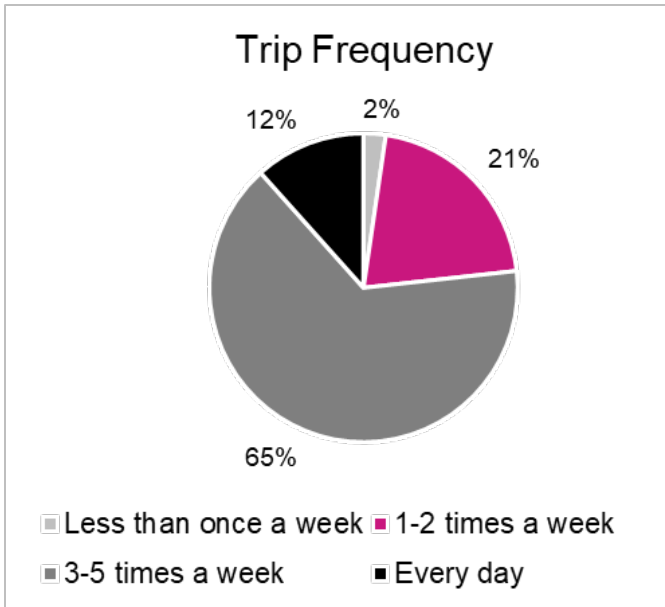


Figure 4: User Survey - Trip Frequency

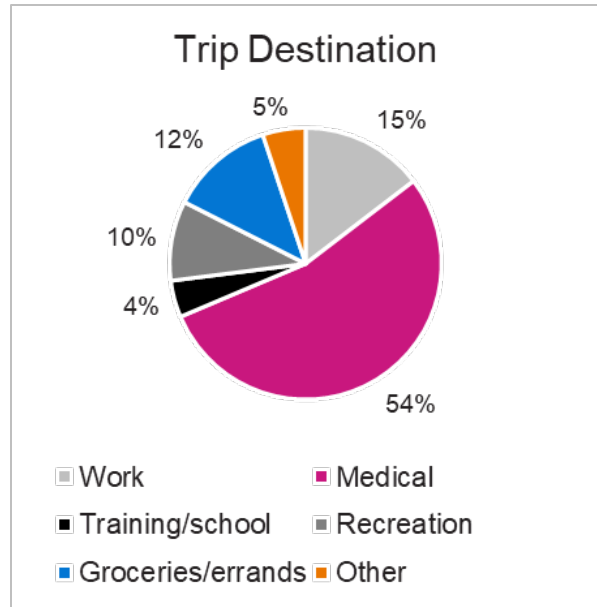


Figure 5: User Survey - Trip Destination

Approximately 73 percent of clients who completed the survey call the ACCESS LYNX reservationist to book trips, and a majority of those clients use cash to pay for their trip. The remaining 27 percent of clients reserve their trip online using WebACCESS and of those clients, 80 percent prepay for their trip using prepaid fare tickets or the PawPass mobile application. This trend shows that clients are currently less likely to use the available online technology options, but when clients do use these options, they are likely to use it for both reserving and paying for trips. The survey responses for reserving and paying for trips are shown in Figure 6 and Figure 7, respectively.



Figure 6: User Survey - Making a Reservation

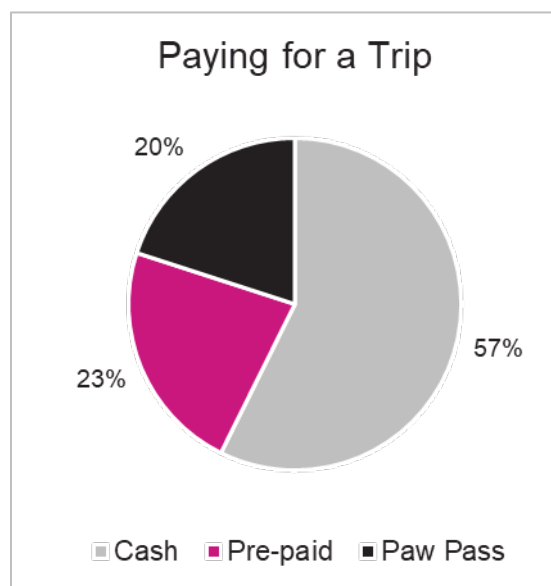


Figure 7: User Survey - Paying for a trip

Using a scale of one (1) to five (5) (five being the highest), clients were asked about their level of satisfaction with various ACCESS LYNX reservation and trip elements. Clients were also asked to provide general comments that tied reservation and trip elements to barriers for accessing service and/or difficulty in using ACCESS LYNX transportation services. The barriers and general comments provided during the survey effort were discussed during the discussion group meetings held later in the process and summarized in the next section. The results of the discussions were used in the development of the TDSP service priorities and implementation plan. The satisfaction levels and general comments for reservation and trip elements are summarized in Figure 8 and Figure 9, respectively.

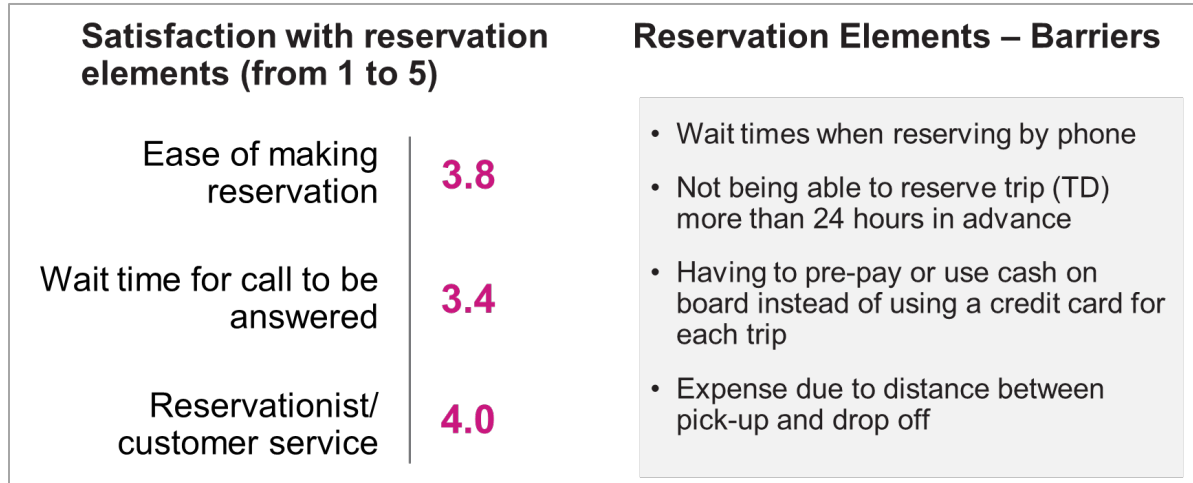


Figure 8: User Survey - Reservation Elements

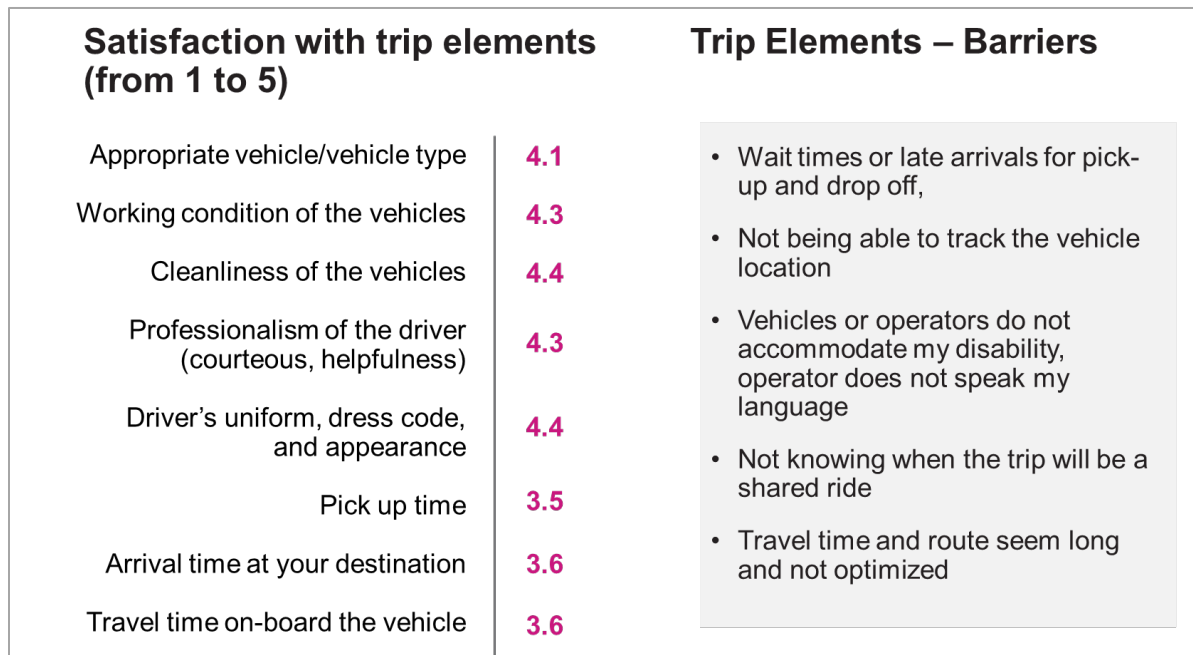


Figure 9: User Survey - Trip Elements

Discussion Groups

Two (2) discussion group meetings were held in-person on February 7, 2023, from 10:00 am to 11:30 am and 1:30 pm to 3:00 pm. The purpose of the discussion groups was to identify priorities for the TD program in the three-county area over the next five years. Invitations to the discussion group meetings were sent to TDLCB and QATF members, TD program clients who indicated interest in participating in the groups during the phone surveys, and other stakeholder organizations that support the TD program and clients. A list of the individuals invited to the discussion group meetings is included in Appendix E. Attendance to the discussion group meetings included eight participants, including three TD program clients and five organization representatives across both meetings.

The discussion group meetings included a presentation with open discussion questions and a prioritization process using the Nominal Group Technique (NGT) to collect input on TD program priorities. The typical NGT process was modified during the discussion to record the feedback more appropriately from the small number of participants.

Nominal Group Technique Process



The NGT process is designed to organize meetings in a manner that maximizes productivity by balancing and increasing participation from individual participants and preventing one person from dominating the conversation or intimidating others from voicing their opinions or ideas. The following outline lists each step of the NGT process and how it applied during the discussion group meetings.

1. **Silent generation of ideas in writing** – The question “*What are the top three transportation disadvantaged service priorities for Osceola, Orange and Seminole County?*” was presented to the group in written form via a PowerPoint presentation and was also stated verbally. The participants were given a few minutes to respond to the question by writing brief statements describing their suggested TD service priorities. LYNX and MetroPlan staff were available to assist participants in recording ideas.
2. **Round-robin recording of ideas on chart** – In this step, the moderator asked each participant to read their ideas to the rest of the group. Each idea provided was recorded by the facilitator on a virtual whiteboard. This process continued for all participants until everyone had the opportunity to discuss their ideas.
3. **Discussion of each idea on chart** – Each participant was given an opportunity to discuss, ask questions about, and clarify what was on the virtual whiteboard. Similar ideas from more than one participant were combined.

In a typical NGT exercise, the last step is a vote on the priorities that were provided by participants during the discussion. Given the nature of TD services, participants offered a variety of solutions and priorities that covered different topic areas such as fleet maintenance, service policies, and technology. Consequently, the last step of the NGT process was skipped for both discussion groups and this approach allows for the organization of all solutions into a dynamic implementation plan that can emphasize priority for multiple concurrent actions.

Discussion Group - Service Needs

Based on the NGT exercise and discussion, the following is a summary list of the service needs mentioned during the discussion group meetings. Common themes mentioned by group participants included prioritization of trips based on the type of trip, ability to make same-day reservations, and leveraging subcontractors to achieve these priorities. In addition, training and development of drivers and dispatchers, and improved accessibility of trip reservation features including online and text messaging were also mentioned. It is important to note that some of the needs that were identified as priorities by the groups are outside of LYNX’s purview or inconsistent with current policies and procedures. However, all comments received were summarized and included.

Table 1: Discussion Group Service Needs/Priorities

AM Discussion Group	PM Discussion Group
<ul style="list-style-type: none"> • Prioritizing medical and work trips to improve length of time on the vehicle • Same day reservations and trips via the use of subcontractors (example – UZURV, Star, SilverRide) • Smart card system for fare payment • Infrastructure sidewalk improvements needed to access the fixed route bus – specifically, Conway to Curry Ford and Michigan • Prioritization of staff resources during peak hour call volume periods (train other staff on telephones). Coordination of sidewalk improvements between agencies to improve accessibility – school board, LYNX, cities, etc. • Training/development of qualified staff • Fleet diversity among service providers other than LYNX • Narrow the pick-up and drop off windows based on trip type • Increase dispatch staffing levels • Enhanced Interactive Voice Response (IVR) features (including text messaging for estimated vehicle arrival time, etc.) • More logical trip pick up/drop off order (i.e., flexibility in terms of in-route add-ons) 	<ul style="list-style-type: none"> • Prioritize trip type (work trips) • Improved online/digital accessibility (i.e., screen reader) • Robust contact information and comment section available to clients (reservation, late bus, complaints, comments) • Expansion to booking directly with UZURV (individual ride, direct booking) • Employer education on ACCESS LYNX service • Ability to make same day reservations • Training and development of qualified staff (drivers, dispatchers, cross-training) • Coordination between LYNX, Meals on Wheels (and other providers) to assist with providing trips when needed • Coordination on fleet maintenance with coordination providers • Contingency plan for TD users during emergency/disaster event (third party operator/provider)

Appendix O lists the needs and strategies identified through the public outreach process. That appendix also describes the strategies in terms of LYNX’s ability to implement in the short-term and within existing resources. Strategies that are not able to be implemented in the short-term or within existing resources are qualified based on what prerequisite is needed (i.e., new funding required, change in policy, coordination with partners external to LYNX), many of which are outside of the role or capacity of the LYNX Mobility Services Department.

Public Workshops

Three (3) public workshops were held in February 2023 to disseminate information about the TDSP process and to provide an opportunity to collect feedback from workshop participants. Key elements of the workshops include the following:

- One workshop was held in each of the three counties within the ACCESS LYNX service area, including Osceola County, Orange County, and Seminole County.
- All three of the workshops were offered in a hybrid format, where attendees could participate either in-person or virtually. This allowed for the casting of a wider net to capture potential attendees who could not join in-person.
- Workshops were held in locations that were near existing transit service and at ADA accessible facilities.
- Map boards depicting the geographic location of TD populations within the three-county service area were displayed in the workshop meeting space. The survey instrument was made available at the workshops in paper format and electronically.
- Presentation materials including the English and Spanish language survey links were posted on the LYNX website as an additional measure to reach those not able to attend the live events.
- Workshops were advertised using an informational flyer that was posted in the ACCESS LYNX vehicles.
- Spanish-speaking staff were available during the workshops to provide interpretation services. Though not requested, translation and interpretation in languages other than English and Spanish were also available upon request.

Transportation Disadvantaged Service Plan

WE WANT YOUR FEEDBACK!




Help us identify transportation service priorities for transportation disadvantaged persons in Osceola, Orange, and Seminole County.

Workshops will be held in-person and virtually. Scan the QR code or visit https://bit.ly/LYNXTDSP_info for more information and to access the virtual meeting options.

Osceola County	Orange County	Seminole County
Monday, February 6 4:00 PM – 5:30 PM Heart Memorial Central Library (Lillie Room, 2 nd Floor)	Tuesday, February 7 5:00 PM – 6:30 PM LYNX Central Station (2 nd Floor Open Space)	Thursday, February 9 4:00 PM – 5:30 PM Altamonte Springs City Hall (Board Chambers)

For more information, please contact Trish Whitton, Senior Planner, at 407-254-6119 or pwhitton@golynx.com




The date, time, and location of each workshop is listed below:

- Monday, February 6, 2023, 4:00 p.m. – 5:30 p.m.
Osceola Hart Memorial Library
HMC Lillie Room
211 East Dakin Avenue
Kissimmee, FL 34741
- Tuesday, February 7, 2023, 5:00 p.m. – 6:30 p.m.
LYNX Central Station
2nd Floor Open Space
455 North Garland Ave.
Orlando, FL 32801
- Thursday, February 9, 2023, 4:00 p.m. – 5:30 p.m.
City of Altamonte Springs City Hall
Commission Chambers
225 Newburyport Ave.
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Legal Advertisements

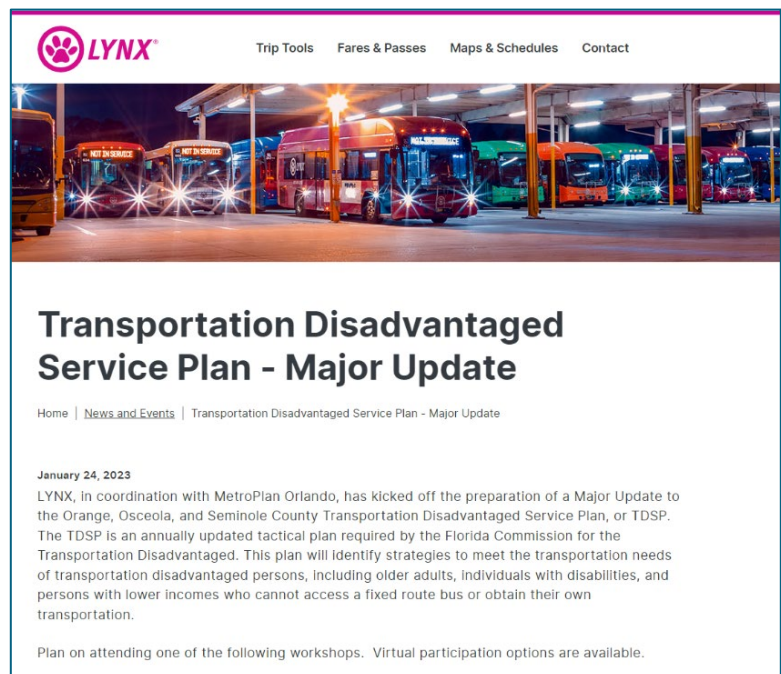
LYNX advertises official meetings in various publications depending on the type and locations of the public workshops and hearings. Before public meetings were held for the TDSP, a legal advertisement was published in the Orlando Sentinel in both English and Spanish in compliance with Executive Order 13166 (Access to Services for Persons with Limited English Proficiency). The notice was also made available on the LYNX website, where Google translate enables translation into other languages. The public meeting notices are included in Appendix F.

Website

Project content including project details, meeting schedules, and survey links was posted to the LYNX website. A unique QR code was also developed to facilitate access to the TDSP survey.

The project website content consisted of the following information:

- Study purpose and overview
- Interactive elements such as a link to the online survey workshop virtual participation options
- Contact information including an email address to send comments
- Promotional web banner



Transportation Disadvantaged Service Plan - Major Update

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January 24, 2023

LYNX, in coordination with MetroPlan Orlando, has kicked off the preparation of a Major Update to the Orange, Osceola, and Seminole County Transportation Disadvantaged Service Plan, or TDSP. The TDSP is an annually updated tactical plan required by the Florida Commission for the Transportation Disadvantaged. This plan will identify strategies to meet the transportation needs of transportation disadvantaged persons, including older adults, individuals with disabilities, and persons with lower incomes who cannot access a fixed route bus or obtain their own transportation.

Plan on attending one of the following workshops. Virtual participation options are available.

Service Area Profile/Demographics

Service Area Description

The LYNX TD service area consists of the full extent of Orange, Osceola, and Seminole Counties. Based on the 2020 Census, the combined service area size is approximately 2,500 square miles. LYNX's TD service operates across the three-county area including the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World, and other area attractions. Figure 10 illustrates the entire three-county service area along with LYNX NeighborLink services, fixed-route services, and the ¾-mile ADA service area.

Demographics

Land Use

The Central Florida region has been moving towards a renewed emphasis on the use of transit and pedestrian supportive land use mixes in new projects on key corridors as well as an improved jobs-to-housing balance. Local municipalities have begun implementing smart growth best practices and are encouraging transit-oriented development, redevelopment, and mixed-use neighborhood development. A report released in 2019 titled, "How Did We Grow?" emphasized the role of LYNX in developing a comprehensive and dependable public transit service that meets the region's land use goals along with providing quality services to disadvantaged communities. The following land use patterns were identified in Orange, Osceola, and Seminole Counties:

- **Orange County:** Most of the eastern portion of the county is classified as rural with some low-density suburban land as well. Going west towards Orlando, much of this portion of the county is classified as low to medium-density residential suburban with urban/downtown activity center uses in downtown Orlando. The southwestern portion of the county consists of large commercial and entertainment districts due to the large presence of major theme park and visitor accommodations as well as low to medium-density residential.
- **Osceola County:** Most of the southern and eastern portions of the county are classified as rural/agricultural or conservation land with some areas designated as rural settlements. The northwestern portion, in and around the City of Kissimmee, City of St. Cloud, and Poinciana, is where development is concentrated in the county, classified largely as low to medium-density suburban along with some mixed-use and tourist commercial centers associated with the various theme parks.
- **Seminole County:** Most of the eastern portion of the county is classified as agricultural or conservation land with some low-density suburban land as well. The western portion of the county is largely suburban as well with larger amounts of low to medium-density residential and commercial uses.

Overall, the LYNX service area reflects a diverse operating environment that requires a variety of public transportation alternatives. Those alternative modes of travel require LYNX to be adept in developing and scaling context-sensitive public transportation. This becomes much more important given the needs of TD persons residing in, or traveling to, areas that are outside of the urban area. The need to connect transit dependent individuals who may reside in the rural and low to medium-density suburban parts of this growing and sprawling three-county service area is a challenge and requires an adaptive approach to service delivery.

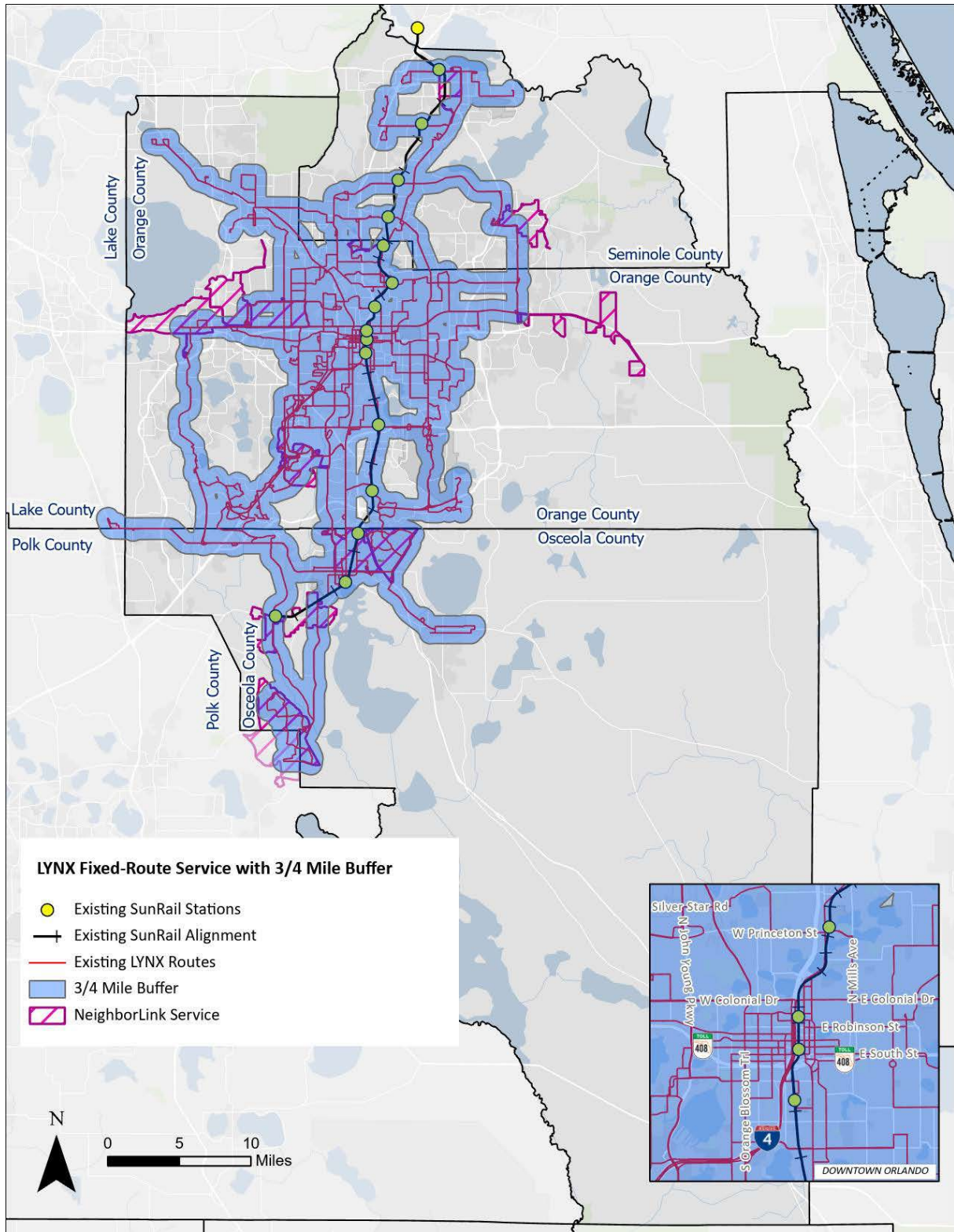


Figure 10: LYNX NeighborLink and Fixed-Route Service with 3/4-Mile Buffer



Population / Composition

Underserved and historically disadvantaged communities often have a higher propensity to be dependent on public transit services. Factors such as household income, age, veteran status, and disability status can be indicators of being part of a transportation disadvantaged group. Understanding the demographic profiles of the LYNX TD service area helps identify areas with high percentages of historically disadvantaged communities.

Table 2 below shows population growth projections for 2025 through 2040 for Orange, Osceola, and Seminole Counties. Projections are drawn from the University of Florida’s Bureau of Economic and Business Research (BEBR) for the three counties and reflect BEBR’s medium growth projections. Also included in the table are the State of Florida projections for the same years. As shown, all three counties are projected to experience strong population growth over the 19-year period, 2021 through 2040.

Table 2: BEBR Population Projections 2025-2040

Area	2021 Population	2025 Population	2030 Population	2035 Population	2040 Population	% Growth 2021-2040
Orange County	1,457,940	1,577,686	1,704,664	1,807,004	1,893,358	+30%
Osceola County	406,460	463,493	525,535	574,979	618,247	+52%
Seminole County	477,455	499,072	520,914	539,043	554,387	+16%
Florida	21,898,945	23,164,008	24,471,129	25,520,837	26,405,472	+21%

Source: Bureau of Economic and Business Research (BEBR) Projections of Florida Population by County, 2025-2040, with Estimates for 2021 (Medium Growth Projections)

Table 3 below shows the current demographic profile of disadvantaged populations in the LYNX TD service area and the State of Florida based on the U.S. Census Bureau’s 2021 American Community Survey (ACS) 5-Year Estimates. Orange County holds the highest proportion of low-income populations among the three counties. Osceola County holds the highest proportion of populations with a disability. Seminole County holds the highest proportion of veterans and older adults. Understanding where various potentially disadvantaged groups reside can inform how and where to deliver TD services.

Table 3: Demographic Percentages for Orange, Osceola, Seminole County

Demographic	Orange County	Osceola County	Seminole County	State of Florida
Older Adults (65 and older)	17.2%	18.5%	22.1%	27.0%
Individuals with Disabilities	11.3%	14.3%	10.6%	13.4%
Veterans	5.6%	6.4%	7.2%	8.2%
Households Low Income	15.0%	13.7%	9.0%	13.1%

Source: 2021 ACS 5-Year Estimates



Older Adults (Ages 65 and over)

Table 4 shows the percentage of the population age 65 or older in the LYNX TD service area. Dependence on public transit and TD services may increase as adults age. Within the service area, approximately 8 percent of Census block groups have a proportion of individuals age 65 or older that is greater than the State of Florida overall percentage (27.0%). Figure 11 illustrates the percentage of individuals ages 65 or older by block group.

Some areas, such as Wekiwa Springs, Longwood, Winter Springs, Geneva, Apopka, Winter Park, Windermere, Southport, Celebration, Campbell, and Poinciana, had noticeably higher percentages of individuals age 65 or older.

Table 4: Percentage of Population Age 65 or Older in LYNX Service Area

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Block Groups Higher than State of Florida
<i>Older Adults (65 and older)</i>	17.2%	18.5%	22.1%	27.0%	8.1%*

Source: 2021 ACS 5-Year Estimates

*8.1% of block groups in the three-county service area have a higher percentage of individuals of age 65 or older than the State of Florida as a whole (27.0%)

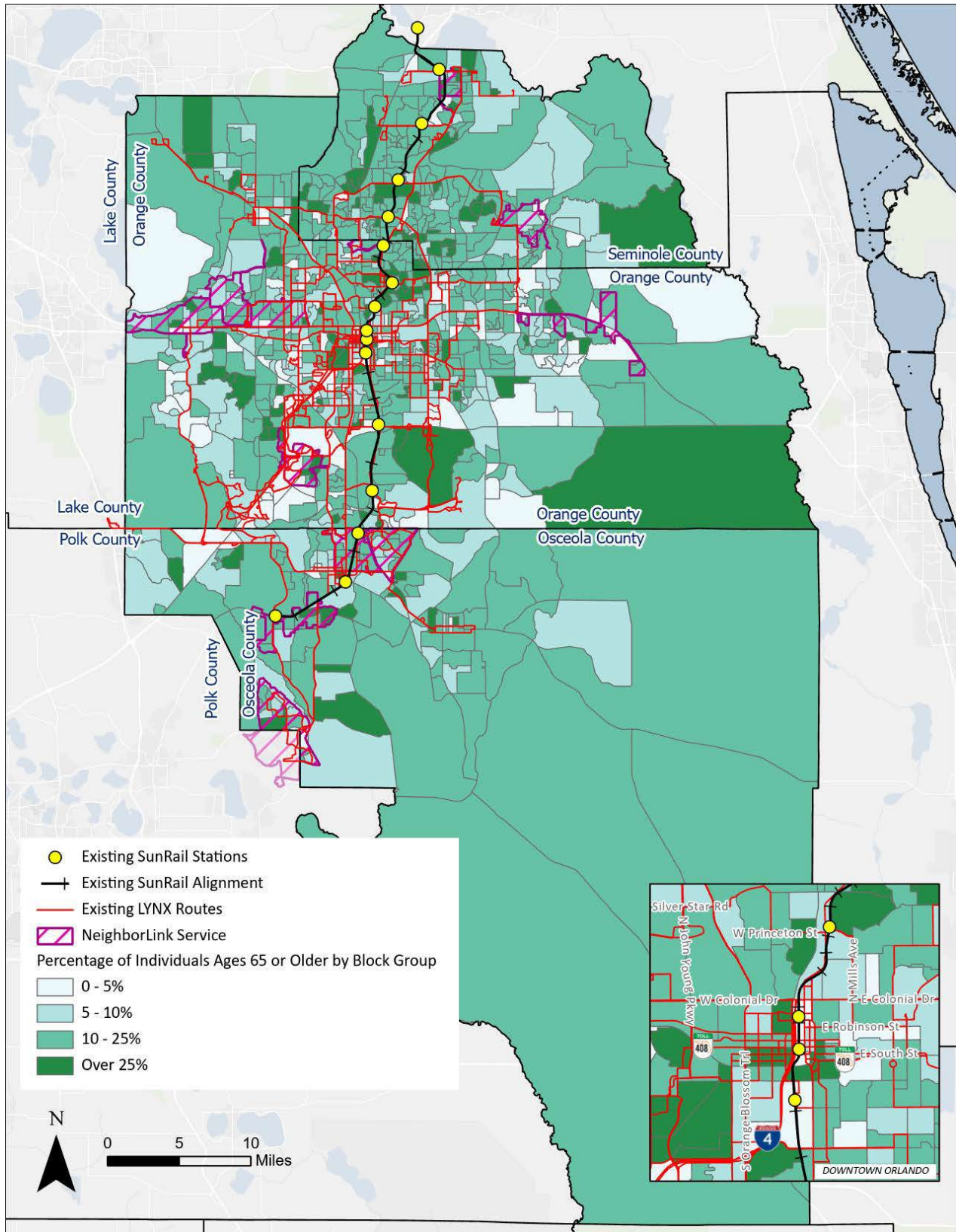


Figure 11: Percentage of Individuals Ages 65 or Older by Block Group



Individuals with Disabilities

Table 5 shows the percentage of population that identify as having a disability within the LYNX TD service area. The ACS defines individuals with disabilities as persons who have indicated they experience difficulty with either hearing, vision, cognitive, ambulatory, selfcare, and/or independent living. Within the service area, approximately 34 percent of Census tracts have a proportion of individuals with an identified disability that is greater than the State of Florida overall percentage (13.4%). Additionally, Figure 12 shows a map of the percentage of individuals with a disability by Census Tract.

Some areas such as Azalea Park, Hunters Creek, East Lake Toho, and Campbell were found to have the highest percentage of individuals that identify with having a disability.

Table 5: Percentage of Individuals with Disabilities in TD Service Area by Census Tract

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Census Tracts Higher than State of Florida
<i>Individuals with Disabilities</i>	11.3%	14.3%	10.6%	13.4%	34.0%*

Source: 2021 ACS 5-Year Estimates

*34.0% of census tracts have a higher percentage of individuals with a disability than the State of Florida as a whole (13.4%)

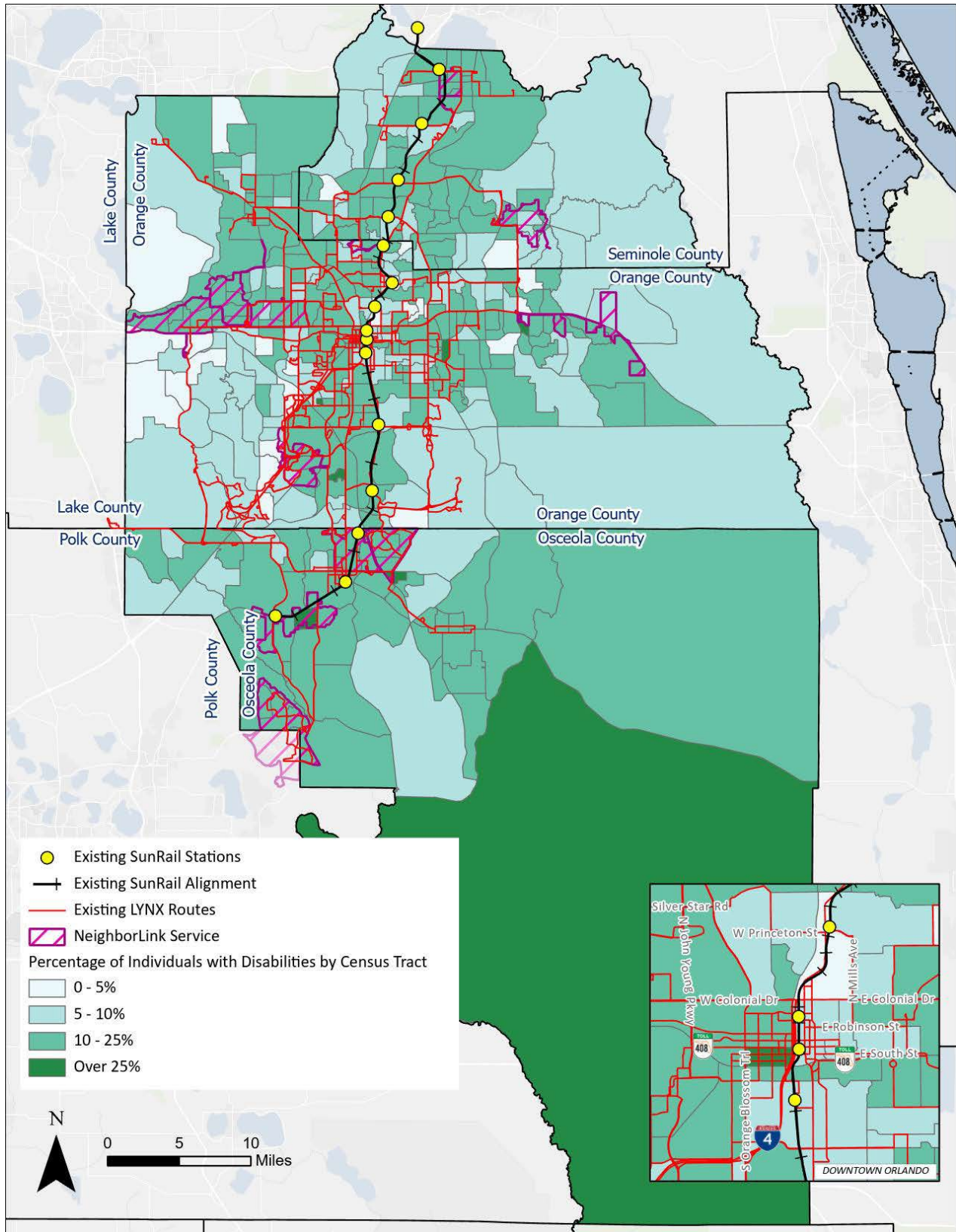


Figure 12: Percentage of Individuals with Disabilities by Census Tract



Individuals with Veteran Status

Table 6 shows the percentage of population that have veteran status within the LYNX TD service area. The Census defines veteran status as anyone who has served (even for a short time), but are not currently serving, on active duty, in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or who served in the U.S. Merchant Marine during World War II. Within the service area, approximately 28 percent of Census block groups have a proportion of individuals with a veteran status that is greater than the State of Florida overall percentage (8.2%). Figure 13 illustrates the proportion of individuals with veteran status across the three-county service area.

Some areas such as Orlando, Campbell, and Eastwood had higher concentrations of individuals with veteran status.

Table 6: Percentage of Individuals with Veteran Status in TD Service Area by Block Group

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Block Groups Higher than State of Florida
Veterans	5.6%	6.4%	7.2%	8.2%	27.6%*

Source: 2021 ACS 5-Year Estimates

*27.6% of block groups have a higher percentage of veteran population than the State of Florida as a whole (8.2%)

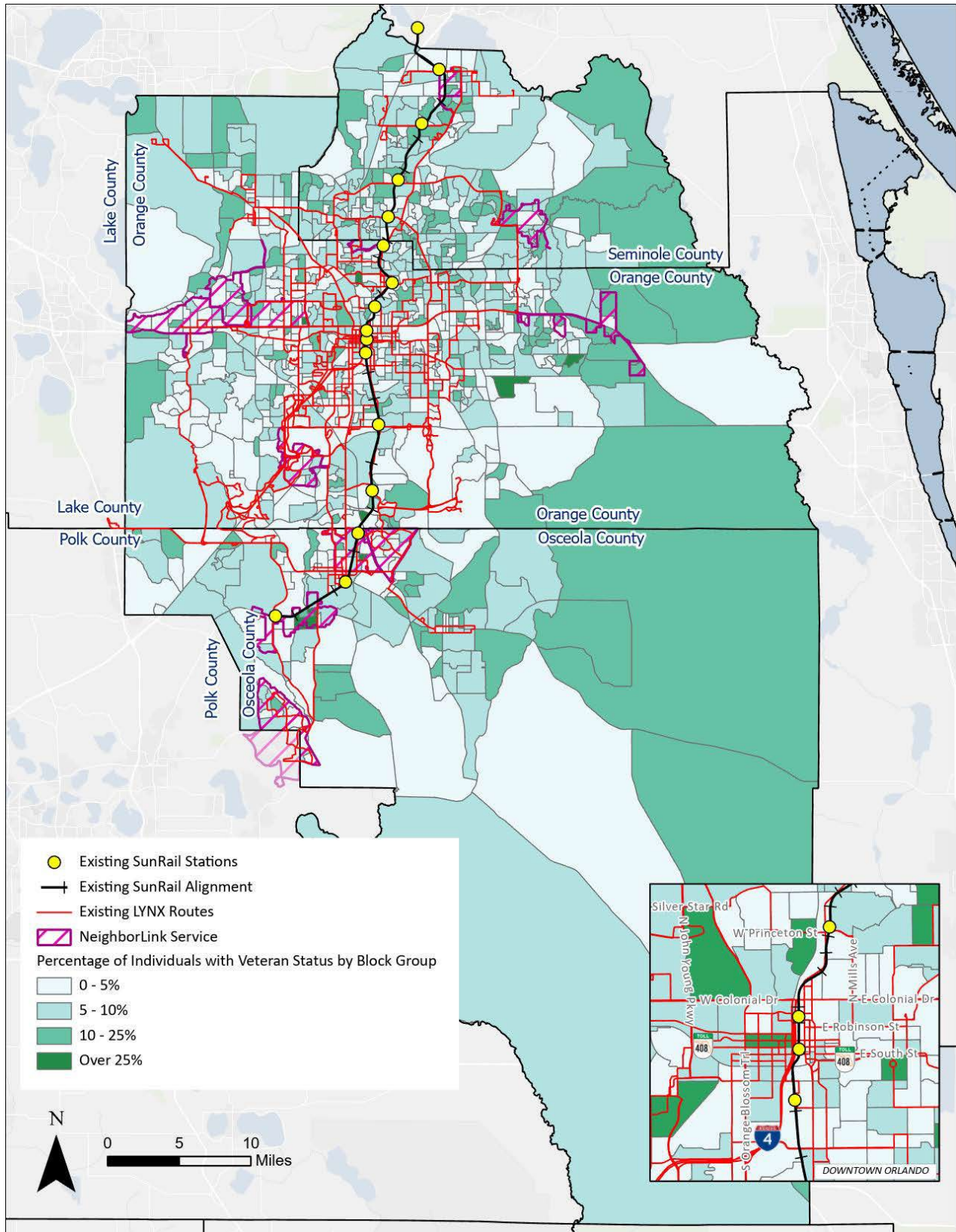


Figure 13: Percentage of Individuals with Veteran Status by Block Group

Low Income Households

Table 7 shows the percentage of low-income households and Table 8 shows the household income breakdown within the LYNX TD service area. Within the service area, approximately 38 percent of Census block groups have a proportion of individuals with an identified disability that is greater than the State of Florida overall percentage (13.1%). Additionally, Figure 14 shows a map of the percentage of low-income households by block group.

Some areas such as Sanford, Bithlo, Pine Hills, Orlovista, and Kissimmee were found to have the highest percentages of low-income households.

Table 7: Percentage of Low-Income Households in TD Service Area by Block Group

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Block Groups Higher than State of Florida
<i>Low Income Households</i>	15.0%	13.7%	9.0%	13.1%	38.0%*

Source: 2021 ACS 5-Year Estimates

*38.0% of block groups have a higher percentage than the State of Florida as a whole (13.1%)

Table 8: Household Income Percentages for Orange, Osceola, and Seminole Counties

<i>Household Income</i>	Orange County	Osceola County	Seminole County	State of Florida
<i>Less than \$10,000</i>	6.70%	4.8%	3.9%	6.3%
<i>\$10,000 to \$14,999</i>	3.50%	2.8%	3.5%	3.8%
<i>\$15,000 to \$24,999</i>	7.90%	10.4%	5.7%	8.3%
<i>\$25,000 to \$34,999</i>	9.20%	10.3%	6.7%	8.9%
<i>\$35,000 to \$49,999</i>	11.40%	11.8%	13.0%	12.4%
<i>\$50,000 to \$74,999</i>	16.70%	23.0%	20.7%	18.2%
<i>\$75,000 to \$99,999</i>	13.40%	14.1%	12.7%	12.9%
<i>\$100,000 to \$149,999</i>	14.90%	12.3%	16.5%	15.1%
<i>\$150,000 to \$199,999</i>	7.20%	4.9%	8.0%	6.4%
<i>\$200,000 or more</i>	9.10%	5.5%	9.5%	7.8%

Source: 2021 ACS 5-Year Estimates

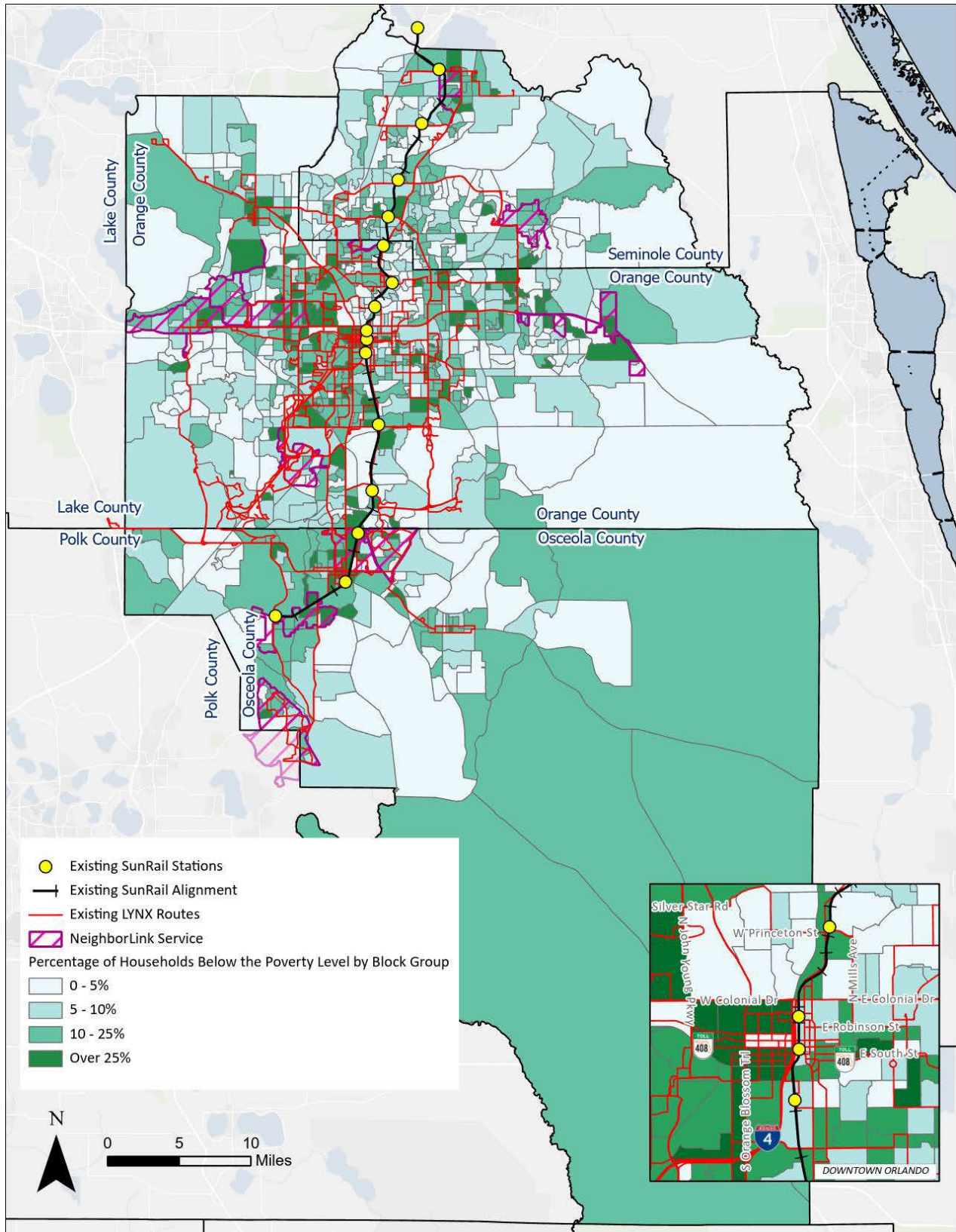


Figure 14: Percentage of Low-Income Households by Block Group



Employment

Table 9 below provides an overview of labor force and employment data (non-seasonally adjusted) for the State of Florida and Orange, Osceola, and Seminole Counties from 2020 through 2022. The unemployment rate for each of the counties and the State of Florida decreased from 2020 to 2022 as the job supply increased due to the economic recovery experienced after the COVID-19 pandemic. As of December 2022, Osceola County had a slightly higher unemployment rate than the State, while Orange and Seminole counties have a lower unemployment rate.

Table 9: Unemployment and Labor Force

County	Metric	Dec 2020	Dec 2021	Dec 2022
Orange	Unemployed Persons	54,000	24,000	18,000
	Civilian Labor Force (Employed and Unemployed Persons)	722,000	719,000	782,000
	Unemployment Rate	7.4%	3.2%	2.3%
Osceola	Unemployed Persons	16,000	7,500	5,400
	Civilian Labor Force (Employed and Unemployed Persons)	182,000	181,000	195,000
	Unemployment Rate	8.9%	4.0%	2.8%
Seminole	Unemployed Persons	13,000	6,600	5,500
	Civilian Labor Force (Employed and Unemployed Persons)	236,000	237,000	260,000
	Unemployment Rate	5.6%	2.6%	2.1%
State of Florida	Unemployed Persons	656,000	364,000	271,000
	Civilian Labor Force (Employed and Unemployed Persons)	10,136,000	10,400,000	10,761,000
	Unemployment Rate	6.5%	3.5%	2.5%

Source: U.S. Bureau of Labor Statistics, retrieved from FRED, Federal Reserve Bank of St. Louis; <https://fred.stlouisfed.org/>



Major Trip Generators / Attractors

Table 10 provides the primary transportation trips by purpose for the ACCESS LYNX TD service. As shown, trips to dialysis clinics account for the majority of the total trips for TD users, approximately 74 percent of total trips. Additionally, approximately 11 percent of trips are work-related, followed by personal-recreational, education-training-daycare, and shopping related trips. Table 11 shows the top-20 TD trip locations. As shown, all but one of those locations are dialysis centers.

Table 10: Calendar Year 2022 Transportation Disadvantaged Trips by Purpose

Trip Purpose	Count
Dialysis	109,587
Employment	15,763
Personal-Recreational	9,082
Medical	7,762
Education-Training-Daycare	2,957
Cancer Related	1,123
Shopping	1,044
Nutritional	233
COVID+ Dialysis	147
Vaccination	3
COVID-19 Testing	1
Total	147,702
Total Non-Work-Related Trips (Percentage)	131,939 (89.33%)

Source: ACCESS LYNX

Table 11: Top 20 TD Trip Destinations

Trip Destination	Count
Dialysis W Colonial	4,169
Dialysis Davita East	4,025
Dialysis Sturtevant	3,771
Dialysis Davita Apopka	3,659
Dialysis Kissimmee	3,547
Dialysis DSCF East	3,422
Dialysis Davita Clarcona	3,366
Dialysis West Orange Winter Ga	3,354
Dialysis Central FL Kidney Ernestine	3,179
Dialysis Buena Ventura	3,093
Dialysis Sanford	3,082
Dialysis Irlo Bronson	2,908
Dialysis Apopka	2,780
Advent Health Hospital South Rollins	2,724
Dialysis Poinciana	2,667
Dialysis Davita Adanson	2,642
Dialysis Davita Kirkman	2,541
Dialysis Town Loop	2,538
Dialysis Davita Airport	2,463
Dialysis Davita Central Orlando	2,426

Source: ACCESS LYNX



Inventory of Available Transportation Services

In 2009, FDOT partnered with the Pepper Institute on Aging and Public Policy at Florida State University (FSU) to create a statewide coalition to help address the specific needs of Florida's aging road users. To meet the challenges faced by the aging population in Florida, FDOT established the *Safe Mobility for Life Program* in the State Traffic Engineering and Operations Office. While the program focuses on the safety and mobility of Florida's aging road users, it has the added benefit of improving transportation safety for all residents and visitors.

As part of their charge, the Safe Mobility for Life Program maintains a database of transportation service providers that operate throughout the State of Florida. That database is available to the public and can be used to "find a ride" given specific start and end locations and a set of transportation needs (i.e., accommodations for wheelchair, trip purpose, etc.).

The Find-a-Ride tool can be accessed via the following link and serves as a critical source for transportation service providers by the FCTD: <https://www.safemobilityfl.com/index.htm>

In addition to the transportation service providers available via the Find-a-Ride tool, LYNX updates a list of private transportation providers in its Human Services Transportation Plan (HSTP). The most recent update of the HSTP was prepared in 2022 and includes a robust list of transportation service providers in the LYNX service area.

Service Analysis

A service analysis was completed to forecast the potential TD population and determine the demand for future TD services. The FDOT and FCTD define two categories of TD persons. Category I includes all disabled, elderly, and low-income persons, and children who are “high-risk” or “at-risk” as defined by Florida Statute 411.202. Category II is based on the Florida Statute definition of “transportation disadvantaged,” which includes disabled, elderly, and low-income persons who cannot transport themselves or purchase transportation. Figure 15 shows the general TD population and overlaps among those populations.

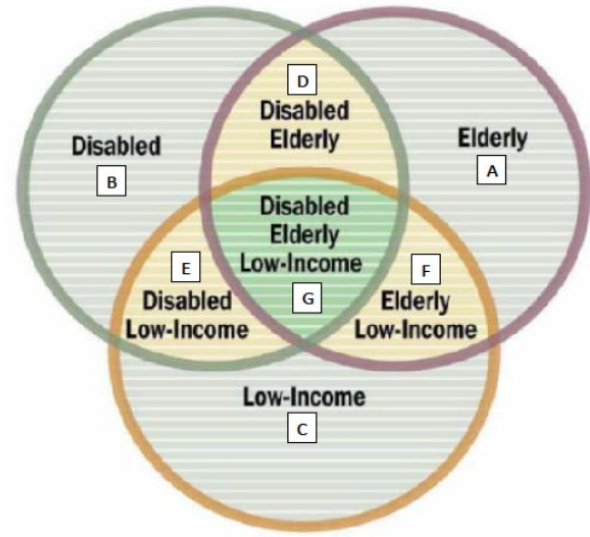


Figure 15: General Transportation Disadvantaged Population Groups

Forecasts of Transportation Disadvantaged Population

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

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

The following tables include the TD population estimates by county, based on a 91-percent service area population coverage (i.e., 91% of the population are within ¾-mile of the fixed route system and service operates 365 days per year). The growth rate is based on BEBR population projections for each county.

Table 13, Table 15 and Table 17 show the forecasts of the general TD population from 2021 to 2028 for each of the overlapping populations shown in Figure 15. As shown in Table 12, the general TD population in all three counties is approximately 30 percent of the total population. The TD population is anticipated to increase by 12 percent, 20 percent, and 6 percent for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028.

Table 14, Table 16, and Table 18 show the forecast of the critical need TD population and estimated annual number of TD trips from 2021 to 2028. As shown in Table 12, the critical need TD population is approximately 8 percent of the general TD population in all three counties. The number of daily critical need trips for the three-county service area is anticipated to increase from 14,424 daily trips to 16,258 daily trips (13%) from 2021 to 2028.



Table 12: Three-County Service Area TD Population Forecast and Trip Demand

<i>Three-County Service Area</i>	2021 (Year of Base Data)	2023	2028	% Increase (2021 to 2028)
<i>Total Population</i>	2,257,645	2,332,706	2,532,802	12.2%
<i>General TD Population</i>	704,992	728,671	791,824	12.3%
<i>TD Population % of Total Population</i>	31.0%			
<i>Critical Need TD Population</i>	59,244	61,244	66,581	12.4%
<i>Critical Need TD Population % of TD Population</i>	8.0%			
<i>Total Daily TD Trips</i>	14,424	14,917	16,258	12.7%



Table 13: Orange County General TD Population Forecast

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

Table 14: Orange County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	31,996	32,511	33,034	33,566	34,107	34,656	35,213	35,780
<i>Low Income Not Disabled No Auto/Transit</i>	4,248	4,316	4,386	4,456	4,528	4,601	4,675	4,750
Total Critical Need TD Population	36,244	36,827	37,420	38,022	38,634	39,256	39,888	40,530
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	1,568	1,593	1,619	1,645	1,671	1,698	1,725	1,753
<i>Low Income - Not Disabled - No Access</i>	8,067	8,196	8,328	8,462	8,599	8,737	8,878	9,021
Total Daily Trips Critical Need TD Population	9,634	9,797	9,963	10,131	10,302	10,485	10,670	10,859
	<i>% Increase (2021 to 2028)</i>							<i>12.7%</i>
Annual Trips	3,516,536	3,575,965	3,636,399	3,697,854	3,760,348	3,826,906	3,894,642	3,963,578



Table 15: Osceola County General TD Population Forecast

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

Table 16: Osceola County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	10,332	10,609	10,893	11,185	11,484	11,792	12,107	12,431
<i>Low Income Not Disabled No Auto/Transit</i>	1,107	1,136	1,167	1,198	1,230	1,263	1,297	1,331
Total Critical Need TD Population	11,439	11,745	12,060	12,383	12,714	13,054	13,404	13,763
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	506	520	534	548	563	578	593	609
<i>Low Income - Not Disabled - No Access</i>	2,101	2,158	2,215	2,275	2,336	2,398	2,462	2,528
Total Daily Trips Critical Need TD Population	2,608	2,652	2,697	2,742	2,788	2,838	2,888	2,939
	<i>% Increase (2021 to 2028)</i>							<i>12.7%</i>
Annual Trips	951,797	967,882	984,240	1,000,873	1,017,788	1,035,803	1,054,137	1,072,795



Table 17: Seminole County General TD Population Forecast

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

Table 18: Seminole County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	10,688	10,781	10,876	10,971	11,067	11,164	11,261	11,360
<i>Low Income Not Disabled No Auto/Transit</i>	873	881	889	897	904	912	920	928
Total Critical Need TD Population	11,561	11,662	11,764	11,867	11,971	12,076	12,182	12,288
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	524	528	533	538	542	547	552	557
<i>Low Income - Not Disabled - No Access</i>	1,659	1,673	1,688	1,703	1,718	1,733	1,748	1,763
Total Daily Trips Critical Need TD Population	2,182	2,219	2,257	2,295	2,334	2,375	2,417	2,460
	<i>% Increase (2021 to 2028)</i>							12.7%
Annual Trips	796,589	810,052	823,742	837,663	851,819	866,896	882,241	897,856

Needs Assessment

The unmet mobility needs of the TD population have been identified through an analysis of public outreach results, county population and demographics, and the TD population and trip forecasts.

Increasing Demand

Based on the TD ridership forecasts, the TD population is anticipated to increase by 12 percent, 20 percent, and 6 percent for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028. The number of daily critical need trips is anticipated to increase from 14,424 daily trips to 16,258 daily trips (13%) from 2021 to 2028. BEBR population forecasts beyond 2028 reflect further increases in the overall three-county population and that growth is anticipated to fuel increasing demand for TD transportation services.

Expanded Fixed-Route and/or NeighborLink Public Transit

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

Technology

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

Revenue Vehicles/Equipment

Lingering supply chain issues stemming from the post-COVID demand for goods and materials have impacted both the availability of new and replacement fleet vehicles and the availability of replacement parts for existing vehicles. This is a critical concern that influences decisions on how and when to expand new service, even if new operating dollars become available. Furthermore, delays in the delivery of replacement parts further delays preventative maintenance actions. This results in higher maintenance costs over time and could ultimately lead to unreliable equipment being kept in service to meet service demand.

Barriers to Coordination

Barriers to coordination can include any federal, state, or local government policies, natural or operational environmental characteristics/constraints, or funding constraints that hinder or prevent the coordination of transportation services. Below are the barriers to coordination that have been identified through the plan development process. Strategies to address service needs and barriers to coordination are identified in the TDSP implementation plan, as well as the Transit Development Plan, Intelligent Transportation Systems Strategic Plan, HSTP, and other plans detailed in Appendix A.

Legislation and Funding that Supports Coordination

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

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

Dispersed Development Patterns

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

Technology/Accessibility

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

Qualified/Trained Staff

Residual effects from the COVID-19 pandemic continue to impact the hiring and retainment of experienced and qualified staff. Impacts include competing employment demand across industries, hybrid or virtual work schedules, staffing shortages due to illness, and increased client trip demand due to higher health risks.

Goals, Objectives, and Strategies

The overall goal of the coordinated transportation system is:

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

The overall CTC goal provides direction for LYNX to follow in providing services to the TD population. Additional goals defined in this TDSP and listed in Table 19, guide the priorities of the LYNX Mobility Services Division.

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

Table 19: Goals and Objectives

Goal 1: Transition paratransit customers to the most appropriate mode of transportation			
Objective	Strategy	Target	Measure
Educate new and existing paratransit riders on how to use available public transportation options	Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ Program. Provide information for ACCESS Plus+ Program by sending letters, emails, and calls to clients	Increase number of TD clients enrolled in ACCESS Plus+ Program	Number of ACCESS Plus+ trips provided each month
	Notify TD clients located in NeighborLink zones of available service	Transition TD client trips to NeighborLink or other available service	Number of clients who transition one or more trips to NeighborLink service
	As additional NeighborLink services are added, notify TD passengers within the service area of the availability of the service and provide training on using the service	Increase the number of TD clients using NeighborLink services, when available and feasible	Number of passengers requesting travel training
Goal 2: Customer outreach and education			
Increase educational opportunities to show users how to download and use new apps and technology	Develop instructional videos on how to use new customer-facing technology	Preparation of instructional videos for all new customer-facing technology	Percent instructional videos created for new customer-facing technologies launched within the prior year
Educate public on mobility services at LYNX	Provide representation at local and regional community events and fairs, etc	Participate in at least two community events each quarter to educate region on mobility resources	Number of events attended each quarter



Table 19 (continued): Goals & Objectives

Goal 3: Improve community perception of public transportation			
Objective	Strategy	Target	Measure
Reduce the number of customer service concerns for TD service	Continue to implement internal workflow and procedures for addressing incoming complaints/concerns	Close out 100 percent of complaints within 14 days of receipt	Number of concerns closed out beyond 14 days
	Monitor ACCESS LYNX on-time performance	Maintain on-time performance to 90% each year	Annual system on-time performance
	Implement scheduling system map upgrades	Implementation of scheduling software map upgrades	Completion by Summer 2023
Enhance customer-facing technology	Implement updates to the web reservation system and new text/IVR system technology	Maintain average call hold times to 3 minutes or less	Average call hold time
	Explore opportunities for implementation of new fare payment options	Develop an approach for assessing the return on investment (ROI) of different fare payment options for paratransit users	Complete approach by Fall 2025
Goal 4: Program Administrative and Service Delivery Efficiency			
Use innovative practices to deliver high quality services	Review existing service delivery and technology tools to assess new opportunities and efficiencies	Review and update TDSP goals, objectives, and implementation plan actions	Annual preparation of TDSP update
Goal 5: Provide transit services that support regional mobility options and changing travel demands			
Ensure service delivery efficiency and consistency with other transportation modes	Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning	Ongoing meetings with the Planning and Development department to ensure communication	Completed communications meeting.



Implementation Schedule

ACCESS LYNX's Five-Year Implementation Schedule, shown in Table 20, is prepared consistent with the goals, objectives, and strategies shown in Table 19.

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

Table 20: TDSP Implementation Plan

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



Table 20 (continued): TDSP Implementation Plan

Goal 3: Improve community perception of public transportation			
Action	Begin	End	Responsible Department(s)
Continue to review average call hold time and staffing levels by time of day	Ongoing	Ongoing	Mobility Service
Encourage customers to book reservations through WebACCESS to reduce call volumes	2023	Ongoing	Mobility Services
Implement text messaging to alert passengers of vehicle arrival times	2023	2024	Mobility Services
Continue software Global Positioning System upgrades giving operators the most current maps available	Ongoing	Ongoing	Mobility Services
Work with the ITS department to explore potential new fare payment options on the paratransit vehicles	July 2023	July 2025	Mobility Services
Complete annual customer service satisfaction surveys	Ongoing	Ongoing	Mobility Services
Goal 4: Program Administrative and Service Delivery Efficiency			
Action	Begin	End	Responsible Department(s)
Explore opportunity for TD reservations earlier than 24 hours in advance of the trip	August 2023	May 2024	Mobility Services
Update the LYNX website and WebACCESS system to improve ease of use for the visually impaired	July 2023	July 2024	Mobility Services
Goal 5: Provide transit services that support regional mobility options and changing travel demands			
Action	Begin	End	Responsible Department(s)
On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2023	Ongoing	Senior Manager of Mobility Services/ Director of Mobility Services
Share TD requests with Service Planning	July 2023	Ongoing	Senior Management Team

Service Plan

Operations

1. Types, Hours, and Days of Service

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

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

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

- **Subscription Service** – Subscription service is offered based on availability. A subscription trip is defined as trips going from the same location to the same destination on the same day(s) of the week on an ongoing basis. In keeping with the concept of a standing order, customers are allowed to modify their subscription no more than once in any 30-day period.
- **Will Call** – “Will calls” are discouraged, but accepted. A will call is defined as a trip in which the customer did not specify a return time, but he/she plans on calling when ready. ACCESS LYNX’s policy requires a will call trip be picked up within 90 minutes of the call requesting the return. The 90-minute window also applies to same-day transports. However, if ACCESS LYNX fails to deliver a customer to his/her appointment on time, we must arrive to return the customer within thirty minutes of their ready call.

2. Accessing Services

Scheduling Trips

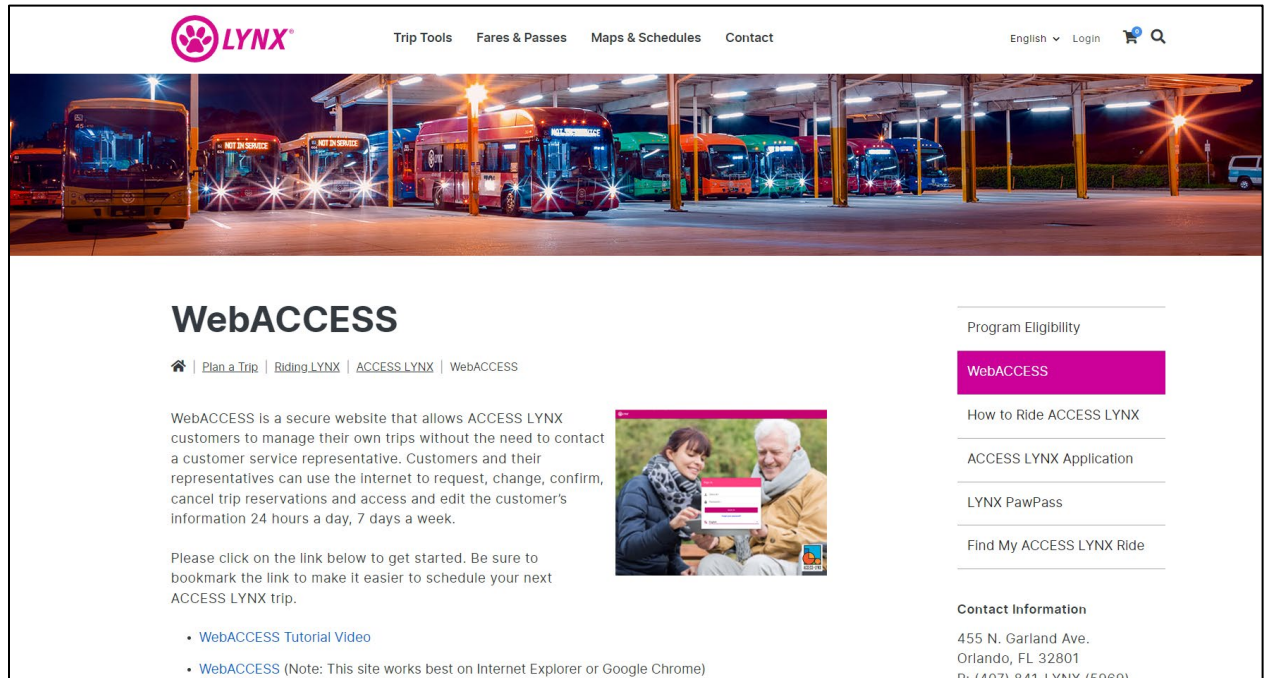
Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available 24 hours a day, seven days a week. The peak call times are 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.

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

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

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

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



WebACCESS

[Plan a Trip](#) | [Riding LYNX](#) | [ACCESS LYNX](#) | [WebACCESS](#)

WebACCESS is a secure website that allows ACCESS LYNX customers to manage their own trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations and access and edit the customer's information 24 hours a day, 7 days a week.

Please click on the link below to get started. Be sure to bookmark the link to make it easier to schedule your next ACCESS LYNX trip.

- [WebACCESS Tutorial Video](#)
- [WebACCESS](#) (Note: This site works best on Internet Explorer or Google Chrome)

Program Eligibility

WebACCESS

[How to Ride ACCESS LYNX](#)

[ACCESS LYNX Application](#)

[LYNX PawPass](#)

[Find My ACCESS LYNX Ride](#)

Contact Information

455 N. Garland Ave.
Orlando, FL 32801
P: (407) 841-LYNX (5969)

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their appointment. Customers will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time. On the return trip, the trip window begins at the requested return time for a span of thirty minutes. The advanced notification time required to obtain services is shown in Table 21, along with other relevant trip sponsor operating policies.



Table 21: Sponsor Operating Policies

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

Cancellations/No Shows

ACCESS LYNX requests that a customer give 24-hour notice of cancellation but will accept one-hour notice.

A “no show” is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. TD trips are that are considered “no show” from the customer’s residence will automatically have the return trip cancelled unless otherwise notified by the customer.

ACCESS LYNX has developed a suspension policy for customers who engage in willful and chronic no-show:

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

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

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

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

Eligibility

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

Transportation Disadvantaged (TD) Program

For customers to access the TD Program, they must first be certified as eligible through the application process. A copy of the written TD Program application is included in Appendix G. To be eligible for TD Program services, the applicant must meet two of the three following criteria.

1. **Have no access to a fixed route.** All customers who are within $\frac{3}{4}$ of a mile of LYNX fixed-route service will be required to use that service. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment. For applicants outside the $\frac{3}{4}$ -mile radius, ACCESS LYNX demand response service will be offered as a feeder service to fixed-route or as direct transport.
2. **Have a disability.** As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.
3. **Have an income level at or below 185 percent of the Federal Poverty Level based on the individual applicant's income – not household income.** The current Federal Income Poverty Guidelines table will be utilized. Documentation verifying income status will be requested. Acceptable forms of income verification are listed on the TD Program Application.

American with Disabilities Act of 1990 (ADA) Paratransit Service

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

- **Permanent (Continued) Eligibility.** Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update / recertify their information and note any changes in their travel abilities or needs every three years from the date of initial eligibility.
- **Unconditional Eligibility.** Persons unable to use fully-accessible fixed-route services. Any individual with a disability who is unable, due to a physical or cognitive impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

- **Conditional Eligibility.** Any individual who is able to use the fixed-route buses for some of their trips and qualify for paratransit service for other trips. Persons who cannot navigate some architectural or environmental barriers such as: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.
- **Transitional Eligibility (temporary).** Any individual who has a health condition or disability that temporarily prevents him/her from using the fixed-route bus system. An example would be persons whose previous health condition or disability has changed due to therapy, corrective surgery or other. Travel Training can assist these individuals in learning how to access fixed-route, eventually eliminating the need for paratransit use.
- **Visitor Eligibility (temporary).** Any individual visiting our area may request paratransit service by providing the appropriate documentation for a time period of up to 21 days.

Functional Assessment and Travel Training for ADA

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

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

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The Travel Training program portion assists those able to utilize the public bus system in maneuvering throughout our tri-county area. When determining eligibility for paratransit service, ACCESS LYNX will consider each client’s physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-one by a certified trainer. This assessment is a fair and equitable process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

Appeals Process

If a customer has been denied eligibility for ACCESS LYNX ADA paratransit service, they have the right to appeal. The appeals process consists of two steps:

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



Visitors (those visiting the area from another area)

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

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

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

Other Sponsors of Service

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

Trip Prioritization

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

68%	Subscription trips are generated by the scheduling software the same day and time every week.
32%	Demand response trips are random trips not automatically generated by the scheduling software.

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

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented
2. Other medical trips
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented.
2. Other medical trips
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

LYNX's Mobility Management Operating Model

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

- Call center functions are operated directly by LYNX for better ACCESS LYNX program management. Call center staff are cross trained on all LYNX services and anyone who answers an incoming call will be able to assist the customer directly, without transferring the call.
- For customers who are able to use other modes of transportation, LYNX can review trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use other modes of transportation.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX's fixed route bus and NeighborLink programs.
- LYNX developed a fare payment smart phone application which allows customers to pay their fare on their smart phone.
- LYNX developed a smart phone application exclusively for ACCESS LYNX customers. That mobile application was released in summer 2018.

3. Transportation Operators and Coordination Contractors

Operator Capability

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

Driver Training

ACCESS LYNX providers have comprehensive professional driver training programs in place to assure consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and the Federal Transit Administration (FTA).

In addition, before a driver is placed into service for the ACCESS LYNX program they must pass U.S. Department of Transportation physical and pre-employment drug screening. All drivers must have a valid Florida driver's license appropriate for the type and size of vehicle they will be operating, acceptable motor vehicle operating record, and acceptable criminal background check. Drivers must be at least 21 years of age and speak, read, and write English.

Coordinated Providers

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

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

Coordination Contract Approval Policy

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



Rule 41.-2.008, F.A.C., further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41- 2.015, F.A.C.”

LYNX, as the CTC for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms of Coordination Contracts. The Manager of Mobility Services must approve all potential Coordination Contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach:

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

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

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

A detailed summary of the services must be provided by the requestor in addition to relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan (SSPP) as required by Chapter 14-90, F.A.C. and a drug testing program in compliance the Drug Free Workplace Act of 1991. A list of providers within the coordinated system is provided in Table 22 and the FY 2022 LYNX Human Services Transportation Plan Update (pages 43 through 50) in Appendix M.

Table 22: Coordinated System Providers

Organization	Type of Service Provided	Clients Served
Aspire Health Partners, Inc.	Medical	Ambulatory Wheelchair Accessible
Central Florida Group Homes, L.L.C.	Training	Ambulatory
Crystal Lake Supportive Environment Inc	Education, Training, Daycare	Ambulatory Wheelchair Accessible
Elquanah Group Homes	Medical, Education, Training, Daycare, Personal, Business, Other	Wheelchair Accessible
Life Concepts, Inc d.b.a. Quest, Inc.	Medical, Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Meals on Wheels, Etc., Inc.	Medical, Nutritional, Personal, Other	Ambulatory Accessible
Florida Mentor Health Care LLC	Education, Training, Daycare	Wheelchair Accessible
Osceola County Council on Aging, Inc.	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Pachot Group Home Inc	Education, Training, Daycare	Ambulatory Wheelchair Accessible
Osceola Mental Health Inc. dba Park Place Behavioral Health Care		
Primrose Center, Inc.	Education, Training, Daycare	Wheelchair Accessible
Seniors First, Inc.	Nutritional	Wheelchair Accessible
SPECIAL HEARTS FARM, INC	Education, Training	Ambulatory Wheelchair Accessible
The Evangelical Lutheran Good Samaritan Society-Kissimmee Village	Medical, Personal	Wheelchair Accessible
The Opportunity Center, Inc.	Education, Training, Daycare	Wheelchair Accessible

4. Public Transit Utilization

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

5. School Bus Utilization

LYNX is not using the school bus system for provision of coordinated transportation services. Each school board provided LYNX with reports detailing vehicle availability for use within the Coordinated System. In each case, the prices provided were greater than prices charged by private operators under the Coordinated System.

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

6. Vehicle Inventory

The ACCESS LYNX vehicle inventory is included in Appendix H. The inventory reflects the cutaway buses and minivans used to provide ACCESS LYNX services.

7. System Safety Program Plan

The MOA between the CTC and the FCTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by FDOT, as required by Chapter 14- 90: Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems, F.A.C. According to this rule, the SSPP assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

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

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

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

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

Extensive record keeping by the CTC and the individual subcontractors is also required, including personnel data, operational reports, dispatching logs, driver trip sheets and reports of accidents, incidents, and service delays. A copy of the Annual SSPP Certification for LYNX is included in Appendix I.

8. Inter-county Services

LYNX does not coordinate TD services with other counties outside of the three-county service area. However, LYNX staff maintains professional working relationships with other CTCs throughout the state.

9. Natural Disaster/Emergency Procedures

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

10. Marketing

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

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

11. Acceptable Alternatives

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

12. Service Standards

Service standards are integral to the development and implementation of a quality transportation program. Table 23 lists the current ACCESS LYNX service standards. Standards in the table include both minimum FCTD required standards and a number of additional standards that are relevant to the ACCESS LYNX operation.



Table 23: Service Standards

Standard	Orange County, Osceola County, and Seminole Counties
Advance Reservations Requirements	Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service.
Advance Reservation Limits	When calling to schedule appointments, ADA customers should call as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
Accidents	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
Air Conditioning/ Heating	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
Billing Requirements	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes)
Call Hold Time	It is LYNX's goal to have daily average call hold times for inbound telephone calls of no more than three minutes (3:00).
Cardio-pulmonary Resuscitation Training	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
Complaints	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>
Contract Monitoring	<p>ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.</p> <p>Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.</p>
Driver Criminal Background Screening	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.



Standard	Orange County, Osceola County, and Seminole Counties
Driver Identification	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, are provided with photo identification.
Drug and Alcohol Policy	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with FDOT regulations. All contractors must comply with these regulations.
First Aid Training	Drivers within the coordinated system are not required to be trained in first aid techniques.
No-Show Policy	<p>A customer may have no more than five (5) no-shows within any 30-day period, which will result in an offense. A letter is sent to each customer to help them understand how important it is to call and cancel trips. During the review process, the subscription privilege may be cancelled if a customer has excessive valid no show occurrences. A customer may request for the subscription to be reestablished. After a review of the past trips, a subscription may be re-instated if there have been no infractions for a 90-day period.</p> <p>Trips cancelled with less than one-hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No-Show.</p>
On-Time Performance	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>
Out of Service Area Trips	ACCESS LYNX does not provide TD services outside of our three-county service area.
Passenger Assistance	<p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door.</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>
Passenger Property	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.



Standard	Orange County, Osceola County, and Seminole Counties
Passenger/Trip Database	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
Pick-up windows	Trips are on time if they are picked up within the negotiated 30-minute pickup window. Customers may not be scheduled to arrive at their destination on an ongoing trip more than one hour early. Customers may not be scheduled for return trip pickups more than one hour after the requested time.
Public Transit Ridership	Paratransit service is provided for those individuals who cannot access fixed-route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer.
Reservation Hours	Reservations are accepted from 8:00 a.m. to 5:00 p.m., seven days per week.
Road Calls	No more than 1 every 10,000 miles.
Seating Standard	Vehicle seating shall not exceed the manufacturer's recommended capacity.
Service Animals	Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability may travel with the customer.
Service Hours	Services are available 24-hours a day, 365-days a year.
Smoking, Eating, and Drinking	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition.
Subscriptions	The current policy provides for a change of a subscription only once within a 30-day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
Transport of Personal Care Attendant and Dependent Children Policy	Within the ACCESS LYNX program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider. Only one PCA may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See "Use and Responsibility of Child Restraint Devices" below.)
Trip Negotiations	ACCESS LYNX will negotiate the pick-up time and drop off time based on the schedule demand for the particular day. Under Federal guidelines, ACCESS LYNX may offer a one-hour window on either side of a requested pick-up time.



Standard	Orange County, Osceola County, and Seminole Counties
Trip Request Limit	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.
Two-Way Communications	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
Unscheduled Stops	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: An emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.
Use and Responsibility of Child Restraint Devices	In accordance with Florida Statute 316.613 (Child restraint requirements): While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.
Vehicle Cleanliness	All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.
Vehicle Transfer Points	No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.
Will Calls	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes. If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes if requested.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but with a goal of 90 minutes or less.</p>



13. Local Grievance Procedures/Process

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

ACCESS LYNX in conjunction with the TDLCB, has developed and implemented rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and settle disputes concerning services rendered. It should be noted that the TDLCB holds jurisdiction only over TD concerns. ADA concerns are under the jurisdiction of the FTA.

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

14. CTC Monitoring Procedures of Operators and Coordination Contractors

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

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



Cost/Revenue Allocation and Rate Structure Justification

The FCTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY 2023/24. The model considers the costs and revenues for operating service, including administrative expenses for the following:

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

Table 24 presents the FCTD calculated rates. Appendix K includes the rate justification worksheets for FY 2023/24.

Table 24: Transportation Disadvantaged Trip and Equipment Grant Rate Structure

Service Type	Unit	Rate
Ambulatory	Per trip	\$40.45
Wheelchair	Per trip	\$69.34

Quality Assurance

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

TDLCB and Sub-Committees

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

- Quality Assurance Task Force (QATF)
- Quality Assurance Working Group

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

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

CTC Evaluation Process

The LCB conducts an annual evaluation of LYNX in accordance with the FCTD's Evaluation Workbook for CTCs. Modules for that evaluation include competition, cost effectiveness, and availability. The most recent CTC evaluation was completed in February 2022 and is included in Appendix L. A 2023 evaluation was not required because LYNX's five-year CTC designation was renewed on July 1, 2023.

FCTD CTC Quality Assurance and Program Evaluation

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

- Florida Statutes Chapter 427
- Florida Administrative Code Rule 41-2
- Florida Administrative Code Rule 14-90
- The Transportation Disadvantaged Service Plan (TDSP)
- The System Safety Program Plan (SSPP)
- The FCTD Memorandum of Agreement (MOA)

The latest CTC report for Orange, Osceola, and Seminole Counties covers FY 2021 and is included in Appendix L. No findings were identified as part of that monitoring effort.



Appendix A – Plans Review

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
LYNX Transit Development Plan (2022 Major Update)	Orange, Seminole, and Osceola Counties	LYNX	The Plan identifies a 10-year service, policy, and implementation plan for LYNX. The TDP was developed consistent with three County Transit Plans, one prepared for each of the three counties in the LYNX service area, which identify a proposed enhanced service network for each.	The proposed transit service networks in the TDP include implementation of high-capacity transit corridors, expansion of LYNX NeighborLink services, enhancement of existing services, expansion of service into new areas, along with construction of supportive capital facilities and infrastructure. The Plan places a strong emphasis on collaboration and cooperation between LYNX and its regional transportation partners in order to deliver the robust capital and service program.
<p>Key Considerations/ Implications for TDSP:</p> <ul style="list-style-type: none"> • Future NeighborLink and fixed route expansions are identified which bear on impact on the reach of Access LYNX services. • Sets an implementation program for LYNX which support the planning and program of ADA and TD services in the future. • Identifies fleet, operating, and capital infrastructure needs for LYNX on-demand services. 				
Orange County Transit Plan (2022)	Orange County	LYNX/Orange County	Planning document intended to identify funding sources to implement a redesigned transit system and define a schedule for phased implementation. This plan will become part of the overall regional transit network plan.	The Plan identifies several service objectives specific to Orange County. These objectives include the following. For Bus Service: <ul style="list-style-type: none"> • Increase Frequency • Expand Service Hours • Fast and Direct Job Access • New and Improved Regional Transit Center For Higher Capacity Service: <ul style="list-style-type: none"> • Enhanced High-Capacity Corridors • Increased SunRail Service Levels Including Weekends
<p>Key Considerations/ Implications for TDSP:</p> <ul style="list-style-type: none"> • Identifies several service types for the future LYNX Orange County transit network • Identifies capital investments required to implement the Plan, including vehicle acquisition, new vehicle maintenance facility, transit centers, SunRail station and track improvements, passenger amenities and access improvements, and park and ride facilities. • Identifies six phases for implementing new transit service, including: <ol style="list-style-type: none"> 1) Implementation of service improvements that do not require several new transit centers and other facilities. 2) Incorporation of high frequency service on three corridors, implementing the western piece of the commuter express east-west service along S.R. 408, completing the build-out of the LYMMO routes, and adding more primary and secondary local routes. 3) Implementation of additional high frequency service corridors throughout the service area, furthering the restructuring of the local service network in the eastern part of the LYNX Orange County service area. Implementation of additional on-demand/flex route services. 4) Implementation of the western portion of the Colonial Drive high frequency corridor along with two limited stop overlay services. Local and circulator routes in the westside of the LYNX Orange County service area and incorporating more on-demand/flexible services. 5) Implementation of two more high frequency corridors along with more local routes in the southwest part of the LYNX Orange County service area. 6) Implementation of the remainder of the high frequency corridors, along with two north-south primary local corridors, several secondary local routes, and a few on-demand/flexible services. • Identifies operating requirements and costs, which were developed for each of the six phases of implementation as previously described. 				

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
Seminole County Transit Plan (2021)	Seminole County	LYNX/ Seminole County	Planning document structured to be consistent with the Orange County Transit Plan and designed to provide a consistent transit network throughout the Central Florida region. The Plan details modifications and enhancements to services that could be implemented with the reallocation of existing resources or with additional funding.	<p>The Plan identifies several service objectives specific to Seminole County. These objectives include the following.</p> <p>For Bus Service:</p> <ul style="list-style-type: none"> • Increase Frequency • Expand Service Hours • Fast and Direct Job Access • New and Improved Regional Transit Center <p>For Premium Service:</p> <ul style="list-style-type: none"> • Premium Rapid Transit • Enhanced SunRail Service Levels on weekdays and weekends
<p>Key Considerations/ Implications for TDSP:</p> <ul style="list-style-type: none"> • Identifies several service types for the future LYNX Seminole County transit network • Identifies capital investments required to implement the Plan, including vehicle acquisition, new vehicle maintenance facility, transit centers, and passenger amenities and access improvements. • Identifies four phases for implementing new transit service, including: <ol style="list-style-type: none"> 1) Regional express service. 2) U.S. 17/92 Corridor and S.R. 434. 3) High Frequency Corridors in the west and southwest LYNX Seminole County service areas. 4) State Road 436 Improvements/Other Service Enhancements. • Identifies operating requirements and costs, which were developed for each of the four phases of implementation as previously described. 				
Osceola County Transit Plan (2021)	Osceola County	LYNX/Osceola County	Planning document designed to be consistent with the Orange County Transit Plan and designed to provide a consistent transit network throughout the Central Florida region. The Plan details modifications and enhancements to services that could be implemented with the reallocation of existing resources or with additional funding.	<p>The Plan identifies several service objectives specific to Osceola County. These objectives include the following.</p> <p>For Bus Service:</p> <ul style="list-style-type: none"> • Increase Frequency • Expand Service Hours • Fast and Direct Job Access • New and Improved Regional Transit Center <p>For Premium Service:</p> <ul style="list-style-type: none"> • Premium Rapid Transit • Enhanced SunRail Service Levels on weekdays and weekends
<p>Key Considerations/ Implications for TDSP:</p> <ul style="list-style-type: none"> • Identifies several service types for the future LYNX Osceola County transit network • Identifies capital investments required to implement the Plan, including vehicle acquisition, new vehicle maintenance facility, and transit centers. • Identifies four phases for implementing new transit service, including: <ol style="list-style-type: none"> 1) Regional express service. 2) U.S. 192 Corridor West and Connections to Poinciana. 3) U.S. 192 Service East and Improvements in Kissimmee. 4) Osceola Parkway and Local Poinciana Service Improvements. • Identifies operating requirements and costs, which were developed for each of the four phases of implementation as previously described. 				

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
LYNX Transit Asset Management (TAM) Plan (2021)	Orange, Seminole, and Osceola Counties	LYNX	Planning document that improves upon lifecycle planning and capital programming practices to include fleet management plans and alignment with the agency's strategic goals. The Plan identifies further opportunities for improvement, clearly identifies that the Department of Planning and Development is the leader of the TAM program and establishes a cross-functional TAM Steering Committee.	<p>The Federal Transit Administration (FTA) published the TAM Final Rule, which was established to help transit agencies achieve and maintain state of good repair (SGR) for capital assets through TAM. A capital asset is in SGR when that asset:</p> <ul style="list-style-type: none"> • Can perform its designed function, • Does not pose a known unacceptable safety risk, and • Has lifecycle investments that have been met or recovered.
<p>Key Considerations/ Implications for TDSP:</p> <ul style="list-style-type: none"> • Emphasizes importance of complying with TAM regulations and maintaining assets in SGR. • Identifies the total revenue fleet that LYNX manages, which comprises the largest share of LYNX assets. This revenue fleet includes buses, cutaways, vans, SUVs, and minivans. • Identifies support buildings, which comprises the second-largest asset class of all LYNX assets. Support buildings include the LYNX Central Station (LCS), LYNX Operations Center (LOC), leased facilities, and the pavement around some SuperStops and Transfer Centers. • Indicates that in order to maintain assets in SGR, LYNX will need to reinvest in them regularly and this includes rehabilitation and replacement of aging assets. The level of reinvestment needed to clear the current SGR backlog of deferred replacement or renewal is estimated at around \$176.3 million. • Identifies estimated capital funding for LYNX, which is insufficient to meet need and will result in growing backlog over time. • Outlines investment priorities in a funding-constrained environment that are aligned with LYNX's TDP and strategic goals. LYNX Investment Prioritization Criteria include safety and security, service reliability, customer experience, and efficiency (operating and maintenance cost). • Establishes a calendar of Annual Activities and Improvement Activities, which will be led by the TAM Steering Committee. The TAM Steering Committee will provide guidance and review progress against milestones. The TAM Steering Committee will also review annual SGR performance measures and targets for reporting to the National Transit Database (NTD). 				
LYNX Transportation Disadvantaged Service Plan (TDSP) (2022)	Orange, Seminole, and Osceola Counties	LYNX	Planning document that reflects LYNX's commitment to maintain and improve transportation services for the transportation disadvantaged (TD) and serves as a framework for evaluating transit service performance. LYNX serves the TD community primarily through the ACCESS LYNX program. The TDSP outlines a strategy for meeting the state of Florida requirements through service planning, development, and implementation of transportation resources.	The overall goal of the Coordinated Transportation System in the LYNX service area is <i>"To coordinate and provide seamless access to transportation services to meet the mobility needs of those who, because of age, income, or disability, can neither provide nor arrange for their own transportation."</i> The goals for the ACCESS LYNX program specifically are: 1) Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation; 2) Customer outreach and education; 3) Improve community perception of public transportation; 4) Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida, and 5) Provide transit services that support regional mobility options and changing travel demands.

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
(cont.) LYNX Transportation Disadvantaged Service Plan (TDSP) (2022)	<p>Key Considerations / Implications for TDP:</p> <ul style="list-style-type: none"> Includes goals and objectives for the LYNX TD program which are to be revisited and modified, if needed, in the 2023 TDSP Major Update. Provides an overview of the service area, including background information on the Transportation Disadvantaged (TD) service program, service area description, demographics, and major trip generators. Provides a forecast of transportation disadvantaged population by county. This group includes persons that may be utilizing the ACCESS LYNX service Provides a service plan, including descriptions of service operations and how to access services. Defines ACCESS LYNX eligibility, including via the Transportation Disadvantaged (TD) service program, American with Disabilities Act of 1990 (ADA) Paratransit Service, and trip prioritization. Provides an overview of the LYNX Mobility Management Operating Model, which become effective on December 1, 2017. This Model includes call center functions being operated directly by LYNX to improve ACCESS LYNX program management, the determination of the most efficient mode of travel, and free travel training offered to customers that instructs them on how to use the fixed route system. 			
LYNX Intelligent Transportation Systems Strategic Plan Update (2022)	Orange, Seminole, and Osceola Counties	LYNX	Planning document that provides an update on LYNX ITS development activities and applications. The initial ITS Strategic Plan was completed in 2003. Updates were prepared in 2011 and 2016.	<p>The LYNX ITS program has seven goals: 1) Focus on LYNX's core mission of providing transit services; 2) Increase coordination with regional agencies on facilitation of LYNX operations; 3) Develop enhanced performance monitoring of all aspects of LYNX operations; 4) Any data used or provided by LYNX meets applicable industry standards, so that it can be used to support third-party applications that customers are already using to meet their needs; 5) Improve operations and maintenance practices to increase fleet readiness and increase cost effectiveness; 6) Minimize risk to the extent possible by integrating the safety and security of projects as a top priority, including cybersecurity; and 7) Develop enhanced IT systems and training to achieve a reduction in paper processing and improved access to databases.</p> <p>Key Considerations / Implications for TDSP:</p> <ul style="list-style-type: none"> Identifies existing and prospective technologies, including mobile apps and real-time passenger information. Provides a needs assessment based on the review of past ITS plans. Identifies the reasons why relevant projects were not implemented. Identifies several funding sources for ITS projects, including federal (FTA Section 5303, FTA Section 5307, FTA Section 5312, FTA Section 5314b, FTA Section 5339, and DHS Rail and Transit Security Grant Program), state (multiple FDOT funding programs, including the Public Transit Service Development Program), and local. Provides a prioritized ITS Improvement Program with 31 projects over a 5-year timeframe (nine with nominal costs).

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LYNX Human Services Transportation Plan Update (2022)	Orange, Seminole, and Osceola Counties	LYNX	Planning document that provides an update to the LYNX Human Service Transportation Plan (HSTP). LYNX initiated an update to this plan to reflect any changes under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, the November 2021 transportation funding and authorization bill (Infrastructure Investment and Jobs Act), and to include the most current local conditions including changes in population and service needs.	<p>The overall purpose of the Plan is to establish future transportation needs for projects that improve coordination and mobility for older adults and individuals with disabilities. Projects are implemented if funding is available and as eligible applications are submitted.</p> <p>Key Considerations / Implications for TDSP:</p> <ul style="list-style-type: none"> • Consistency between the TDSP and HSTP is paramount given that both plans integrate recommendations and service improvements for a similar set of users within a similar service area. • Provides overview of relevant background including background on LYNX service. • Provides overview of relevant federal programs including the Section 5310 Program (Enhanced Mobility of Seniors and Individuals with Disabilities), Section 5311 Program (Formula Grants for Rural Areas), the Infrastructure Investment and Jobs Act, and fund braiding. • Provides a review of related existing plans and programs, as well as a peer review of best practices. • Establishes existing conditions and outlines the public outreach process. • Identifies needs and strategies for addressing service and coverage gaps. Implementation strategies are organized into near-term (1-3 years), intermediate-term (4-6 years), and long-term (over 7 years) timeframes. • Near-terms strategies cover topics related to planning (e.g., Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural boundaries and using a methodology to split the trip expenses.); mobility services (e.g., Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available.); operations (e.g., Upgrade the ACCESS LYNX telephone system to better communicate with passengers regarding pick up, drop off, and other information via text messages, phone calls, or email.), and customer service (e.g., Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.)
MetroPlan Orlando MPO 2045 Metropolitan Transportation Plan (MTP) (2020)	Orange, Seminole, and Osceola Counties	MetroPlan Orlando	Planning document that advances the Central Florida regional vision for a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality.	<p>Goal areas of the plan include:</p> <ul style="list-style-type: none"> • Safety & Security - Provide a safe and secure transportation system for all users • Reliability & Performance - Leverage innovative solutions to optimize system performance • Access & Connectivity - Enhance communities and lives through improved access to opportunities • Health & Environment - Protect and preserve our region's public health and environmentally sensitive areas • Investment & Economy - Support economic prosperity through strategic transportation investment.

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
(cont.) MetroPlan Orlando MPO 2045 Metropolitan Transportation Plan (MTP) (2020)	<p>Key Considerations / Implications for TDSP:</p> <ul style="list-style-type: none"> Identifies several needs for the region, including pedestrian and bicyclist needs, regional transit needs, and multimodal needs. The Plan includes projects from years 2026-2045. During this time frame the Plan identified \$13.19 billion in federal, state, and local funded projects and another \$14.69 billion in projects funded with tolls by Central Florida Expressway Authority and Florida's Turnpike Enterprise. In total, the plan identifies \$27.9 billion in project needs. This Plan diversifies the Central Florida transportation system by investing in multimodal projects for all users. The Plan also represents a shift from moving cars to moving people. The Central Florida region's transportation needs greatly outweigh what the region can afford based on current funding projections. 			
MetroPlan Orlando MPO Transportation Improvement Program (TIP) (2021)	Orange, Seminole, and Osceola Counties	MetroPlan Orlando	The purpose of MetroPlan Orlando's Transportation Improvement Program (TIP) is to identify all federal and state funded transportation projects that have been scheduled for implementation in the Orlando Urban Area (Orange, Seminole, and Osceola Counties) during the FY 2021/22 - 2025/26 timeframe. The projects listed in the TIP include improvements to the area's highway, transit, and aviation systems. Rail projects are also included.	<p>Goal areas of the plan include:</p> <ul style="list-style-type: none"> Safety & Security - Provide a safe and secure transportation system for all users Reliability & Performance - Leverage innovative solutions to optimize system performance Access & Connectivity - Enhance communities and lives through improved access to opportunities Health & Environment - Protect and preserve our region's public health and environmentally sensitive areas Investment & Economy - Support economic prosperity through strategic transportation investment.
<p>Key Considerations / Implications for TDSP:</p> <ul style="list-style-type: none"> Identifies all federal and state funded transportation projects that have been scheduled for implementation in Orange, Seminole, and Osceola Counties during the program timeframe. <p>Some of the listed projects for transit related improvements for LYNX include:</p> <ul style="list-style-type: none"> Southern Operations Base (Osceola County) Transit centers, super stops, passenger amenities, and transit enhancements Purchase commuter vans, replacement buses, electric buses, and capital for buses and equipment Fixed route capital, maintenance, and support equipment Fixed guideways improvements Commuter assistance 				

LYNX TDSP Plans Review

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Comprehensive Plan – Orange County (2021)	Orange County	Orange County	Planning document to guide the development of Orange County. The Plan includes adopted Goals, Objectives, and Policies, as well as the adopted Future Land Use Map series.	Goal categories of the Plan include Urban Framework, Urban Strategies, Urban Form, Horizon West, Innovation Way, Protection of Rural Land Resources and Other Assets, Regionalism, and Implementation
	<p>Includes several objectives and policies related to public transportation and transit, including but not limited to:</p> <ul style="list-style-type: none"> • The County may grant an exception from transportation concurrency for projects that promote public transportation, as defined in Chapter 163.3164(37), Florida Statutes. (Added 05/09, Ord. 2009-15; Amended 06/12, Ord. 2012-14; Amended 03/13, Ord. 2013-07) [OBJ T2.8] • The County shall promote mobility in Orange County by continuing to fund public transportation. [OBJ E3.2] • New development and redevelopment in the State Road 436/50 Area Redevelopment Plan Study Area shall promote connectivity to existing development through pedestrian connections, cross-access easements, and enhanced transit stops, where possible. (Added 10-13-09, Ord. 2009-28) [FLU2.4.5] • The County shall support high-frequency public transit including, but not limited to, commuter rail, light rail, circulator systems, and Bus Rapid Transit (BRT), where appropriate. [T3.3.1] • The County shall continue to coordinate with LYNX and MetroPlan Orlando to accommodate the special needs of the transportation disadvantaged in accordance with Federal, State, and local regulations and definitions. This includes the provision of safe, accessible, and convenient public transportation service and facilities, through financial and technical assistance and through inter-agency agreements. [T3.4.6] • Orange County shall encourage a vertical mix of land uses to provide opportunities for live/work structures and commercial base for supporting public transportation. [UD4.2.1] • Defines a Traditional Neighborhood Development (TND), which uses include mixed use communities with "towns and villages" designed to be within walking distance of central commercial and transit stops. Defines Mixed Use Corridor (MUC), which are intended to promote redevelopment of suburban corridors and transit-oriented development, including transit design standards, in conjunction with Activity Centers and transit planning efforts. [Table 1.1.4B - Urban Service Area - Urban Mixed-Use] • Several future land uses are explicitly encouraged to include transit-friendly development. [e.g., FLU1.1.5] • Provides overview of two transit-oriented/friendly developments, including Horizon West and Innovation Way. [GOAL FLU4; GOAL FLU5] • Identifies several sources of funding for transportation improvements, including available state or federal transit funds. 			

LYNX TDSP Plans Review

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Comprehensive Plan – Seminole County (2021)	Seminole County	Seminole County	Planning document to guide the development of Seminole County. The Plan serves the Seminole County community by providing a guidebook for decision makers to use in spending public funds and approving private development	<p>The vision of the Plan includes: 1) An adopted future land use map and facility strategy which limits urban sprawl, 2) A natural lands acquisition and management program designed to restore key ecosystems and protect wildlife and natural areas, 3) An economic incentives program to attract targeted industries and create new high paying jobs, 4) An urban design element and program to maintain community quality and create neighborhood compatibility, and 5) A secure and solid infrastructure support system.</p> <p>Several elements of the comprehensive plan include objectives and policies that address public transportation and transit. These include:</p> <ul style="list-style-type: none"> • Capital Improvements Element. Identifies funding for public transportation services and identifies the Proportionate Fair-Share Program. [Policy CIE 1.11] [Policy CIE 4.3] • Conservation Element. Identifies transit-oriented solutions to reduce greenhouse gas emissions, including continuing support for LYNX public transit improvements. [Policy CON 5.4] • Future Land Use Element. Identifies the following: a commuter rail system and responsibility for the stations and surrounding parking; multimodal transportation as a way to combat urban sprawl; links between energy conservation and transportation options; ongoing financial contributions to LYNX. [Issue FLU 4] [Policy FLU 1.16] [Policy FLU 5.2] [Policy FLU 15.3] • Intergovernmental Coordination. Identifies coordination with Central Florida Commuter Rail (SunRail) for commuter rail, commuter rail station area issues, and LYNX regarding mass transit. [Issue IGC 5] • Recreation & Open Space. Identifies ongoing coordination with LYNX to evaluate and expand public transportation access. [Policy REC 2.4] • Transportation. Identifies the following: the need for coordination of project design with transit systems, the need to increase multimodal access, including to transit, transit impact on LOS, the possibility of bus rapid transit on State Road 436, and offering of NeighborLink in areas not currently served. Also indicates that the inclusion of transit stops or transit shelters will be required during the redevelopment of parcels on current or future transit corridors. [Policy TRA 2.2.16.4] [Policy TRA 3.4.26.7] [Policy TRA 1.1.5.2] [Policy TRA 1.1.6] [Policy TRA 2.3.3.2.E &F] [Policy TRA 2.3.8]
Comprehensive Plan - Osceola County (2020)	Osceola County	Osceola County Office of Planning and Design	Planning document that identifies guidelines and standards for development in Osceola County. The Plan also reflects the County's vision.	<p>The Plan identifies the principles, guidelines, standards, and strategies for the orderly and balanced future economic, social, physical, environmental, and fiscal development of the area. The Plan also reflects Osceola County's vision and community commitments which implement the plan. These principles and strategies guide future decisions in a consistent manner and contain programs and activities to ensure the Comprehensive Plan is implemented.</p> <p>Several elements of the comprehensive plan include objectives and policies that address public transportation and transit. These include:</p> <ul style="list-style-type: none"> • Future Land Use Element. Identifies transit-oriented development and transit-oriented development design principles as part of the sustainable development strategy. [OBJECTIVE 1-4.3] [OBJECTIVE 1-4.5] • North Ranch Element. Identifies the following: multimodal transportation, including design standards and right-of-way reservation; major transportation facilities for premium transit, BRT, light rail, and commuter rail. [OBJECTIVE 5-1.2] [Policy 5-1.1.14] • Transportation Element. Identifies necessary annual reporting for public transportation, including LYNX and SunRail. Also identifies the need for an integrated transportation network and the need to incorporate transit into future planned corridors. Includes a goal for "Management of the Multimodal Transportation System" [Policy 6-1.2.3] [OBJECTIVE 6-3.1] [OBJECTIVE 6-3.2] [GOAL 6-4] • Osceola Green Initiative Element. Identifies shifting transportation demand, including to multimodal options, as a strategy to reduce GHG emissions [GOAL 18-1]

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Comprehensive Plan/Growth Management Plan – City of Orlando (2012)	City of Orlando	City of Orlando	Planning document that describes the city's vision for the future and translates that vision into policies, programs, and public investments	<p>The Vision of the Plan focuses on growth management and preserving much of what makes Orlando unique. The Plan is defined by the following sections: urban design, future land use, transportation, housing, historic preservation, conservation, recreation, cultural arts, stormwater & aquifer recharge, potable water, wastewater, solid waste, intergovernmental coordination, capital improvements, public school facilities, and monitoring & evaluation.</p> <p>Several elements of the comprehensive/growth management plan include objectives and policies that address public transportation and transit. These include:</p> <ul style="list-style-type: none"> • Urban Design Element. Identifies that a transit circulator with loop and feeder route shall be addressed by an urban design plan for Colonial Town Center. [Policy 2.1.5] • Future Land Use Element. Focuses on transit-oriented development, a variety of housing and transportation choices, and developing a multimodal system. Identifies planning for Activity Centers or Activity Center expansions which must consider proximity to mass transit and premium transit offerings. Also identifies transit access as a tool to combat sprawl and preserve land. [Objective 1.5] [Goal 2] [Policy 1.4.1] • Transportation Element. Establishes a goal to develop a balanced transportation system, which include public transit and intermodal facilities. Establishes a goal to define mobility areas which ensures that transportation options are available for multiple modes of travel. Establishes as a goal that the transportation plan must be financially feasible and meet the accessibility demands of city residents. [Goal 1] [Goal 2] [Goal 3] • Conservation Element. Identifies the following: access to mass transit as a strategy to reduce automobile emission pollution; transit-oriented development as a strategy to improve air quality and increase energy conservation through more efficient urban forms. [Policy 1.1.1] [Goal 2] • Capital Improvements Element. States the following: the City shall strive to maintain or improve a 30-minute weighted average headway on the majority of designated transit corridors, that transit corridors must be given high priority for transit frequency increases to provide additional capacity to the transportation system; that the City shall fund its local share of the cost of providing regional transit systems and services; that the City shall actively support the establishment of dedicated revenue sources for public transit; that the first priority for funding transit improvements shall be based upon improving headways on existing routes; and that the City shall monitor level of service conditions for public transit through annual evaluations of transit route headways [Policy 1.2.12] [Policy 1.2.13] [Policy 1.4.32] [Policy 1.4.34] [Policy 1.4.36] [Policy 2.2.23]
Comprehensive Plan – City of Altamonte Springs (2010)	City of Altamonte Springs	City of Altamonte Springs	Planning document that addresses elements involving land use, transportation, housing, infrastructure, conservation, recreation and open space, intergovernmental coordination, capital improvement, and public school facilities. Although the Comprehensive Plan is organized into individual chapters, each element is interrelated and consistent.	<p>City Plan 2030 Vision:</p> <p>The City of Altamonte Springs envisions the city to be a unique, quality and sustainable community achieved through diverse and compact land use with modern amenities (parks, lakes, urban plazas, walkways, and landscaping) and multi-modal transportation that meet the needs of both residents and businesses.</p>

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
				<p>Several elements of the comprehensive plan include objectives and policies that address public transportation and transit. These include:</p> <ul style="list-style-type: none"> • Future Land Use Element. Identifies that Activity Centers serve as the main focus for future development and are placed at strategic transportation corridor crossroads to effectively function as urban nodes for high intensity employment, commerce and residential activities. These Activity Centers will support multi-modal transportation and are also connected to regional transit systems. Establishes a goal that the City shall emphasize and focus on the integration of land use and multi-modal transportation. Defines design standards that will support multi-modal transportation. [Introduction] [Policy 1-1.2.7] • Multimodal Transportation Element. Establishes a goal to integrate the multi-modal transportation system with the future land use element, the FLUM, and the land development code. That integration would guide development types, densities, intensities, and site design that supports and enhances the city's multi-modal transportation system and the city's mobility goals. [Goal 2-1] • Housing Element. Promotes high density residential development as a means to encourage transit and other multi-modal transportation services. Promotes the integration of affordable housing with multi-modal transportation. [Policy 3-1.1.2] [Policy 3-1.2.3] • Conservation Element. Identifies the promotion of multi-modal transportation as a tool to reduce vehicle emissions. [Policy 5-1.6.3] • Intergovernmental Coordination Element. Identifies the necessity of continuing to coordinate with other local government agencies and with LYNX on sub-regional transit systems. [Policy 7-1.2.6]
<p>Comprehensive Plan – City of Sanford (2018)</p>	<p>City of Sanford</p>	<p>City of Sanford</p>	<p>Planning document that addresses elements including future land use, housing, mobility, infrastructure, recreation and open space, public school facilities, conservation, capital improvements, intergovernmental coordination, and general monitoring and public participation.</p>	<p>The Plan establishes a vision of Sanford as a significant cultural and business hub for the Central Florida Region. With its showcase waterfront, extensive transportation network, distinctive cultural corridor and historic downtown, Sanford is a vibrant and safe City in which people choose to live, work, raise a family, attend school, shop, play, and retire.</p>
				<p>Several elements of the comprehensive plan include objectives and policies that address public transportation and transit. These include:</p> <ul style="list-style-type: none"> • Future Land Use Element. Defines the I-4 High Intensity Center--one of the development criteria is whether development accommodates and encourages use of multi-modal transportation systems. Defines the US 17-92 Corridor TCEA--development and redevelopment within the TCEA shall occur at densities and intensities that support multi-modal transportation services. Also includes a policy of assessing intermodal transportation facilities. [OBJECTIVE FLU 1.10] [Policy FLU 2.3.1] [Policy FLU 2.7.8] • Mobility Element. Establishes as a goal that there shall be a plan for a multimodal transportation system that places emphasis on public transportation systems, where feasible. Establishes that the City's future focus is on providing a more balanced transportation system, including transit. [Statutory Basis] [Sustainable Vision] • Conservation Element. Establishes that the City shall encourage land use, multimodal transportation systems, and urban design which minimizes energy consumption and maximizes effectiveness of energy consumed. [Policy CON 1.12.2]
<p>Florida Transportation Disadvantaged Program (2005)</p>	<p>State of Florida</p>	<p>Florida Commission for the Transportation Disadvantaged</p>	<p>Planning document that provides a framework for the growth of Florida's Transportation Disadvantaged program. This plan has been developed in cooperation with the Florida Commission for the Transportation Disadvantaged (CTD) and is designed to help the CTD fulfill its mission and achieve its vision.</p>	<p>The goals provided in this Plan include:</p> <ul style="list-style-type: none"> • Provide a sound financial system • Provide adequate quality services • Provide an accessible physical infrastructure • Enhance coordination, cooperation, and inclusion • Develop education and marketing tools.

LYNX TDSP Plans Review

Plan Title (Year Completed)	Geographic Applicability	Responsible Agency	Plan / Program Overview	Recommendations / Objectives / Strategies
(cont.) Florida Transportation Disadvantaged Program (2005)				<p>The FTDP provided several recommendations to increase access to the transportation disadvantaged. These include:</p> <ul style="list-style-type: none"> • Develop a permanent stream of state funding that leverages local and federal dollars and is sufficient to meet current and future transportation disadvantaged needs. • Develop and adopt uniform and comprehensive standards for the equitable and accountable distribution and use of funds. • The Commission for Transportation Disadvantaged will continue to seek funding and support collaborations to meet all trip requests within the law. • Community design will facilitate access to all modes for all citizens. • Maintain and preserve an efficient and effective transportation infrastructure that is accessible to all eligible transportation disadvantaged citizens while meeting the needs of the community. • Establish a statewide transportation disadvantaged system that functions seamlessly by coordinating service and operations across local government lines and that is flexible enough to accommodate and link special riders with providers. • Maintain an educated public regarding the value of a coordinated TD system for the community and also the rights and responsibilities of TD riders and providers.
East Central Florida Regional 2060 Plan (2011)	East Central Florida (Marion, Volusia, Sumter, Lake, Seminole, Orange, Osceola, and Brevard Counties)	East Central Florida Regional Planning Council	Strategic regional policy plan whose goals and policies are intended to inform and guide local decision making in a manner that leads toward the implementation of the Central Florida Regional Vision.	<p>The 2060 East Central Florida Regional Plan Goals include: Coordinate with economic development agencies, local governments, and educational institutions to implement the region's Comprehensive Economic Development Strategy; Develop a balanced multi-modal transportation network that connects compact centers of development with mixed use transit-served corridors; Prepare communities to effectively respond to disasters by implementing an all-hazards approach to emergency preparedness planning and coordination at the regional level; Assure that an adequate supply of safe, sanitary, and affordable housing is equitably distributed throughout the region; Protect, conserve, and enhance the quantity and quality of the region's sustainable water resources; Improve and enhance the region's development character by assuring a high standard of design in all development, and; Promote a regional agricultural system that results in gains to the local economy, greater food security, preservation of rural heritage, and improved land stewardship and agricultural practices.</p>
				<p>The ECFR Plan provided several recommendations that related to transportation and transit. These include:</p> <ul style="list-style-type: none"> • Promote innovative design for development in harmony with natural resources. • Promote the development and attraction of high-wage, value-added, and export-oriented technology and manufacturing industries. • Encourage an interconnected street network for all future local roads. • Plan for multi-modal connections from airports and seaports to job and tourist centers. • Encourage transit-oriented and transit-ready developments that are proximate to transit stations. In transit served corridors, move toward reducing off street parking requirements, consider parking maximums, encourage shared parking, and consider placing retail on the ground floor of parking structures. • Encourage transit ready design elements, such as right-of-way acquisition consistent with local and regional transportation plans to optimize network connectivity and efficiency. • Promote mixed uses in existing communities to reduce vehicle miles traveled and energy use. • Encourage land use patterns and multi-modal transportation systems that promote energy efficiency. • Build new centers and rebuild existing urban centers in the most appropriate locations that can reasonably provide urban services and multi-modal transportation.

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Orlando Transportation 2030 (2020)	Orlando region (including Orange, Osceola, Seminole, Volusia, Brevard, Polk, and Lake Counties)	Alliance for Regional Transportation/ Orlando EDC	The purpose of this Study is to develop a blueprint for the region's transportation future. The workgroup developed as part of this study reviewed current trends and disruptions facing the region, identified key mobility challenges and opportunities, reviewed successful practices both within Central Florida and nationwide, and received input from regional agencies.	<p>The Plan identifies seven regional priorities including the following: Build out and speed up regional transit systems; Transform all of Interstate 4 (I-4); Improve east-west connectivity; Strengthen Central Florida's global gateways; Lead in transportation innovation; Empower a regional transportation authority; Invest boldly.</p> <p>Key Considerations for the TDP include the following:</p> <ul style="list-style-type: none"> Executive Summary notes that "Orlando does not enjoy the full range of multimodal transportation options - particularly public transit - that many competing regions have developed." Two of seven regional priorities relate directly to transit: 1) Build out and speed up regional transit systems, 6) Empower a regional transportation authority.
City of Orlando Community Action Plan (2018)	City of Orlando	City of Orlando	Planning document that provides a framework for progressing the City of Orlando's sustainability goal in alignment with the United Nation's (UN) Sustainable Development Goals (SDGs) in a manner that addresses social equity, climate resiliency and smart technology and innovation.	<p>The plan identifies goals and strategies for several focus areas: Clean Energy, Green Buildings, Local Food, Livability, Solid Waste, Transportation, and Water. The goals for Transportation include:</p> <ul style="list-style-type: none"> Majority of trips to be made by foot, bike, carpooling, or transit Achieve a Gold ranking for the League of American Bicyclists Bicycle Friendly Community Score Increase miles of safe, sustainable transportation infrastructure (bike lanes and paths, transit lines, and sidewalks) Double street miles within the city that meet "complete streets" criteria Eliminate pedestrian and bike fatalities Increase the use of electric vehicles (EVs) and alternative fuel vehicles throughout the city Attain a "good" rating on the Air Quality Index (AQI) 365 days/year. <p>The Plan identifies community prioritized strategies to achieve the identified Transportation goals, inclusive of transit strategies. These strategies include:</p> <ul style="list-style-type: none"> Develop Smart App Technology to Improve Ridership on Transit and Alternative Mobility Options Develop a Car Sharing Program Targeted to Low-Income Communities Expand Drive Electric Orlando Program with 100 New Public EV Charging Stations Deploy Electric Bus/Shuttle Technology on the LYMMO Via the Autonomous Vehicle Mobility Initiative (AVMI) Prioritize Funding for Healthy Transportation Options (Sidewalks, Urban Trails, Bicycle Lanes, Bike Infrastructure and Public Transit Service) Over Improvements for Vehicles Develop and Implement Vision Zero Plan Expand Bike Share and Scooter Share



Appendix B – Public Involvement Plan



Central Florida Regional Transportation Authority 2023 Transportation Disadvantaged Service Plan Major Update

Public Involvement Plan

December 15, 2022

Prepared For:

Central Florida Regional Transportation Authority
455 North Garland Avenue
Orlando, FL 32801

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LYNX 2023 Transportation Disadvantaged Service Plan Major Update (TDSP) Public Involvement Plan

Project Background

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX's commitment to maintain and improve transportation services for the transportation disadvantaged (TD). The TDSP serves as a framework for evaluating TD services. As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of the elderly, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective, and efficient transportation services within its service area. The TDSP lays out a strategy for meeting the state of Florida requirements through service planning, service development, and implementation of transportation resources. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and is approved by the Local Coordinating Board (LCB).

This Public Involvement Plan (PIP) has been developed to guide how LYNX will engage the public and stakeholder groups to inform the 2023 TDSP Major Update.

Public Involvement Plan Purpose and Goals

Public involvement in transportation planning is important for a transparent and inclusive plan development process that reflects the community's desires. LYNX utilizes the approved local MPO (MetroPlan Orlando) public involvement process as a framework and guide for educating the public on transportation issues and disseminating information relative to the TDSP and for soliciting public input through varied means. The PIP was created to provide a quality public outreach process during the TDSP development process. This plan will support efforts to ensure the regional community is offered ample opportunity to engage in the process, participate in project dialogue, and assist with informing leadership of the local perspective related to project elements.

Goals of the Public Involvement Plan

TDSP PIP goals align with those developed for the 2023 TDSP Major Update and this facilitates uniform overarching tenets by which to guide outreach activities. The central goals of the TDSP PIP include:

- **Promote** greater awareness and understanding of LYNX and the TDSP process;
- **Encourage** inclusive and comprehensive public input throughout the TDSP planning process;
- **Develop** the TDSP around the public feedback received through the process; and
- **Enhance** the LYNX public participation process through continued outreach and incorporation of new approaches

Traditionally Under-Represented & Under-Served Populations

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal funds. In addition to considering minority and low-income persons as required by Title VI of the Civil Rights Act of 1964, Environmental Justice (EJ) also considers other groups of traditionally under-represented or under-served populations, such as aging and transit-dependent populations, in the transportation decision-making processes. Public outreach for the TDSP will be conducted in compliance with Title VI requirements.

Public Involvement Activities

Several public participation strategies are included to reach LYNX riders, concerned community members, and stakeholder organizations. The strategies selected are summarized below.

Transportation Disadvantaged Local Coordinating Board (TDLCB)

The TDLCB is an advisory board that provides information, advice, and direction to the Community Transportation Coordinator (CTC). The LCB meets quarterly and regular updates regarding the TDSP will be provided. Those updates will provide an opportunity for LCB members to provide feedback on the plan. In addition, the LCB will be solicited for feedback on survey instruments, workshop locations, and discussion group attendees.

Quality Assurance Task Force (QATF)

The Quality Assurance Task Force (QATF) is a subcommittee of the TDLCB. This group meets regularly to discuss service issues related to Access LYNX. Importantly, the QATF oversees the annual evaluation of the CTD and participated in annual updates of the TDSP. Regular updates to the QATF will ensure TDSP actions and findings are consistent with committee priorities.

Stakeholder Discussion Groups

The impact of this project in Central Florida is extensive and LYNX recognizes the importance of involving community partners throughout the project process. The LYNX team is committed to engaging key stakeholders, including representation from social service agencies and staff who provide services to TD persons within the three-county service area. Discussions with this group of stakeholders will be held to pose key questions on priorities, service phasing, and opportunities to leverage partnerships for the purposes of implementing new and enhanced service. Two discussion groups are proposed as part of the TDSP outreach process.

User Survey

A survey will be developed to gauge the experience of clients of the Access LYNX service. The survey will be administered by phone to a group of existing users and will also be made available via the web as an option. In this way, users of the system can offer direct feedback and inform the TDSP.

Public Workshops

Public workshops will be facilitated to provide information, educate the public, and gather feedback. These workshops will engage attendees and provide exposure to updates to the TDSP. Three (3) workshops will be conducted, one per county within the LYNX service area including Osceola County, Orange County, and Seminole County. Workshops will be held in a hybrid format where attendees can attend both in-person and via the web. In this way, access is enhanced for those who are unable to attend in-person.

As needed, materials for these workshops will be translated into Spanish and made available upon request. Spanish-speaking staff will also be available during the workshops to provide translation services if needed. Other languages are also available upon request.

Proposed locations for the three workshops include the following.

City of Altamonte Springs City Hall
Commission Chambers
225 Newburyport Ave.
Altamonte Springs, FL 32701

LYNX Central Station
2nd Floor Open Space
455 North Garland Ave.
Orlando, FL 32801

City of Kissimmee City Hall
Heart Memorial Central Library
211 E Dakin Ave.
Kissimmee, FL 34741

Promotional Materials

To assist with communication of workshop events, visual communication materials will be developed and distributed to the community. These materials include:

- Workshop informational flyers
- Project presentations

These materials will be distributed in various outlets and made available at public meetings, workshops, and/or outreach activities. Additionally, presentation materials and PowerPoints will be formulated and made available for all meetings and public workshops.

Legal Advertisements

Legal advertisements will be issued for the three workshops. LYNX advertises official meetings in various publications depending on the type and locations of the sessions. Legal advertisements are incorporated into newspapers of general circulation, such as the Orlando Sentinel, preceding each designated session. Additionally, these notifications will also be published in Spanish in compliance with Executive Order 13166 Access to Services for Persons with Limited English Proficiency (LEP). The notice will also be available on the LYNX website for translation into other languages.

Documentation of Public Involvement Activities

The results of the public outreach activities described in this PIP will be summarized and documented in the TDSP report. Summaries of these activities along with the resulting survey results, level of participation, and documentation of all organizations reached and that actively participated in the plan development process, will be included.

As indicated through this PIP, presentation of the draft TDSP findings and report will be provided to the QATF and TDLCB to educate, inform, and provide an opportunity to gather feedback and input from all stakeholders.



Appendix C – Public Workshop Comments



**ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD PUBLIC WORKSHOP
SUMMARY OF COMMENTS**

DATE: November 30, 2022

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

TIME: 10:00 a.m.

Those that attended the meeting in person were:

Mayor Pat Bates, Seminole County
Commissioner Mayra Uribe, Orange County
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Jo Santiago, FDOT
Ms. Cheryl Stone, Elderly
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members Not in Attendance

Ms. Dianne Arnold, Economically Disadvantaged
Vacant, Medical Community
Ms. Karla Radka, Senior Resource Alliance
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA

Others in Attendance

Mr. Norman Hickling, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX
Ms. Patricia Whitton, ACCESS LYNX
Ms. Ms. Virginia Whittington, MetroPlan Orlando
Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Cathy Goldfarb MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
A complete list of other attendees is available upon request.

Mayor Pat Bates, Chairperson, called the public workshop to order at 10:00 a.m. and welcomed everyone. Mr. Wayne Olson led attendees in the Pledge of Allegiance. Ms. Lisa Smith called roll and

confirmed that a quorum was present. Ms. Virginia Whittington informed those in attendance of the purpose of the annual public workshop meeting, provided details on how the public workshop was noticed, the options for submitting and/or making comments, an overview of the virtual meeting guidelines, and how to use the virtual raise hand feature to be recognized by the Chairperson. She also confirmed that the meeting had been properly noticed. Lastly, Ms. Whittington thanked attendees for participating and providing their comments.

Mayor Bates explained that the meeting consisted of two parts: the public workshop and the regularly scheduled quarterly TDLCB meeting which would immediately follow. She requested that public workshop participants fill out a speaker card if they wished to make public comments. Mayor Bates announced that each speaker would be allowed two minutes.

Public Comments:

Online Commenters

- Ms. Whittington acknowledged that public comments received via email/voicemail had been provided to the members.
- Mr. Jim East, Orange County, commented that he had been involved in TD in Alachua County for 10 years. He noted that access LYNX staff has been very polite and cordial, but he had experienced a lack of follow up. He has been trying to change his eligibility and it has been challenging. He added that his trips, drivers and reservations have all gone well.
- Ms. Angela Welch a speaker card had been received from Ms. Angela Welch, however, she was not present when her name was called and therefore did not address the Board.
- Ms. Sherri Brun, Orange County, thanked all for hosting the public meeting and the ACCESS LYNX team. She complimented Access LYNX on the UZerv and the other private ride share services. She noted that in Jacksonville UZerv has a direct number and you can schedule rides two hours in advance, although there is a higher fare to do so.
- Ms. Sheila Young. Orange County commented that mobility on demand is happening around the state, and she would like to see ACCESS LYNX offer the service. She added that UZerv is amazing.
- Marie T. Suarez, Lake County (Traveling Terry Florida) commented that she has parents in Osceola County and has been using ACCESS LYNX as a visitor. She thanked ACCESS Lynx for the service. She has used the private contractors service and it is very customer friendly. She lives in Lake County and has friends and family in Orange, Osceola, Seminole and she wanted to know if she could be a traveler as opposed to visitor in order to not have a limit on trips.
- Robin Ferguson, Orange County, commented that there is a lack of respect between the drivers and dispatchers, and you can hear it through the two way radios. The drivers are treated poorly by the dispatchers and that is a reason some of them leave. Riders are often late, and the drivers take the fall out. She added that trips are longer than necessary due to drivers driving out of the way making what should be a 15-minute trip take an hour.
- Derek Selbo, Seminole County, thanked ACCESS LYNX for the service and noted that he is blind and uses voiceover and he has had a difficult time inputting addresses on the online reservation site, unless the address is already in the system. He suggested that ACCESS LYNX look at the system from a blind person's perspective and redesign it to be more user friendly. He added that the app

will tell you your ride has arrived when it is not there, and a blind person cannot see if the ride is really there or not and has to wait for it to actually arrive.

- Lee Fragala, Orange County, commented that recently a friend was on a scooter in the ACCESS LYNX vehicle and fell over. She noted that the driver pulled over and was very careful helping her friend, but she felt that riders should not ride on the scooter and sit in a seat instead.
- Darrow Loucks, Lake County, commented that if you are approved for service in one county you should be approved for all counties and not have a 21-day limit on your rides. Also, at the county interchange points there should be a bench or shelter for riders and riders should not be charged in each county if it is part of the same trip.

In person Comments

- Ms. Margaret Battis commented on reserving a ride on the phone time is 40 minutes and a call back feature should be added to minimize call hold time.
- Mr. Eric Lutz commented that the service has done a 180 degree turn for the better and ACCESS LYNX should continue to use private contractors. Mr. Lutz acknowledged ACCESS LYNX staff that he felt did a good job.
- Ms. Alma Reese commented thank you and things had improved. She spoke on behalf of her friend who concerned because she has a severely disabled child who can't be left alone. She noted the app is good for people who have trouble using their hands and can't stay on hold for extended periods of time
- Elizabeth Marshulo. Seminole County commented thank you for the service. She added that drivers are not trained on the Paw Pass app.
- Cheryl McGinnis, Orange County, commented that the service is good and allows her to avoid riding the city bus. She said that because of the time frames for rides and drivers picking up and dropping other riders, you are late for appointments. She added there are long hold times to book trips.
- Dipte Valane, Orange County, commented on an issue scheduling a midnight airport drop off or pick up. She also commented on when she has multiple rides and if a ride is late, she is listed as a no show for another leg of the trip.

Prior to closing the public comment period Mayor Bates asked if anyone else wanted to make public comments.

Mayor Bates thanked everyone that brought forward concerns at the public meeting. She assured the speakers that ACCESS LYNX will receive a copy of the comments received for follow up.

There being no further comments, the public comment period was closed.

Mayor Bated introduced Mr., David Darm, Executive Director of the CTD and Mr. John Irvine, Project Manager for CTD Area 6.

Presentation on TD 101

Mr. David Darm, Commission for Transportation Disadvantaged thanked Ms. Whittington and the board for allowing him to present and for the opportunity to listen to the comments. He reviewed who TD customers are, history of the TD program, what is coordinated transportation and CTD

responsibilities. Mr. Darm provided information on the TD Trust Fund and the four grant programs funds are distributed through. In addition, he reviewed the CTC responsibilities, Planner responsibilities, Purchasing agencies and priorities for 2023. Discussion ensued regarding supporting virtual meeting participation, wish list for services, accurate up to date data and need for more funding.

Mr. Darm presented Ms. Marilyn Baldwin with the Breaking Barriers Advocacy Award.

Member Comments: There were no member comments.

Mayor Bates thanked those in attendance and invited them to stay for the TDLCB meeting.

The public workshop adjourned at 11:42 a.m.



Appendix D – Transportation Disadvantaged System User Survey



TDSP User Survey

The ACCESS LYNX team is surveying active clients and asking about their experience using our service. Thank you for your interest in completing this survey – it will take about 5 to 10 minutes to complete.

1. General Information

Gender

Age

City where you started your most recent trip

City where you ended your most recent trip

Survey Questions:

2. How often do you use ACCESS LYNX services?

- Every day
- 3-5 times a week
- 1-2 times a week
- less than once a week

3. What type of place(s) do you typically travel to using ACCESS LYNX or TD services? Check all that apply.

- Work
- Medical
- Training/school
- Recreational (parks/gym/other)
- Groceries/errands
- Other _____

4. How do you typically make your trip reservations?

- Call to ACCESS Lynx Reservationist
- Online (WebACCESS)

5. How do you typically pay for your trip?

- Cash
- Pre-paid
- Other _____

6. Do you use ACCESS LYNX text messaging?

- Yes, Go to Question 6
- No, Go to Question 7

7. What types of text updates would be most helpful?

- Estimated time of arrival
- Ride status (on-time, delayed, canceled)
- Vehicle driver info
- Other _____

8. On a scale of 1 to 5 (with 5 being the best), how satisfied are you with each of the following reservation elements?

- Ease of making reservation
- Wait time for call to be answered
- Reservationist/customer service

Comments _____

9. On a scale of 1 to 5 (with 5 being the best), how satisfied are you with each of the following trip elements?

- Appropriate vehicle/vehicle type
- Working condition of the vehicles
- Cleanliness of the vehicles
- Professionalism of the Driver (Courteous, Helpfulness)
- Driver's uniform, dress code, and appearance
- Pick up time
- Arrival time at your destination
- Travel time on-board the vehicle

Comments _____

10. Would you consider riding LYNX fixed-route service or Neighborlink On-Demand service (where available) if easily accessible?

- Yes
- No
- Not Sure

11. **Indicate your overall satisfaction with ACCESS LYNX service?** 1 through 10 (with 10 being the most satisfied)

12. **List any barriers to accessing transportation services? What makes it difficult for you to use? (e.g., coordination, how long it takes, the days that are available, different providers or drivers)**

13. **General Comments (i.e., what is ACCESS LYNX doing well, or suggestions for improving the ACCESS LYNX service)**

14. We will be hosting focus groups in late January / early February to get more feedback on the ACCESS LYNX Service. Are interested in participating?

- Yes
- No

If yes, we will be sending you additional information – what is the best way to contact you about time / date / location?

Email/Phone: _____



Appendix E – Discussion Group Contact List

LYNX TDSP - Discussion Group Meeting Contact List

Name	Organization/Representing
Adam Zubritsky	Public Education/Orange County Public Schools
Alnita Whitt	Veterans
Benjamin Bossley	Lighthouse Central Florida
Betsy DeLano	representing the Medical Community
Bob Melia	Citizen Advocate (System User)
Calvin Smith	Medicaid
Charlotte Campbell	At Large
Cheryl Stone	Representative for the Elderly (Over 60)
Commissioner Olga Castano	Osceola County
David Nathan	User/Client
Dianne Arnold	OC Community & Family Services Dept
Ed Buford	Veteran's Affairs Seminole County
Elizabeth Howe	Center for Independent Living
Fanita Jackson-Norman	Orland VA Medical Center
Jaime Kersey Ledgerwood	FDOT
Jaime Mariona	User/Client
James Grzesik	Sunrail CAC Rep
Janee Olds	Regional Workforce Development
Jay Voorhees	Celebration Health
Jean Corvoisier	Veteran's Affairs Osceola County
Jeff Whitehead	Division of Blind Services
Jim East	User/Client
John Gill	Quest, Inc.
Juan Salgado	Senior Resource Alliance (Area Agency on Aging of Central FL)
Karla Radka	Senior Resource Alliance (Area Agency on Aging of Central FL)
Linda Rimmer	Goodwill Industries
Lisa Garbers	Inspire of Central Florida
Lorri Shaban	CareerSource Central Florida
Marilyn Baldwin	representing the Disabled
Mayra Uribe	Orange County
Michael McKee	Meals on Wheels
Mimi Reggentin	Orange Commission on Aging
Neika Berry	Citizen Advocate (Non-System User)
Nicole Brown	Orange County Office on Aging
Pam Nabors	Workforce Development Centers
Pat Bates	Seminole County
Richard Prudom	Department of Elder Affairs
Roosevelt Curry	Veteran's Affairs
Sharon Jennings	Agency for Persons with Disabilities
Sheila Young	User/Client
Sherri Brun	User/Client
Suzan Fischer	DaVita
Suzanna Caporina	Easter Seals
Tristan Ruby	Seniors First
Wayne Olson	Division Vocational Rehab Orlando units
Wayne Olson	Florida Department of Education and Vocational Rehabilitation
Wilfredo Raices	State Coordinating Council of Early Childhood Development



Appendix F – Workshop Legal Advertisements



NOTICE OF PUBLIC WORKSHOPS

The Central Florida Regional Transportation Authority (LYNX) has scheduled the following public workshops to which all persons are invited.

PURPOSE: LYNX, in coordination with MetroPlan Orlando, is preparing a Major Update to the Transportation Disadvantaged Service Plan (TDSP) for Orange, Seminole, and Osceola Counties. The TDSP is an annually updated tactical plan required by the Florida Commission for the Transportation Disadvantaged. This plan will identify strategies to meet the transportation needs of transportation disadvantaged persons, including older adults, individuals with disabilities, and persons with lower incomes who cannot access a fixed route bus or obtain their own transportation. A series of meetings will be held to achieve the following goals:

- Solicit input on transportation needs and priorities in the service area.
- Identify any gaps in transportation services that are needed in the service area.

PUBLIC WORKSHOPS

DATE/TIME: Monday, Feb. 6, 4-5:30 p.m. (Public Meeting)

LOCATION: Hart Memorial Central Library - Lillie Room, 2nd Floor, 211 Dakin Ave., Kissimmee, FL 34741

DATE/TIME: Tuesday, Feb. 7, 5- 6:30 p.m. (Public Meeting)

LOCATION: LYNX Central Station - 2nd Floor Open Space, 455 North Garland Ave., Orlando, FL 32801

DATE/TIME: Thursday, Feb. 9, 4-5:30 p.m. (Public Meeting)

LOCATION: City of Altamonte Springs City Hall - Board Chambers, 225 Newburyport Ave., Altamonte Springs, FL 32701

Virtual options are available; please visit our website for more information <https://www.golynx.com/news-events/>. Comments will be accepted at all public workshops and through 5 p.m. March 1 at www.golynx.com on the "contact us" page, or mailed or delivered to:

LYNX Central Station - Strategic Planning Department
455 North Garland Avenue
Orlando, FL 32801
ATTN: Transportation Disadvantaged Service Plan Major Update

For additional information, please contact Trish Whitton at (407) 254-6119. The MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board will be asked to approve the plan for submittal at its scheduled meeting on May 11.

In accordance with the Americans with Disabilities Act of 1990, and any subsequent amendment(s), persons requiring a special accommodation at these meetings because of a disability should contact Benjamin Gonzalez at (407) 254-6038 no later than two (2) business days prior to the meeting. If hearing impaired, contact LYNX at (407) 423-0787 (TDD).



AVISO DE TALLERES PÚBLICOS

La Autoridad de Transporte Regional de Florida Central (LYNX) ha programado los siguientes talleres públicos a los que todas las personas están invitadas.

PROPÓSITO: LYNX ha iniciado la preparación de una Actualización Significativa de su Programa de Desarrollo de Tránsito Público, o *Transportation Disadvantaged Service Plan* (TDSP). El TDSP establece una estrategia para satisfacer las necesidades de transporte de las personas mayores, las personas con ingresos más bajos y las personas con discapacidades. Este esfuerzo se cumple mediante la disposición de servicios de transporte de alta calidad y eficientes dentro del área de servicio que incluye los condados de Orange, Osceola, y Seminole. LYNX está solicitando comentarios para identificar las prioridades del programa TDSP.

TALLERES PÚBLICOS / AUDIENCIAS PÚBLICAS

FECHA/HORA: Lunes, 6 de febrero de 2023, 4:00 p.m. – 5:30 p.m. (Audiencia Pública)

UBICACIÓN: Hart Memorial Central Library - Lillie Room, 2nd Floor, 211 East Dakin Ave., Kissimmee, FL 34744

FECHA/HORA: Martes, 7 de febrero de 2023, 5:00 p.m. – 6:30 p.m. (Audiencia Pública)

UBICACIÓN: Estación Central LYNX - 2º Piso Espacio Abierto, 455 North Garland Ave., Orlando, FL 32801

FECHA/HORA: Jueves, 9 de febrero de 2023, 4:00 p.m. – 5:30 p.m. (Audiencia Pública)

UBICACIÓN: City of Altamonte Springs City Hall - Board Chambers, 225 Newburyport Ave., Altamonte Springs, FL 32701

Opciones virtuales están disponibles; por favor visite <https://www.golynx.com/news-events/> para más información.

Se aceptarán comentarios en todos los talleres públicos y en www.golynx.com, o por correo enviado a:

LYNX Central Station - Strategic Planning Department
455 North Garland Avenue
Orlando, FL 32801
ATTN: Transportation Disadvantaged Service Plan Major Update

Para obtener información adicional, comuníquese con Trish Whitton al (407) 254-6119.

De acuerdo con la Ley de Estadounidenses con Discapacidades de 1990 y cualquier enmienda posterior, las personas que requieran una adaptación especial en estas reuniones debido a una discapacidad deben comunicarse con Benjamín González al (407) 254-6038 a más tardar dos (2) días antes de la reunión. Si tiene problemas de audición, comuníquese con LYNX al (407) 423-0787 (TDD).



Appendix G – Transportation Disadvantaged Program Eligibility Application



ACCESS LYNX
TRANSPORTATION
DISADVANTAGED (TD) PROGRAM

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

Eligibility:

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

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

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

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

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

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

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

Mail Completed Application to:
ACCESS LYNX (Eligibility)
455 N Garland Ave.
Orlando, FL 32801
Fax Application to: (407) 849-6759
Information: (407) 423-8747 (select Option 6)



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

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

APPLICATION: General Information (SECTION 1)

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

Emergency Contact:

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

Please check all that apply to you:

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



Do you have weekly scheduled medical appointments? YES NO

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

How do you currently travel to your destination?

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

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

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

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

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

Explain: _____

Verification of Income (SECTION 2)

Total Individual Monthly Income \$ _____

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

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

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

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

Additional documentation may be required to support individual income.



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

Application Checklist:

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

Acknowledgments, Authorization, and Release by Applicant

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

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

I affirm that the information in this application package is true and correct to the best of my knowledge. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship



Medical Form (SECTION 4)

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

Applicant Name: _____ Date of Birth: _____

What is the applicant's disability or condition? _____

- Cognitive Impairment Functional Hearing Visual
 Uncontrolled Fatigue Emotional Neurological

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

If Temporary, what is the expected duration? _____

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

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

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

If yes, please explain. _____

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

Licensed Medical Professional's Signature

Medical License Number

Licensed Medical Professional Name
(Print Legibly)

Contact Number

Contact Address





Appendix H – Paratransit Vehicle Inventory

Vehicle Inventory

Vehicle #	VIN #	Vehicle Year	Chasis Manufacturer	Engine Model	Bus Manufacturer	Bus Model	ADA Lift	Vehicle Length	Max Seat	Max WC	Highest Mileage Documented	Funding Source Name	Owner
6831	1FDFF4FS0KDC75242	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	137,829	FL16X019-111304	
6832	1FDFF4FS4KDC75244	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	200,249	FL16X062-111204	
6833	1FDFF4FS8KDC75246	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	191,213	FL16X034-111204-2	
6834	1FDFF4FS9KDC75238	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	115,366	FL16X019-111304	
6835	1FDFF4FS9KDC75241	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	117,229	FL16X062-111204	
6836	1FDFF4FS7KDC75240	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	106,025	FL16X019-111304	
6837	1FDFF4FS6KDC75245	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	46,770	FL16X062-111204	
6838	1FDFF4FS3KDC75249	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	63,952	FL16X034-111204-1	
6839	1FDFF4FS1KDC75248	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	106,262	FL16X034-111204-1	
6840	1FDFF4FS0KDC75239	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	92,452	FL16X062-111204	
6841	1FDFF4FS2KDC75243	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	85,197		
6842	1FDFF4FS1KDC75251	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	109,472		
6843	1FDFF4FSXKDC75247	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	108,413		
6844	1FDFF4FSXKDC75250	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	142,179		
6845	1FDFF4FS3KDC75252	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	87,356		
276-218	1FDFF4FS3HDC58881	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	69,629		
277-218	1FDFF4FS1HDC57566	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	59,248		
278-218	1FDFF4FS9HDC53054	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	68,171		
7139	1FDEE4FL8EDB10564	2014	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	334,339	FL04-0179-111203	LYNX
7140	1FDEE4FL0EDB10932	2014	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	358,414	FL04-0179-111203	LYNX
7142	1FDEE4FL3EDB10925	2014	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	340,125	FL04-0179-111203	LYNX
7153	1FDFF4FS4FDA28117	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	380,002		LYNX
7165	1FDFF4FS5FDA28112	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	353,573		LYNX
7167	1FDFF4FS6FDA28121	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	339,192		LYNX
7170	1FDFF4FS3FDA28125	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	375,945		LYNX
7171	1FDFF4FS8FDA28119	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	344,861		LYNX
7172	1FDFF4FS2FDA28133	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	396,565		LYNX
7177	1FDFF4FS0FDA28132	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	346,963		LYNX
7178	1FDFF4FS7FDA28127	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	352,496		LYNX
7179	1FDFF4FS1FDA28110	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	323,420		LYNX
7180	1FDFF4FS8FDA28136	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	346,178		LYNX
7181	1FDFF4FS6GDC57108	2016	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	321,616	FL16X023-1	LYNX
7182	1FDFF4FS4GDC57110	2016	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	304,456	FL16X023-1	LYNX
7183	1FDFF4FSXGDC57113	2016	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	324,475	FL16X023-1	LYNX
7184	1FDFF4FS8GDC57112	2016	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	335,577	FL16X023-1	LYNX
7185	1FDFF4FS6GDC57111	2016	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	304,919	FL16X023-1	LYNX
7186	1FDFF4FS8GDC57109	2016	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	286,790	FL16X023-1	LYNX
7187	1FDFF4FS8HDC39923	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	236,090		
7188	1FDFF4FS0GDC55340	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	239,407		
7189	1FDFF4FS9GDC57118	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	183,416		
7190	1FDFF4FS4HDC57562	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	222,084		
7191	1FDFF4FS0GDC57119	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	233,935		
7192	1FDFF4FS1HDC41674	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	193,984		
7193	1FDFF4FS5HDC58879	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	198,700		
7194	1FDFF4FSXHDC57565	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	198,183		
7195	1FDFF4FS7HDC58883	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	231,993		
7196	1FDFF4FS1HDC58880	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	219,759		
7197	1FDFF4FS7HDC57569	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	229,787		
7198	1FDFF4FS9HDC58884	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	249,532		
7199	1FDFF4FS6HDC57563	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	230,652		

Vehicle Inventory

Vehicle #	VIN #	Vehicle Year	Chasis Manufacturer	Engine Model	Bus Manufacturer	Bus Model	ADA Lift	Vehicle Length	Max Seat	Max WC	Highest Mileage Documented	Funding Source Name	Owner
7200	1FDFE4FS8HDC57564	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	227,676		
7201	1FDFE4FS7GDC57117	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	231,860		
7202	1FDFE4FS3HDC53051	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	211,564		
7203	1FDFE4FS5HDC57568	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	208,763		
7204	1FDFE4FS3HDC57567	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	220,224		
7205	1FDFE4FSXHDC39924	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	229,021		
7206	1FDFE4FS0HDC58885	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	188,084		
7207	1FDFE4FS5HDC58882	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	195,291		
7208	1FDFE4FS3HDC57570	2018	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	213,019		
7209	1FDFE4FS6KDC10038	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	183,991		
7210	1FDFE4FS3JDC43464	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	155,706		
7211	1FDFE4FS4KDC10037	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	211,138		
7212	1FDFE4FS1JDC41891	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	169,189		
7213	1FDFE4FS2KDC17357	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	139,161		
7214	1FDFE4FS2KDC10036	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	197,316		
7215	1FDFE4FS3JDC41875	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	194,591		
7216	1FDFE4FS1JDC41874	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	165,141		
7217	1FDFE4FS4JDC41884	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	138,920		
7218	1FDFE4FSXJDC41887	2019	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	209,606		
7219	1FDFE4FSXKDC51384	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	145,882		
7220	1FDFE4FS3KDC51386	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	175,657	FL20182000-5	
7221	1FDFE4FS1KDC51385	2020	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	116,603	FL20182000-5	
7222	1FDWE3F69KDC72790	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	103,275	FL90Y016-11204	
7223	1FDWE3F66KDC72763	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	109,997	FL90Y016-11204	
7224	1FDWE3F68KDC72764	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	139,460		
7225	1FDWE3F64KDC72776	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	147,918		
7226	1FDWE3F64KDC72762	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	136,876		
7227	1FDWE3F62KDC72761	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	147,291		
7228	1FDWE3F65KDC72768	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	146,386		
7229	1FDWE3F62KDC72758	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	147,419		
7230	1FDWE3F65KDC72785	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	144,046		
7231	1FDWE3F61KDC72766	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	142,848		
7232	1FDWE3F6XKDC72765	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	119,184		
7233	1FDWE3F67KDC72786	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	72,875		
7234	1FDWE3F61KDC72783	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	149,688		
7235	1FDWE3F64KDC72759	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	144,051		
7236	1FDWE3F69KDC72787	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	136,839		
7237	1FDWE3F63KDC72784	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	125,008		
7238	1FDWE3F62KDC72775	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	144,290		
7239	1FDWE3F60KDC72760	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	137,666		
7240	1FDWE3F67KDC72772	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	142,588		
7241	1FDWE3F60KDC72774	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	135,942		
7242	1FDWE3F66KDC72777	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	128,644		
7243	1FDWE3F63KDC72770	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	135,255		
7244	1FDWE3F69KDC72773	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	136,352		
7245	1FDWE3F67KDC72769	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	139,482		
7246	1FDWE3F66KDC72780	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	130,577		
7247	1FDWE3F60KDC72788	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	81,440		
7248	1FDWE3FN9MDC20750	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	128,582		
7249	1FDWE3F68KDC72778	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	128,027		

Vehicle Inventory

Vehicle #	VIN #	Vehicle Year	Chasis Manufacturer	Engine Model	Bus Manufacturer	Bus Model	ADA Lift	Vehicle Length	Max Seat	Max WC	Highest Mileage Documented	Funding Source Name	Owner
7250	1FDWE3F68KDC72781	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	137,773		
7251	1FDWE3F6XKDC72782	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	132,928		
7252	1FDWE3FN1MDC20774	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	124,630		
7253	1FDWE3FN6MDC20771	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	79,725		
7254	1FDWE3FN4MDC20770	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	113,234		
7255	1FDWE3FN2MDC20766	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	121,212		
7256	1FDWE3FN9MDC20764	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	111,138		
7257	1FDWE3FN7MDC20763	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	122,836		
7258	1FDWE3FN3MDC20761	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	113,176		
7259	1FDWE3FN2MDC20749	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	123,652		
7260	1FDWE3F65KDC72771	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	132,969		
7261	1FDWE3F63KDC72767	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	120,128		
7262	1FDWE3FN2MDC20752	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	120,700		
7263	1FDWE3FN0MDC20751	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	129,017		
7264	1FDWE3FN3MDC20775	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	111,736		
7265	1FDWE3FN6MDC20768	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	111,491		
7266	1FDWE3FN3MDC20758	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	103,521		
7267	1FDWE3FN1MDC20757	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	118,282		
7268	1FDWE3FN3MDC20775	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	83,895		
7269	1FDWE3FN6MDC20754	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	119,554		
7270	1FDWE3FN4MDC20753	2020	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	112,144		
7271	1FDWE3FN0MDC20765	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	121,954		
7272	1FDWE3FN5MDC20762	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	111,875		
7273	1FDWE3FN8MDC20755	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	121,372		
7274	1FDWE3FN8MDC20769	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	111,577		
7275	1FDWE3FN5MDC20759	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	103,739		
7276	1FDWE3FN8MDC20772	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	104,657		
7277	1FDWE3FN5MDC20776	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	114,323		
7278	1FDWE3FN0MDC20779	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	121,165		
7279	1FDWE3FN7MDC20777	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	112,254		
7280	1FDWE3FN9MDC20778	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	104,729		
7281	1FDWE3FN4MDC20767	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	109,805		
7282	1FDWE3FN1MDC20760	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	107,498		
7283	1FDWE3FNXMDC20773	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	106,161		
7284	1FDWE3FN9MDC36365	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	103,020		
7285	1FDWE4FS6FDA35280	2015	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	150,842		
7300	1FDWE3FN7MDC41757	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	52,561		
7301	1FDWE3FN1MDC40832	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	61,415		
7302	1FDWE3FN0MDC41759	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	55,994		
7303	1FDWE3FN1MDC40829	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	55,315		
7304	1FDWE3FN4MDC41764	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	49,751		
7305	1FDWE3FN2MDC41763	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	55,773		
7306	1FDWE3FN3MDC40833	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	56,048		
7307	1FDWE3FN9MDC41761	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	57,106		
7308	1FDWE3FN0MDC41762	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	50,654		
7309	1FDWE3FN7MDC41760	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	56,266		
7310	1FDWE3FN9MDC41758	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	6,677		
7311	1FDWE3FNXMDC22766	2021	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	55,945		
7312	1FDWE3FNXMDC40831	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	58,263		
7313	1FDWE3FN8MDC40830	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	57,544		

Vehicle Inventory

Vehicle #	VIN #	Vehicle Year	Chasis Manufacturer	Engine Model	Bus Manufacturer	Bus Model	ADA Lift	Vehicle Length	Max Seat	Max WC	Highest Mileage Documented	Funding Source Name	Owner
7314	1FDWE3FN3NDC22768	2021	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	55,741		
7315	1FDWE3FN5MDC41756	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	46,889		
7316	1FDWE3FN8NDC22765	2021	FORD	E450	TurtleTop	Odyssey	YES	23	12	4	55,274		
7317	1FDWE3FNXMDC40828	2021	FORD	E450	TurtleTop	Van Terra XLT	YES	23	12	3	39,008		
7318	1FDWE3FN1NDC22767	2021	FORD	E350	TurtleTop	Van Terra XLT	YES	23	12	3	39,849		
9000	2C7WDGCGXJR176581	2018	DODGE		BraunAbility	Caravan	YES		4	1	148,317		
9001	2C7WDGCG5JR176584	2018	DODGE		BraunAbility	Caravan	YES		4	1	172,686		
9002	2C7WDGCG4JR176592	2018	DODGE		BraunAbility	Caravan	YES		4	1	208,859		
9003	2C7WDGCG6JR176593	2018	DODGE		BraunAbility	Caravan	YES		4	1	203,119		
9004	2C7WDGCG6JR176576	2018	DODGE		BraunAbility	Caravan	YES		4	1	195,221		
9005	2C7WDGCG7JR176585	2018	DODGE		BraunAbility	Caravan	YES		4	1	181,657		
9007	2C7WDGCG4JR176589	2018	DODGE		BraunAbility	Caravan	YES		4	1	187,473		
9008	2C7WDGCG1JR176579	2018	DODGE		BraunAbility	Caravan	YES		4	1	208,354		
9009	2C7WDGCG8JR176577	2018	DODGE		BraunAbility	Caravan	YES		4	1	211,502		
9010	2C7WDGCG0JR176587	2018	DODGE		BraunAbility	Caravan	YES		4	1	193,069		
9011	2C7WDGCG9JR176572	2018	DODGE		BraunAbility	Caravan	YES		4	1	180,735		
9012	2C7WDGCG0JR176573	2018	DODGE		BraunAbility	Caravan	YES		4	1	185,362		
9013	2C7WDGCG8JR176594	2018	DODGE		BraunAbility	Caravan	YES		4	1	149,221		
9014	2C7WDGCGXJR176595	2018	DODGE		BraunAbility	Caravan	YES		4	1	182,097		
9015	2C7WDGCG8JR176580	2018	DODGE		BraunAbility	Caravan	YES		4	1	162,932		
9016	2C7WDGCG1JR176582	2018	DODGE		BraunAbility	Caravan	YES		4	1	165,771		
9017	2C7WDGCG2JR176588	2018	DODGE		BraunAbility	Caravan	YES		4	1	169,478		
9020	2C7WDGCG2JR176591	2018	DODGE		BraunAbility	Caravan	YES		4	1	163,953		
9021	2C7WDGCG2JR176574	2018	DODGE		BraunAbility	Caravan	YES		4	1	176,748		
9022	2C7WDGCG4JR176575	2018	DODGE		BraunAbility	Caravan	YES		4	1	173,051		
9023	2C7WDGCGXJR176578	2018	DODGE		BraunAbility	Caravan	YES		4	1	172,364		
9024	2C7WDGCG3JR176583	2018	DODGE		BraunAbility	Caravan	YES		4	1	177,519		
9025	2C7WDGCGXJR337902	2018	DODGE		BraunAbility	Caravan	YES		4	1	165,345		
9026	2C7WDGCG3JR337899	2018	DODGE		BraunAbility	Caravan	YES		4	1	147,151		
9027	2C7WDGCG6JR337900	2018	DODGE		BraunAbility	Caravan	YES		4	1	153,155		
9028	2C7WDGCG1JR337903	2018	DODGE		BraunAbility	Caravan	YES		4	1	150,763		
9029	2C7WDGCG8JR337901	2018	DODGE		BraunAbility	Caravan	YES		4	1	166,797		
9030	2C7WDGCG9JR337907	2018	DODGE		BraunAbility	Caravan	YES		4	1	147,221		
9031	2C7WDGCG9JR337910	2018	DODGE		BraunAbility	Caravan	YES		4	1	152,918		
9032	2C7WDGCG7JR337906	2018	DODGE		BraunAbility	Caravan	YES		4	1	156,075		
9033	2C7WDGCG0JR337908	2018	DODGE		BraunAbility	Caravan	YES		4	1	142,717		
9034	2C7WDGCG3JR337904	2018	DODGE		BraunAbility	Caravan	YES		4	1	162,320		
9035	2C7WDGCG2JR337912	2018	DODGE		BraunAbility	Caravan	YES		4	1	127,406		
9036	2C7WDGCG2JR337909	2018	DODGE		BraunAbility	Caravan	YES		4	1	158,257		
9037	2C7WDGCG4JR337913	2018	DODGE		BraunAbility	Caravan	YES		4	1	156,981		
9038	2C7WDGCG1JR337898	2018	DODGE		BraunAbility	Caravan	YES		4	1	162,151		
9039	2C7WDGCG5JR337905	2018	DODGE		BraunAbility	Caravan	YES		4	1	138,465		
9040	2C7WDGCG0JR337911	2018	DODGE		BraunAbility	Caravan	YES		4	1	151,283		
9041	2C7WDGCG6JR337914	2018	DODGE		BraunAbility	Caravan	YES		4	1	149,765		
9042	2C7WDGCG8JR337915	2018	DODGE		BraunAbility	Caravan	YES		4	1	163,058		
9043	2C7WDGCG1JR337917	2018	DODGE		BraunAbility	Caravan	YES		4	1	154,309		
9044	2C7WDGCG5JR337919	2018	DODGE		BraunAbility	Caravan	YES		4	1	158,093		
9046	2C7WDGCGXJR337916	2018	DODGE		BraunAbility	Caravan	YES		4	1	155,025		
9047	2C7WDGCG3JR337918	2018	DODGE		BraunAbility	Caravan	YES		4	1	139,326		
9048	2C7WDGCG1JR337920	2018	DODGE		BraunAbility	Caravan	YES		4	1	135,074		

Vehicle Inventory

Vehicle #	VIN #	Vehicle Year	Chasis Manufacturer	Engine Model	Bus Manufacturer	Bus Model	ADA Lift	Vehicle Length	Max Seat	Max WC	Highest Mileage Documented	Funding Source Name	Owner
9049	2C7WDGCGXJR337897	2018	DODGE		BraunAbility	Caravan	YES		4	1	147,151		
21060	3FAHPOGA4CR128345	2011	FORD	FUSION	FORD	FUSION	NO	14	4	0	205,626	Private	MV Transportation
21062	3FAHP0GA4CR249277	2011	FORD	FUSION	FORD	FUSION	NO	14	4	0	228,510	Private	MV Transportation
21063	3FAHP0GA6CR249278	2011	FORD	FUSION	FORD	FUSION	NO	14	4	0	222,067	Private	MV Transportation



Appendix I – System Safety Program Plan Certification



LYNX SYSTEM SAFETY PROGRAM PLAN

REVISION 21

December 2022

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Revision History


Revision Number	Revision Date	Summary of Changes	Author
Revision 21	12-30-2022	Updated Organization Chart	Safety & Security
Revision 20	12-12-2019	Updated CEO's Name	Safety & Security
Revision 19	1-11-2019	Updated appendix list	Safety & Security
Revision 18	1-11-2019	Update the plan to reflect FDOT's recommendations from the Triennial Review.	Safety & Security
Revision 17	7-18-2018	Updated the plan to reflect FDOT's recommendations from the Triennial Review	Author
Revision 16	5-1-2018	Updated system description, positions and added criminal background checks-section 4.2.3	Risk Management, Safety & Security
Revision 15	12-01-2015	Update to include FDOT BSS requirements	Risk Management, Safety & Security
Revision 14	3-01-2014	Update to include Grapefruit LYMMO	Risk Management and Safety
Revision 13	8-1-2013	Plan Update and FDOT BSS Requirements	Risk Management and Safety

Document Location

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

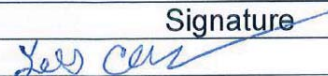
Adoption

This document requires the adoption by the CEO:

Name	Title	Signature
Jim Harrison	Chief Executive Officer	

Approvals

This document requires the following approvals:

Name	Title	Signature
Tellis Chandler	Director of Safety & Security	

Distribution

This document has been distributed to:

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

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Appendix J – Grievance Procedures



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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 10, 2022

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

- A. This is hereby created and established as a Grievance Procedure.
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

II. DEFINITIONS

As used in this procedure, the following words and terms shall have the meanings assigned herein:

- A. **Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. **Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.
- C. **Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. **Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
 - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
 - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
 - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
 - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
 - 1. A service problem must be documented as ongoing for a 30-day period.
 - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
 - 3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
 - 4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

C. STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE, OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
 - "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant

**GRIEVANCE TRACKING FORM
FOR OFFICE USE ONLY**

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

**GRIEVANCE PROCESS FORM FOR THE
ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

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

GRIEVANCE FORM - CONTINUED



Multiple horizontal lines for writing.

I hereby attest that these statements are true and correct,

Printed Name: _____

Signature: _____

Date: _____

and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
 - c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

D. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 10th day of February, 2022.



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



Appendix K – Rate Justification Worksheets



Appendix L – Quality Assurance Documentation

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

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

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

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

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

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

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- Measuring Tape
- Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILER THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- RURAL URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- SOLE PROVIDER
- PARTIAL BROKERAGE
- COMPLETE BROKERAGE

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

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

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

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

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

IS THIS PROCESS IN WRITTEN FORM? Yes No
(Make a copy and include in folder)
Is the process being used? Yes No
 3. DOES THE CTC HAVE A COMPLAINT FORM? Yes No
(Make a copy and include in folder)
 4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?
 Yes No
 5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
 Yes No
- Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**
6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
 Yes No
 7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
 8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
 Yes No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

Yes No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

Yes No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

Yes No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?
 Program eligibility determination is based on verification of the written application and may also include professional verification and an in-person functional assessment.

Please Verify These Passengers Have an Eligibility Application on File:

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

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

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.
“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? Yes No

IS THE CTD’S STANDARD CONTRACT UTILIZED? Yes No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?
 Yes No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)
 Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

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

REPORTING TIMELINESS

Were the following items submitted on time?

- a. Annual Operating Report Yes No
- Any issues that need clarification? Yes No

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

List:

- b. Memorandum of Agreement Yes No
- c. Transportation Disadvantaged Service Plan Yes No
- d. Grant Applications to TD Trust Fund Yes No
- e. All other grant application (____%) Yes No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

“Review all transportation operator contracts annually.”

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

Is a written report issued to the operator? Yes No

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

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

Is a written report issued? Yes No

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

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

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

N/A

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

Yes No

If YES, what is the goal?

Is the CTC accomplishing the goal? Yes No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

Yes No

If Yes, describe the application review process.

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

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).
*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”***

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

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

Review the Operational section of the TDSP

1. Hours of Service:

2. Hours of Intake:

3. Provisions for After Hours Reservations/Cancellations?

4. What is the minimum required notice for reservations?

5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

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

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

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

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

CHAPTER 427

Findings:

Recommendations:

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

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

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

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

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

Yes No

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

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

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

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

Comments:

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

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

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

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

Cost [CTC and Coordination Contractor (CC)]

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

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

Cost [CTC and Transportation Alternative (Alt.)]

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

IS THE CTC IN COMPLIANCE WITH THIS SECTION? Yes No

RULE 41-2

Findings:

Recommendations:

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

Compliance with Commission Standards
“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

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

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

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

Compliance with Local Standards

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

Review the TDSP for the Local standards.

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

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls <i>Average age of fleet:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Complaints <i>Number filed:</i>	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time 1m 7s	CTC	CTC	
	Operator A	Operator A	
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

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

ARE ACCESSIBLE FORMATS ON THE SHELF? Yes No

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

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

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

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

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

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

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

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

IS A RAMP PROVIDED? Yes No

ARE THE BATHROOMS ACCESSIBLE? Yes No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

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

Person Conducting Review:

Date:

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

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

Have the driver lower the lift to the ground:

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

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

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

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

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

Vehicles over 22 feet must have:

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

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

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

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

Yes No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____ / ____ GRANT QUESTIONS

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

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

Yes No

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

Yes No

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

Yes No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: _____

STATUS REPORT DATED: _____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:



Appendix M – FY 2022 LYNX Human Services Transportation Plan Update



LYNX Human Services Transportation Plan Update



FY 2022 Update
June 16, 2022
Final

Prepared for:
LYNX

Prepared by:
WSP USA Inc.





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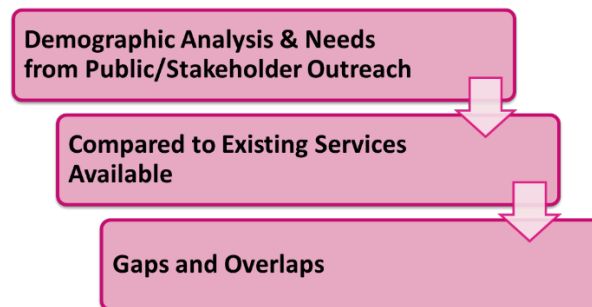
1.0 Introduction

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

1.1 Plan Update Methodology

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

Figure 1 – Plan Update Process



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



2.0 Background

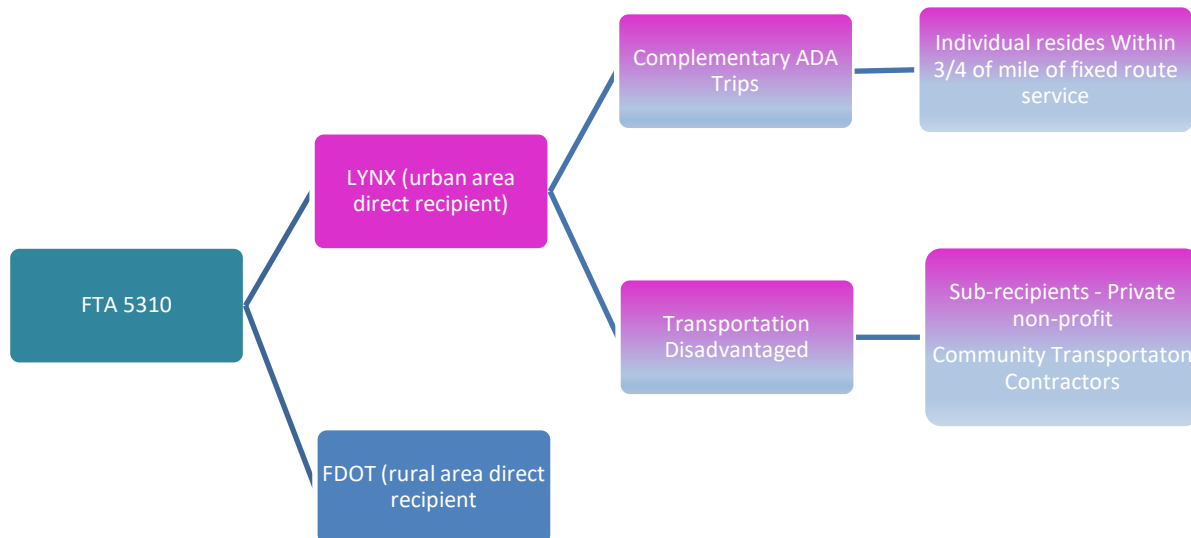
This section includes background information on the Section 5310 Program, LYNX as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, and LYNX’s ongoing coordination activities.

2.1 LYNX Background

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

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

Figure 2 – Transportation Disadvantaged Services Process



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



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

2.2 Section 5310 Program

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

2.3 Infrastructure Investment and Jobs Act

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

3.0 Review of Federal Programs

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

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

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

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



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

Projects that may be eligible for funding include:

Traditional Projects (At least 55 percent of the apportionment)

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

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

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

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

3.2 Section 5311 Program – Formula Grants for Rural Areas

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

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



3.3 Fund Braiding

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

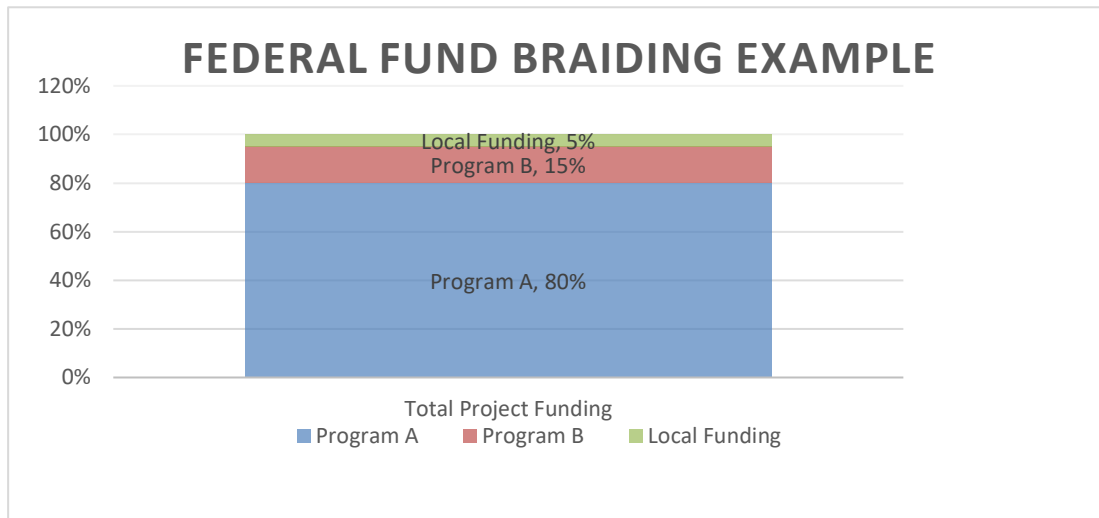
- The United States Department of Transportation (DOT)
- Department of Justice (DOJ)
- Department of Health and Human Services (HHS)
- Department of Agriculture (USDA) and
- Department of Veterans Affairs (VA).

Process of Federal Fund Braiding

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



Figure 3 - Fund Braiding



Agency Compliance in Federal Fund Braiding

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

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

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

Federal Fund Braiding Matrix

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



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

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

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



4.0 Review of Existing Plans and Programs

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

4.1 2021 Minor Update Transportation Disadvantaged Service Plan (TDSP)

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

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

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

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

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

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



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

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

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

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

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

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

4.3 2019 Human Services Transportation Plan Update

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

¹ https://www.golynx.com/core/fileparse.php/144934/urlt/FY2021-LYNX-TDP-Annual_Update.pdf



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

Near-Term Strategies (1-3 Years):

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



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

Intermediate-Term Strategies (4-6 Years):

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

Long Term Strategies (Over 7 Years):

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



4.4 Commission on Transportation Disadvantaged Annual Operating Report

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

Orange County

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

Osceola County

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



Seminole County

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

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

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

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

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

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

4.5 Summary

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



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



5.0 Best Practices and Peer Review

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

Listed below are the five peer agencies that were reviewed:

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

Findings

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

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

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



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

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

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

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

Table 3 – Peer Review: Recommended Best Practices

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



6.0 Existing Conditions

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

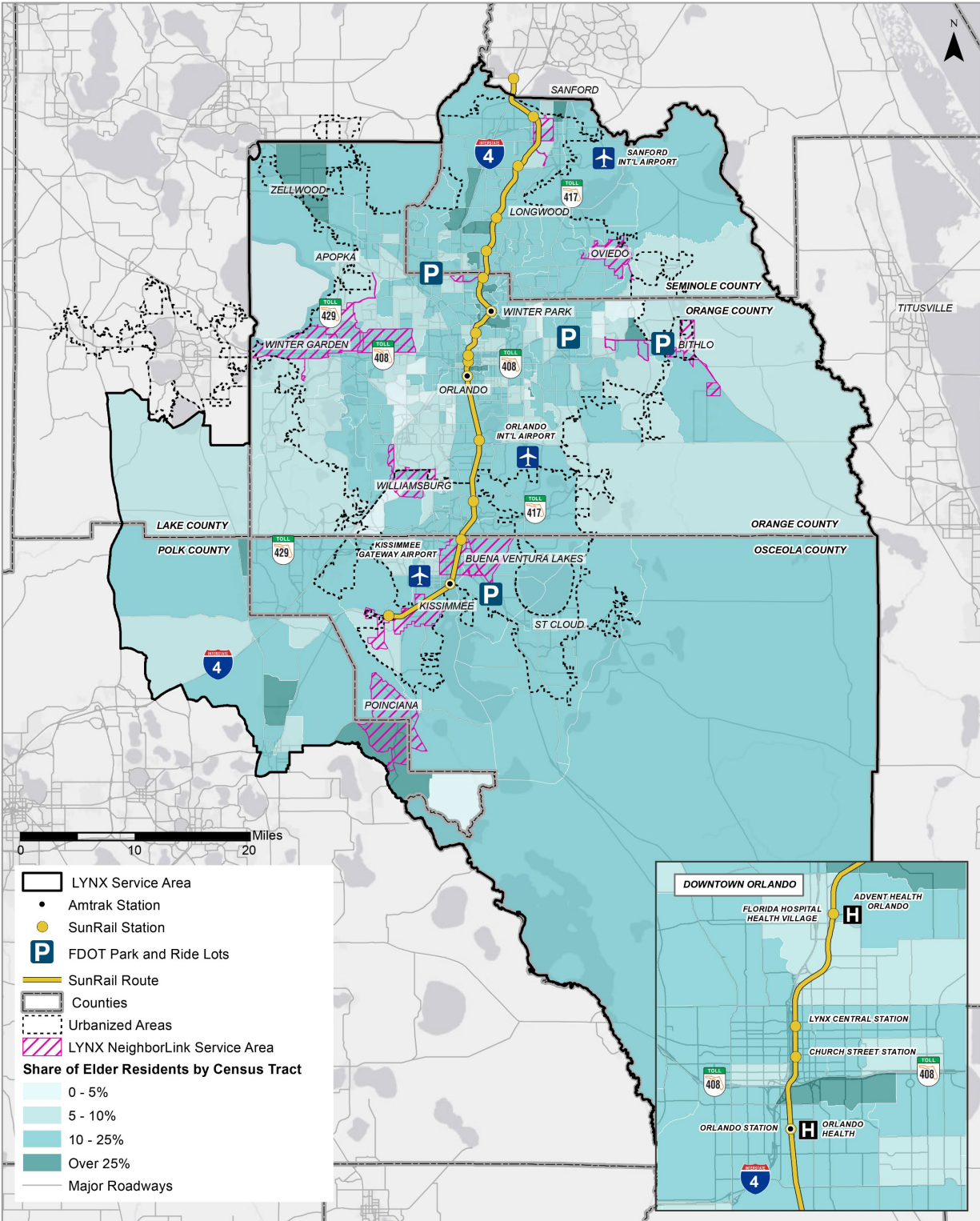
The State of Florida attracts a wide variety of population groups, most notable a large elderly population (residents 65 years and older) compared to the national average. According to the 2019 American Community Survey (ACS), the state of Florida has a higher average of elderly population (20.9 percent)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

6.1 Elderly Population

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



Figure 4 – Existing Share of Elderly Residents in Service Area



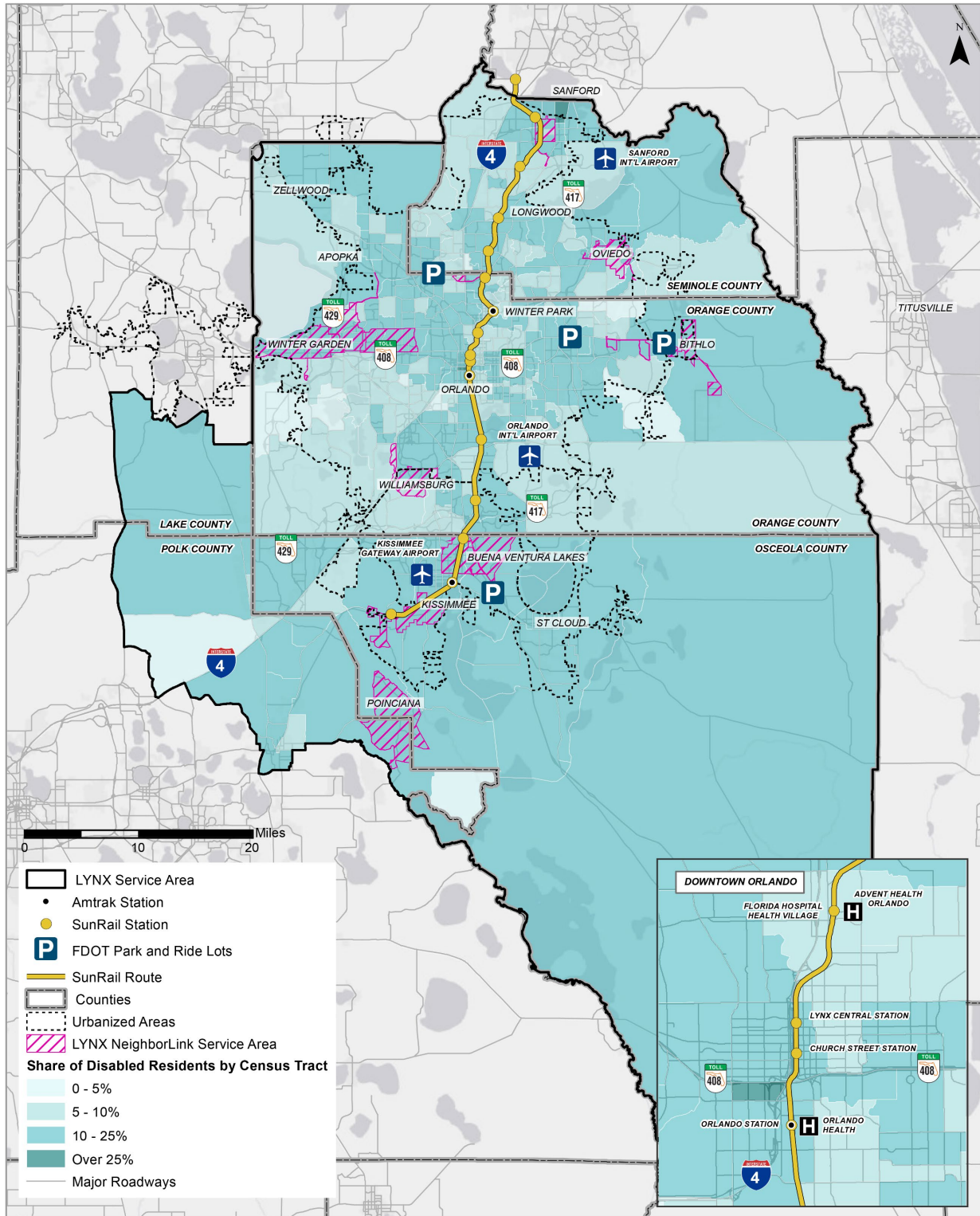


6.2 Individuals with Disabilities

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



Figure 5 – Existing Share of Disabled Residents in Service Area



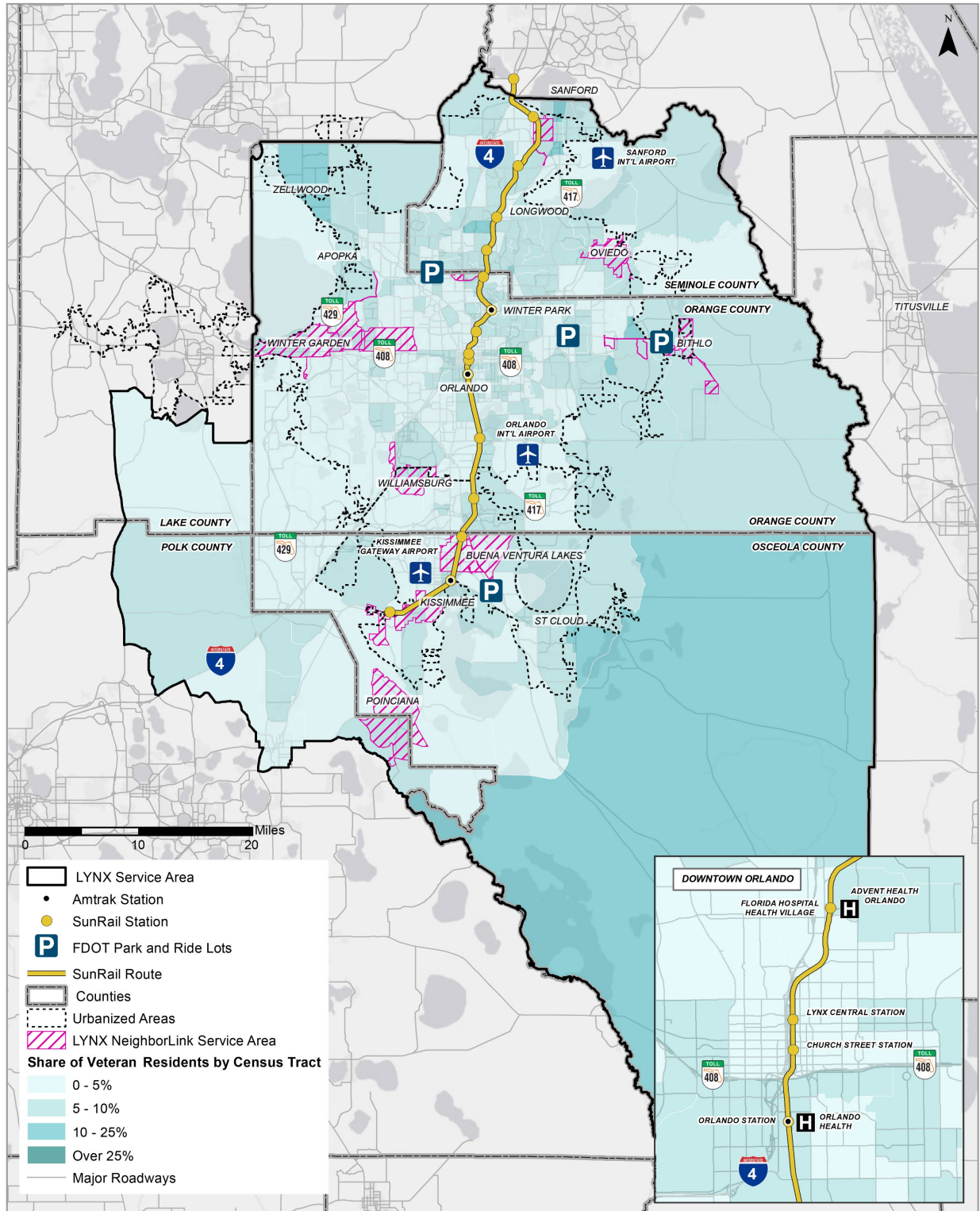


6.3 Veteran Population

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



Figure 6 – Existing Share of Veterans in Service Area



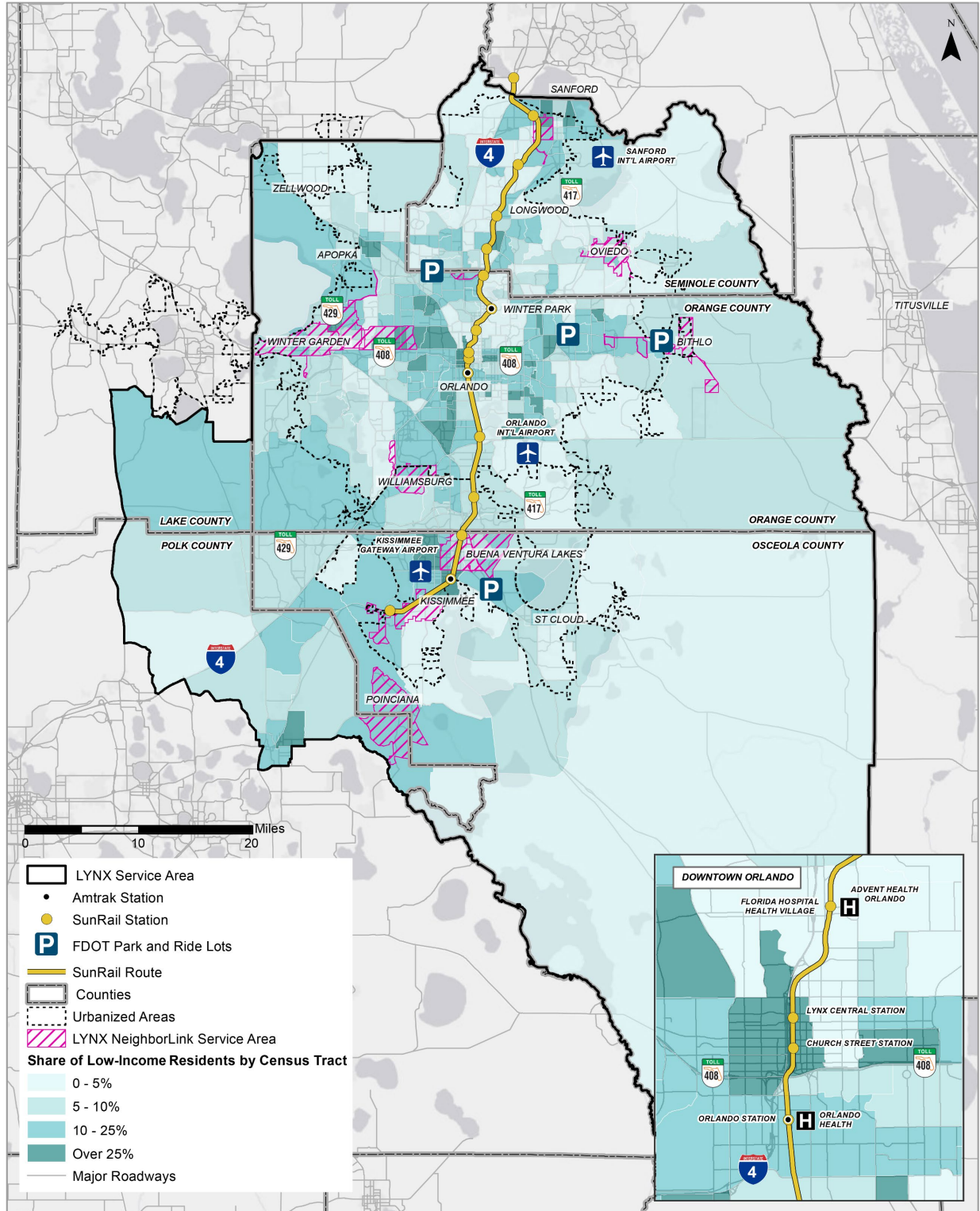


6.4 Low-Income Population

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



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





6.5 Minority Population

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



Figure 8 – Existing Share of Minority Residents in Service Area

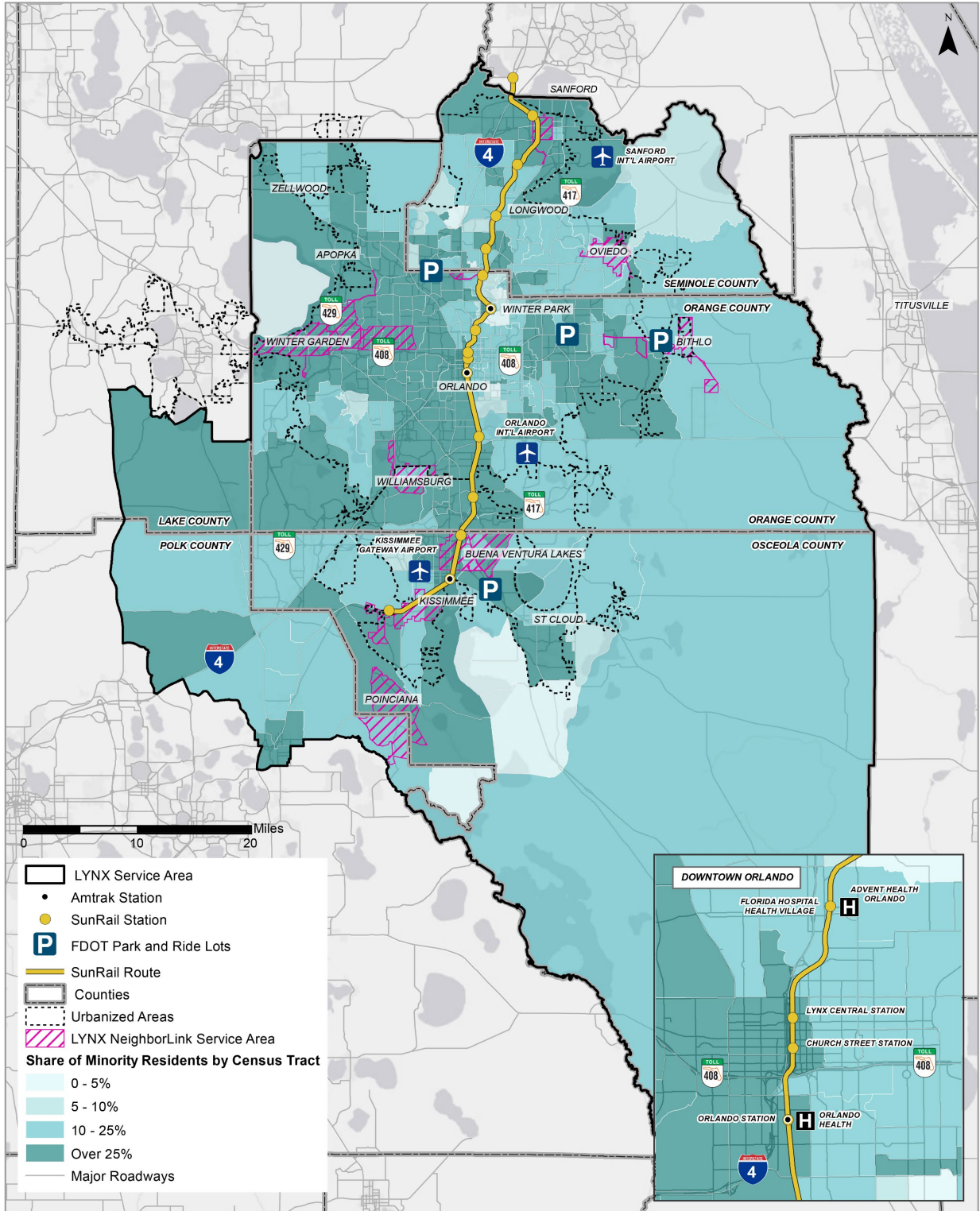




Table 4 presents the percentages of demographics for Orange County, Osceola County, Seminole County, and the State of Florida based on the 2019 ACS 5-Year Estimates. Of the three counties, Seminole County has the highest percentage of older adults and veterans, while Osceola County has the highest percentage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

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

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

6.6 Major Employers

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



Table 5 – Major Employers

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

Source: Orlando Economic Partnership 2021

6.7 Activity Centers

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

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



- Horizons West

Table 6 – Colleges/Universities

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

* Enrollment for all campuses



Table 7 – Community Centers

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



Table 8 – Senior Centers

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

Table 9 – Hospitals

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



Figure 9 – Major Employers in Service Area

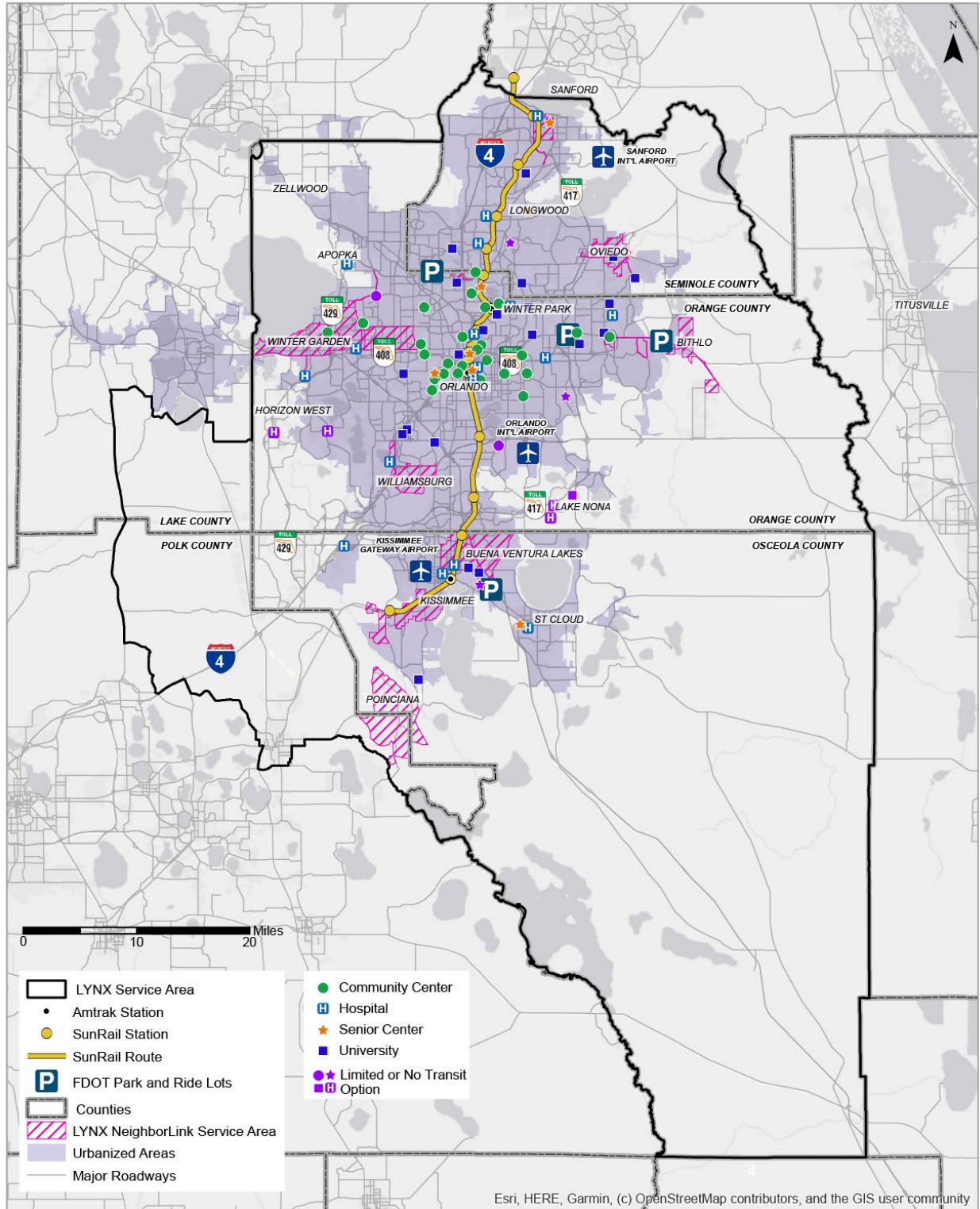
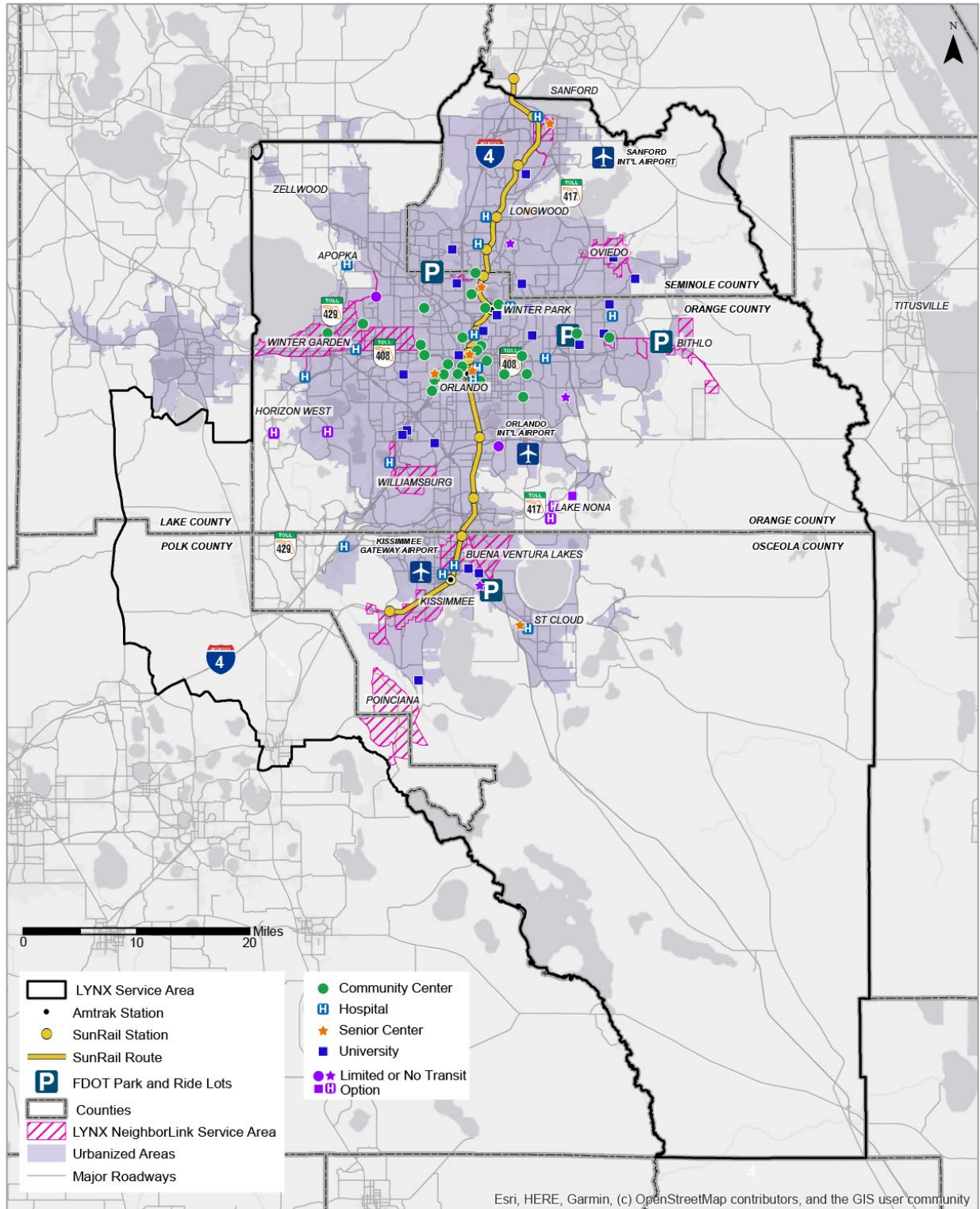




Figure 10 – Activity Centers in Service Area





7.0 Review of Existing Transportation Services

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

7.1 Fixed-Route Bus

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

7.2 Bus Rapid Transit (LYMMO)

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

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

7.3 Express Bus (FastLink)

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

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

7.4 NeighborLink (Flex Service)

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



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

7.5 Disney Direct

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

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

7.6 Paratransit (ACCESS LYNX)

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

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

7.7 Vanpool

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



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

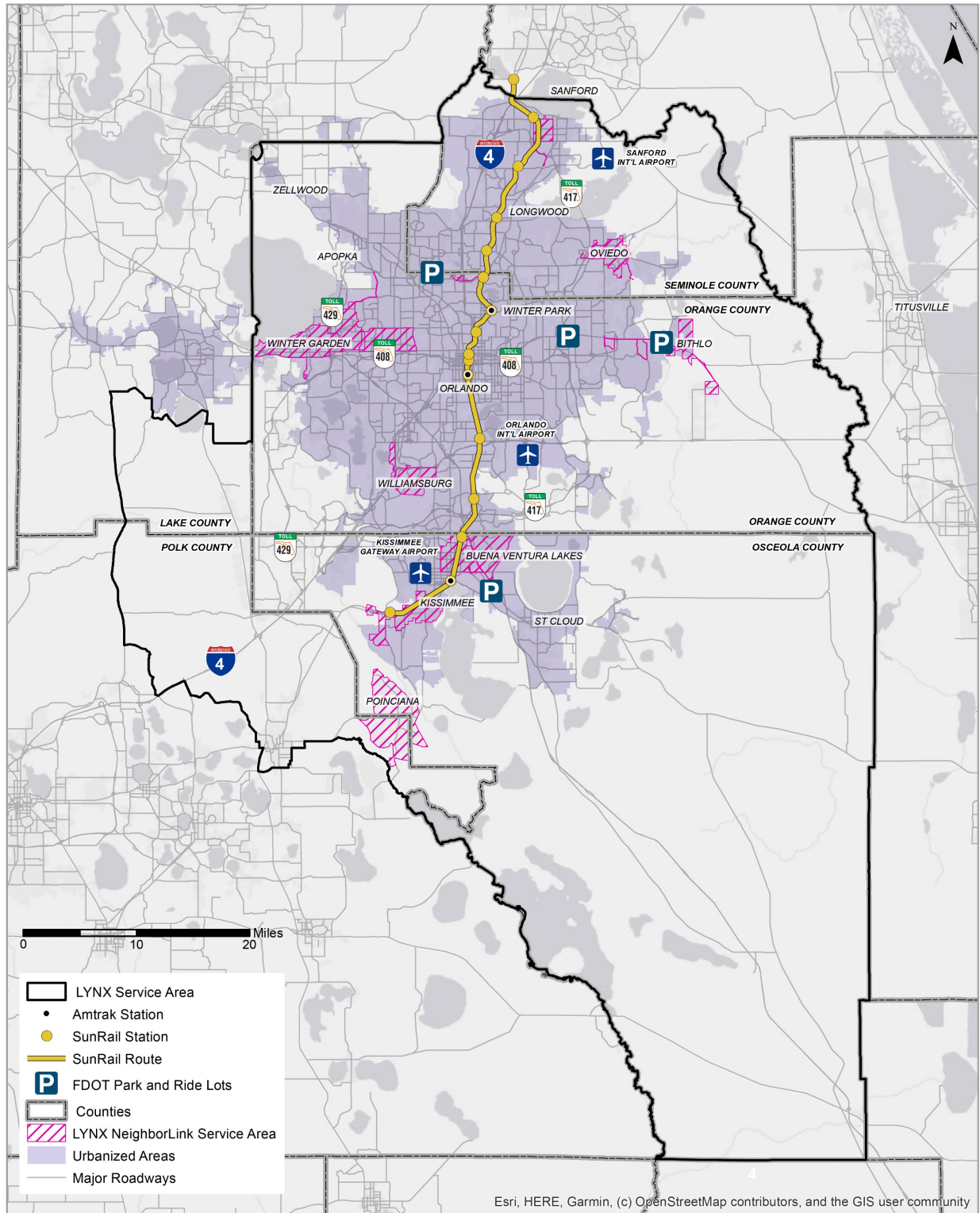
Each program is different and has different requirements. A brief description of each program is provided below.

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

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



Figure 11 – LYNX Service Area





7.8 Review of Existing CTC Providers

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

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

Table 10 – LYNX CTC Providers

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



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



7.9 Sub-Recipient Providers

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

Seniors First, Inc.

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

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

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

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

Primrose Center, Inc.

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

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

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



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

The Opportunity Center

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

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

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

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

Meals on Wheels, Etc.

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

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

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

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



Osceola Council on Aging

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

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

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

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

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

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

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

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

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

Aspire Health Partners

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



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

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

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

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

Other Transportation Providers

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

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

Table 11 – Private Transportation Providers

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



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



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

Summary

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

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



8.0 Public Outreach

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

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

Table 12 – Summary of Public Outreach Gaps Identified

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



8.1 Stakeholder Outreach and Coordination

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

Stakeholder Meeting #1

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

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

Figure 12 – Poll Everywhere Graphic

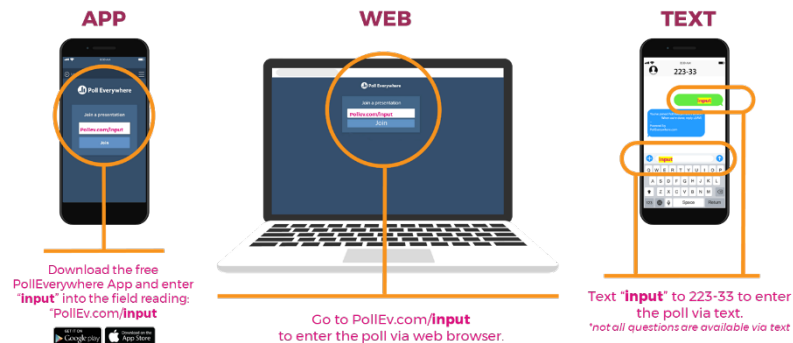
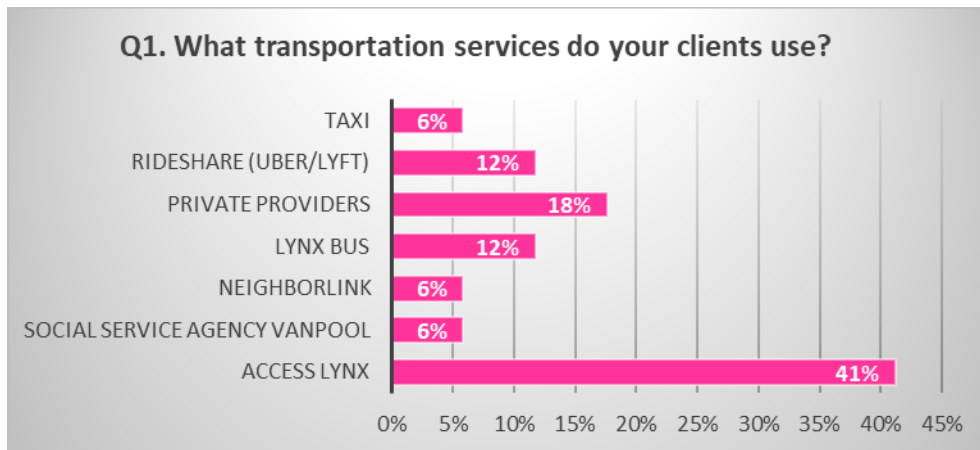


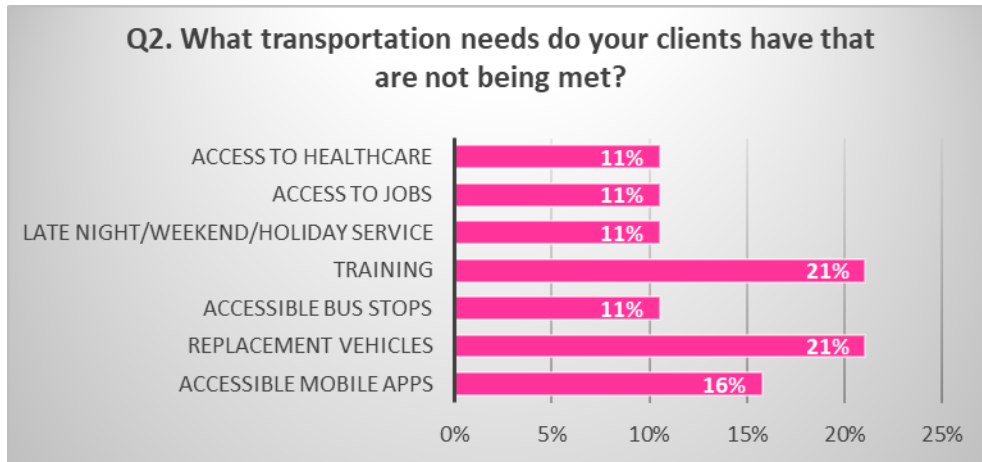
Figure 13 – Q1. Type of Transportation Services Used





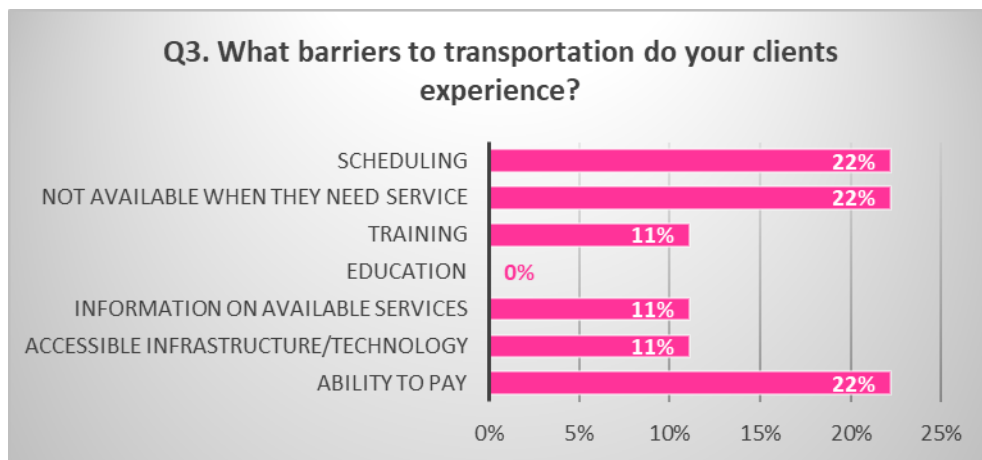
Participants reported that their clients often use ACCESS LYNX services, followed by private providers. Indicating that for many of the targeted population, other options may likely be less accessible or affordable for their clients. Other transportation services used include Transportation Network Companies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

Figure 14 – Q2. Transportation Needs of Clients



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

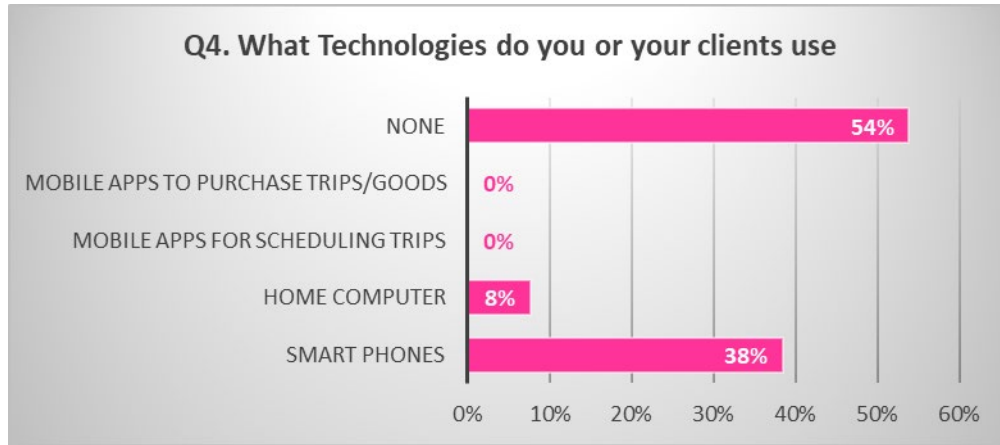
Figure 15 – Q3. Barriers to Transportation



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

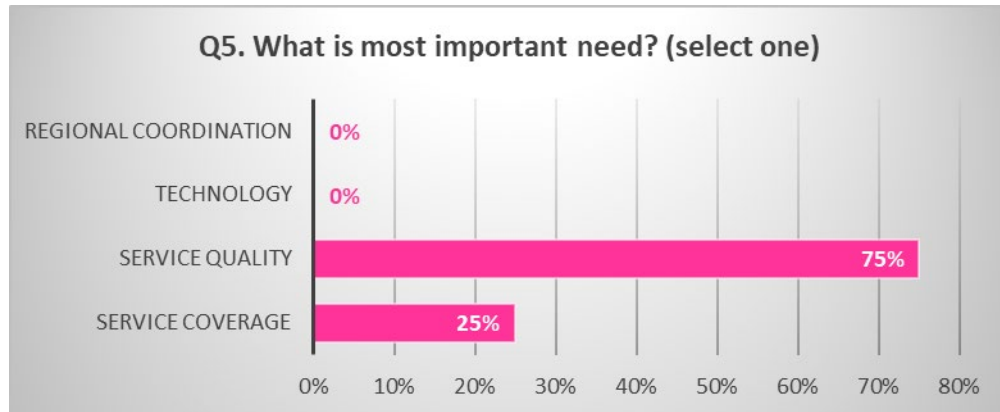


Figure 16 – Q4. Types of Technologies Used



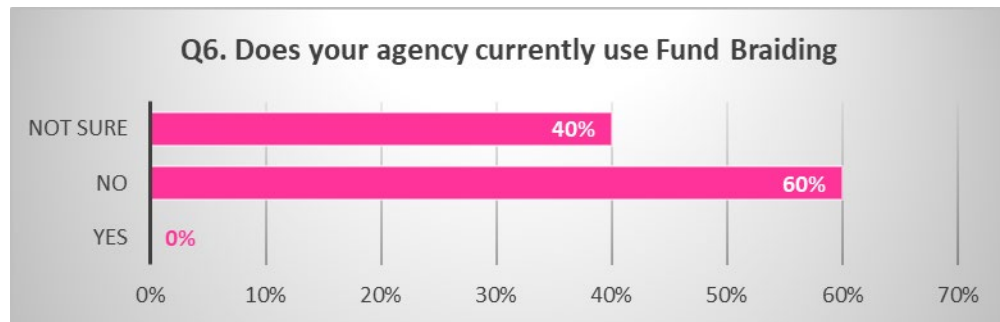
While more than a third of stakeholder clients have access to smart phones, more than 50% of stakeholders and their clients do not use any specific forms of technology for scheduling transportation trips or paying fares. A small percentage reported that they or their clients use home or desktop computers.

Figure 17 – Q5. Most Important Need



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

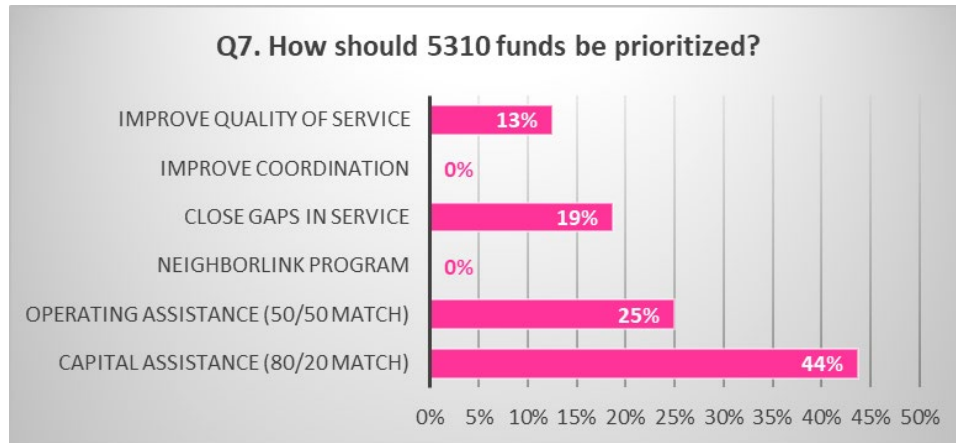
Figure 18 – Q6. Use of Fund Braiding





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

Figure 19 – Q7. Use of 5310 Funds



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

8.2 Stakeholder Interviews

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

Meals on Wheels – Agency Transportation Provider for Seniors

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

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

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



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

Attain – Agency Transportation Provider for Persons with Intellectual Disabilities

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

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

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

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

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

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

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



8.3 NeighborLink Surveys

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

Comments received included:

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

Figure 20 – Passenger Age Distribution

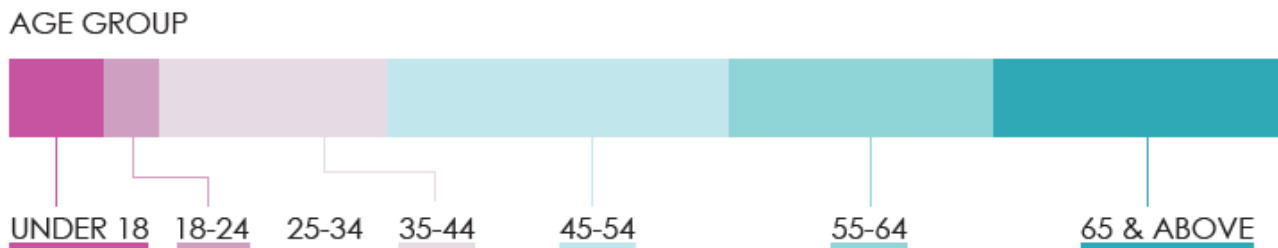




Figure 21 – How Often Riders Use NeighborLink

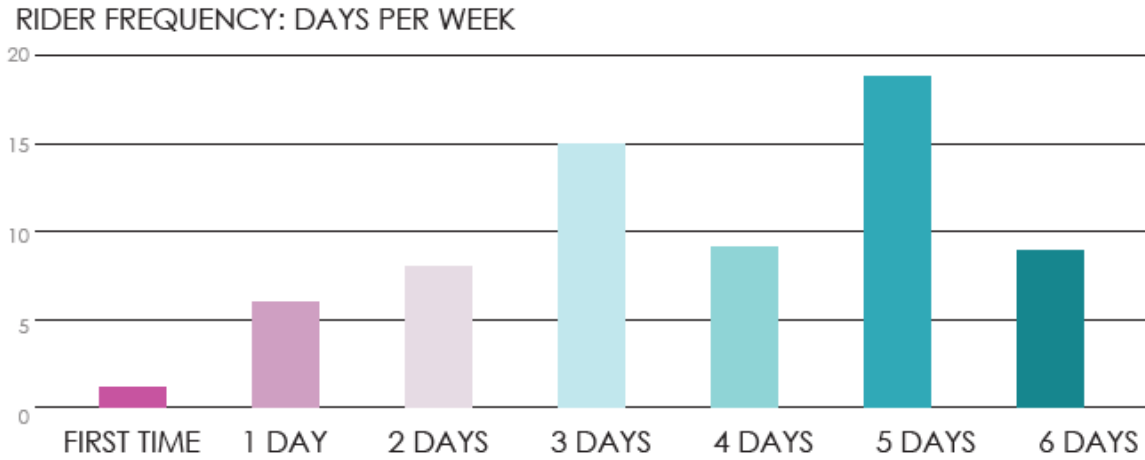


Figure 22 – Trip Type

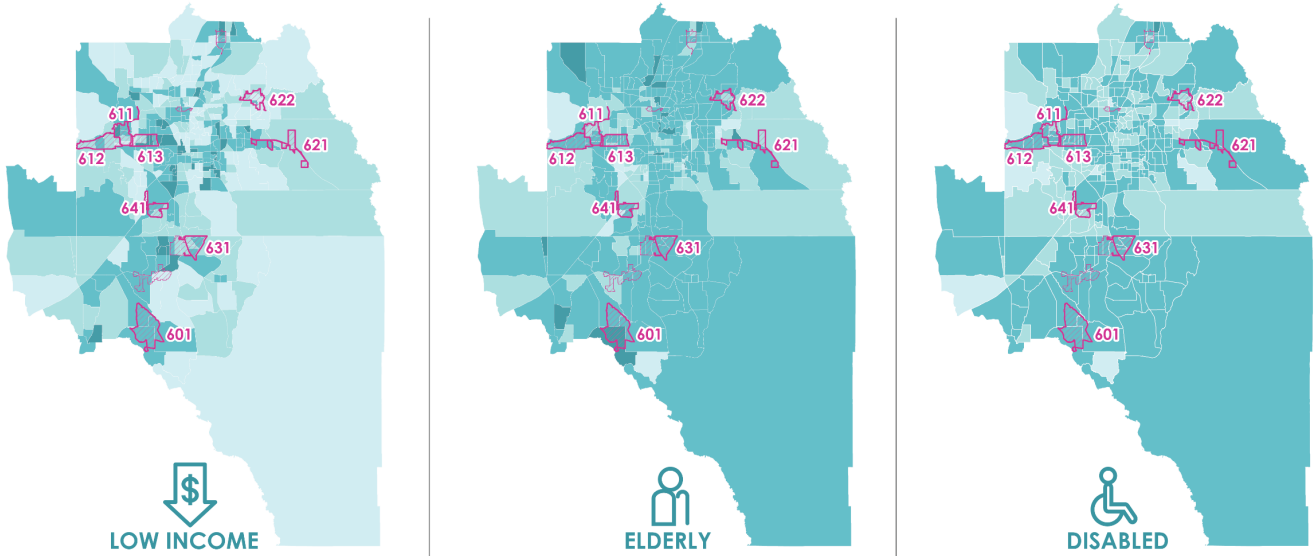




Figure 23 – Demographic Context

RESIDENTS SHARE BY CENSUS TRACT

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



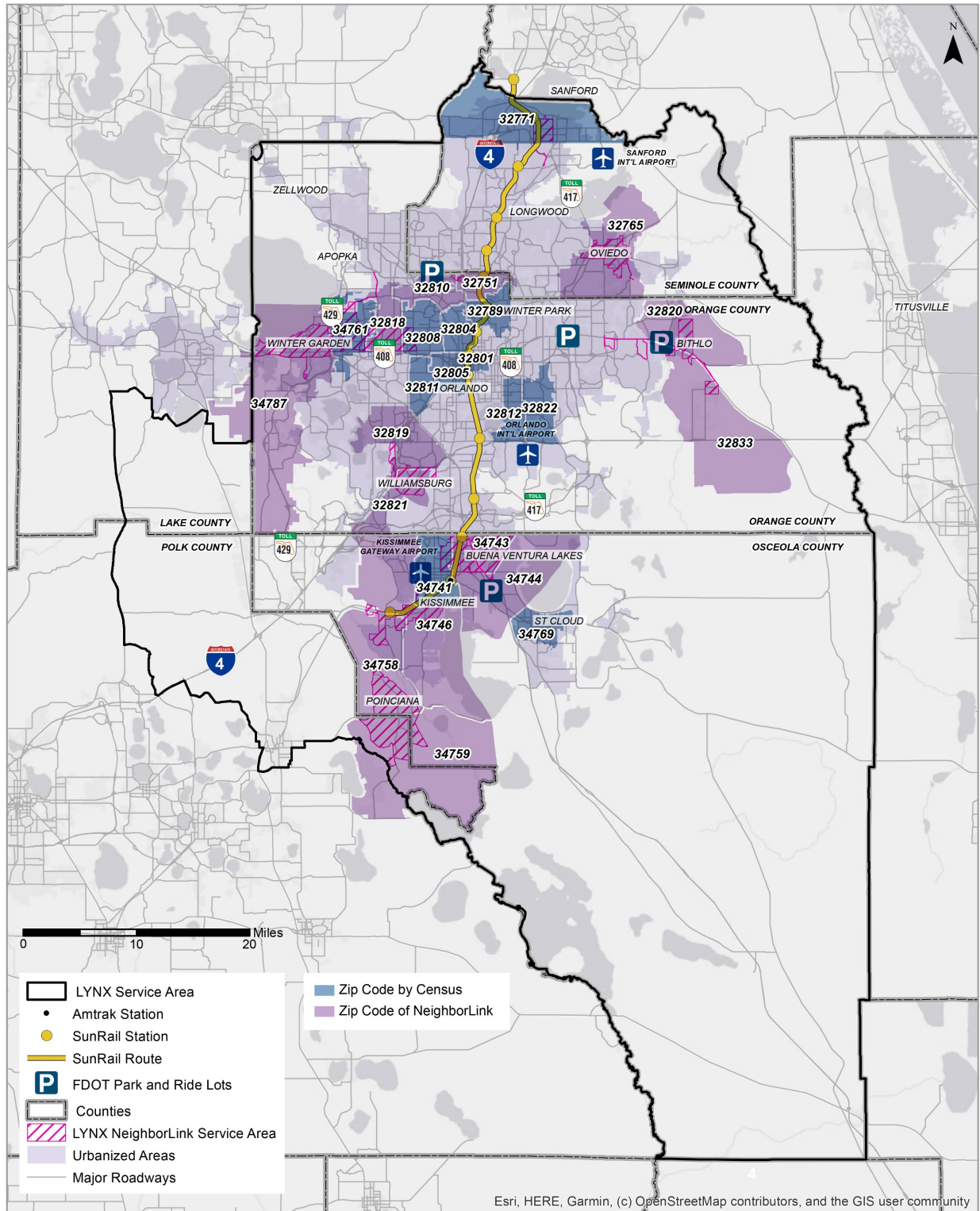
601 - POINCIANA	15.8%	21.0%	17.8%
611 - OCOEE	16.0%	11.7%	14.5%
612 - WINTER GARDEN	11.7%	15.0%	14.0%
613 - PINE HILL	21.5%	11.6%	15.0%
621 - BITHLO	14.6%	13.7%	13.0%
622 - OVIEDO	4.2%	13.4%	9.7%
631 - BUENA VENTURA LAKES	11.6%	13.0%	14.0%
641 - WILLIAMSBURG	9.0%	11.6%	8.4%
SERVICE AREA AVERAGE	11.4%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

8.4 ACCESS LYNX Rider Surveys

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



Figure 24 – Selected Zip Codes for Survey Area





8.5 2021 TDLCB Public Meeting

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

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



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



9.0 Gap Analysis

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

9.1 Assessment of Service Needs

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

Demographics Assessment

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

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

Table 13 – Demographic Characteristics – Areas of Concentration

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



Figure 25 – Hot Spot Map - Elderly Population

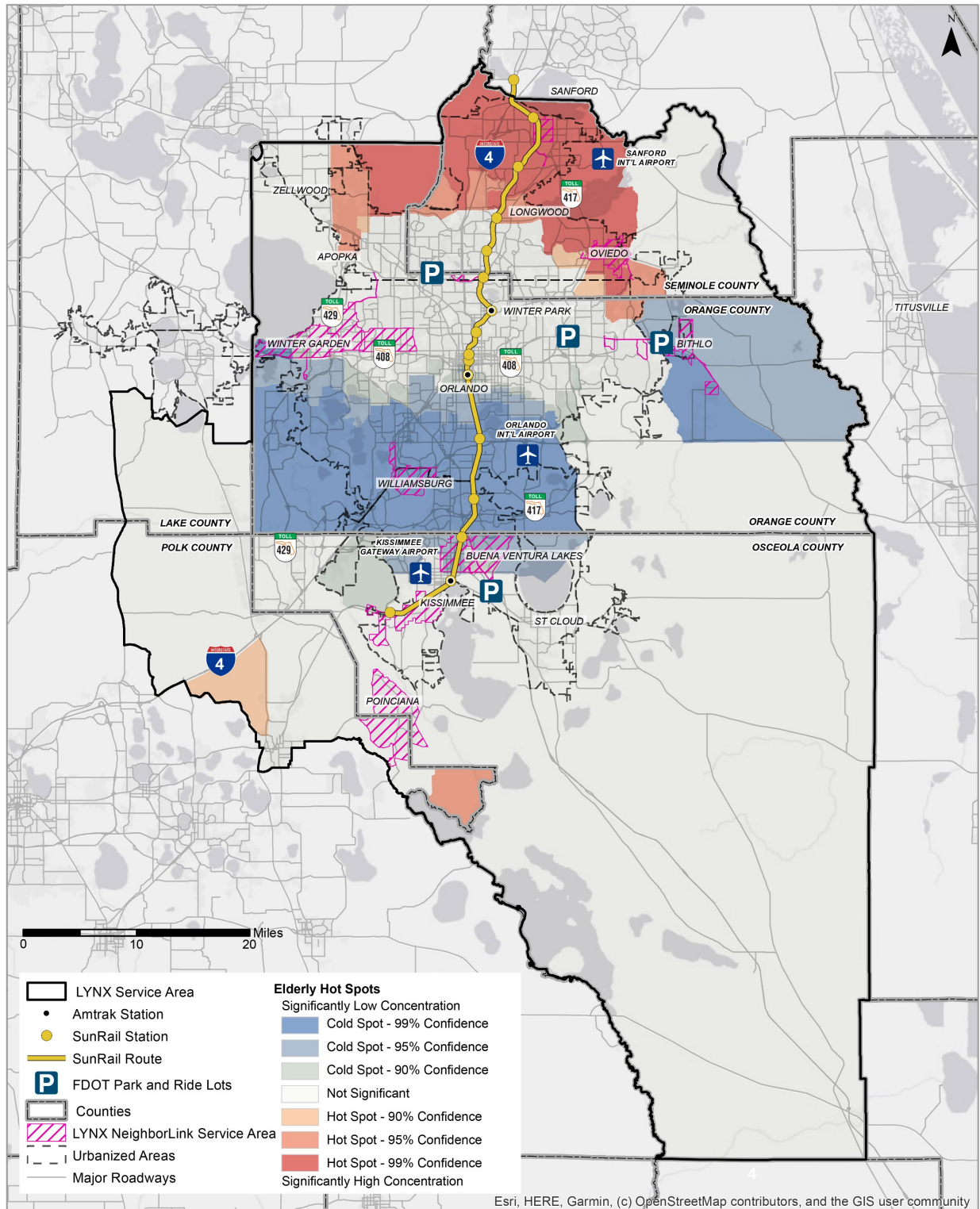




Figure 26 – Hot Spot Map - Disabled Population

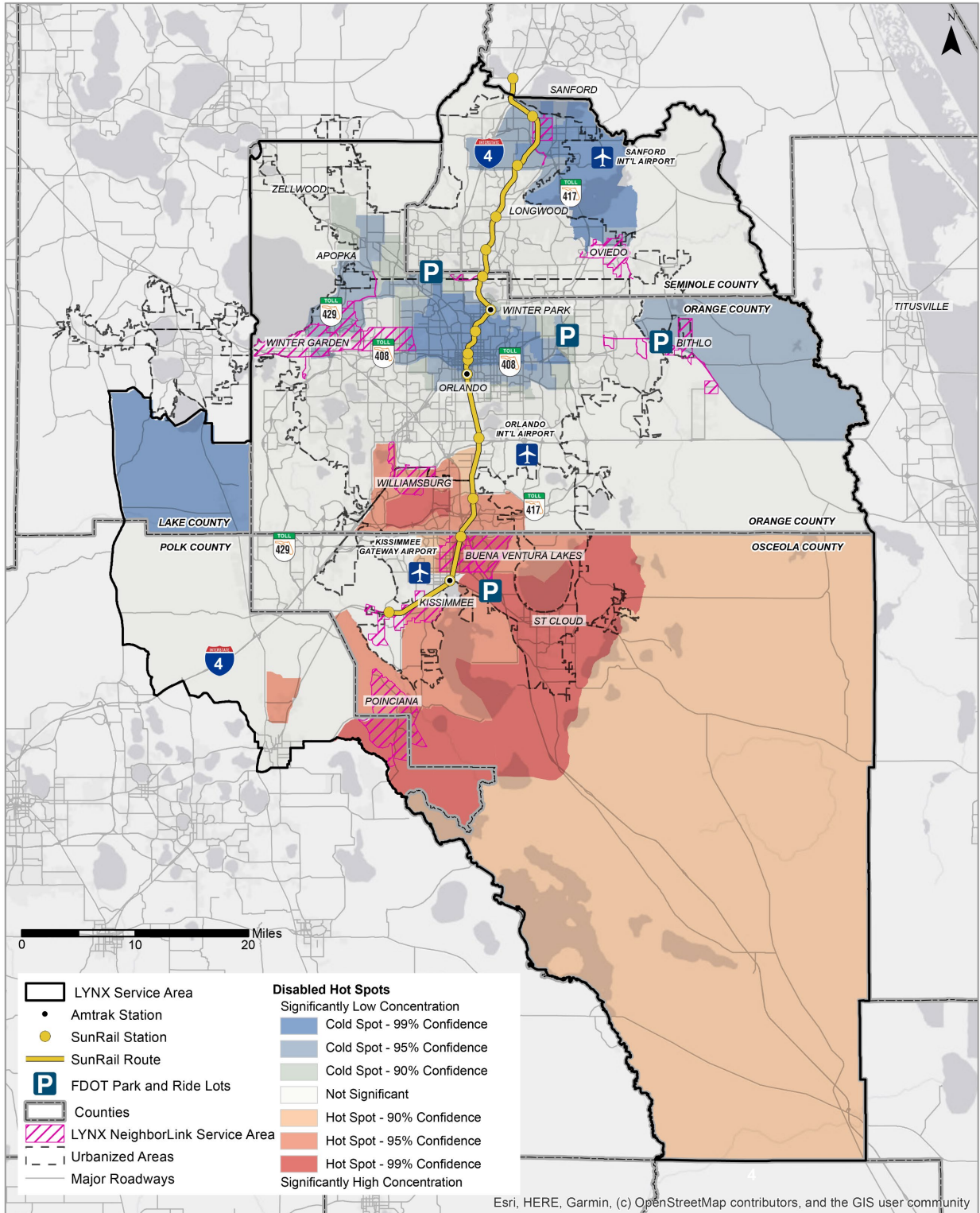




Figure 27 – Hot Spot Map – Veteran Population

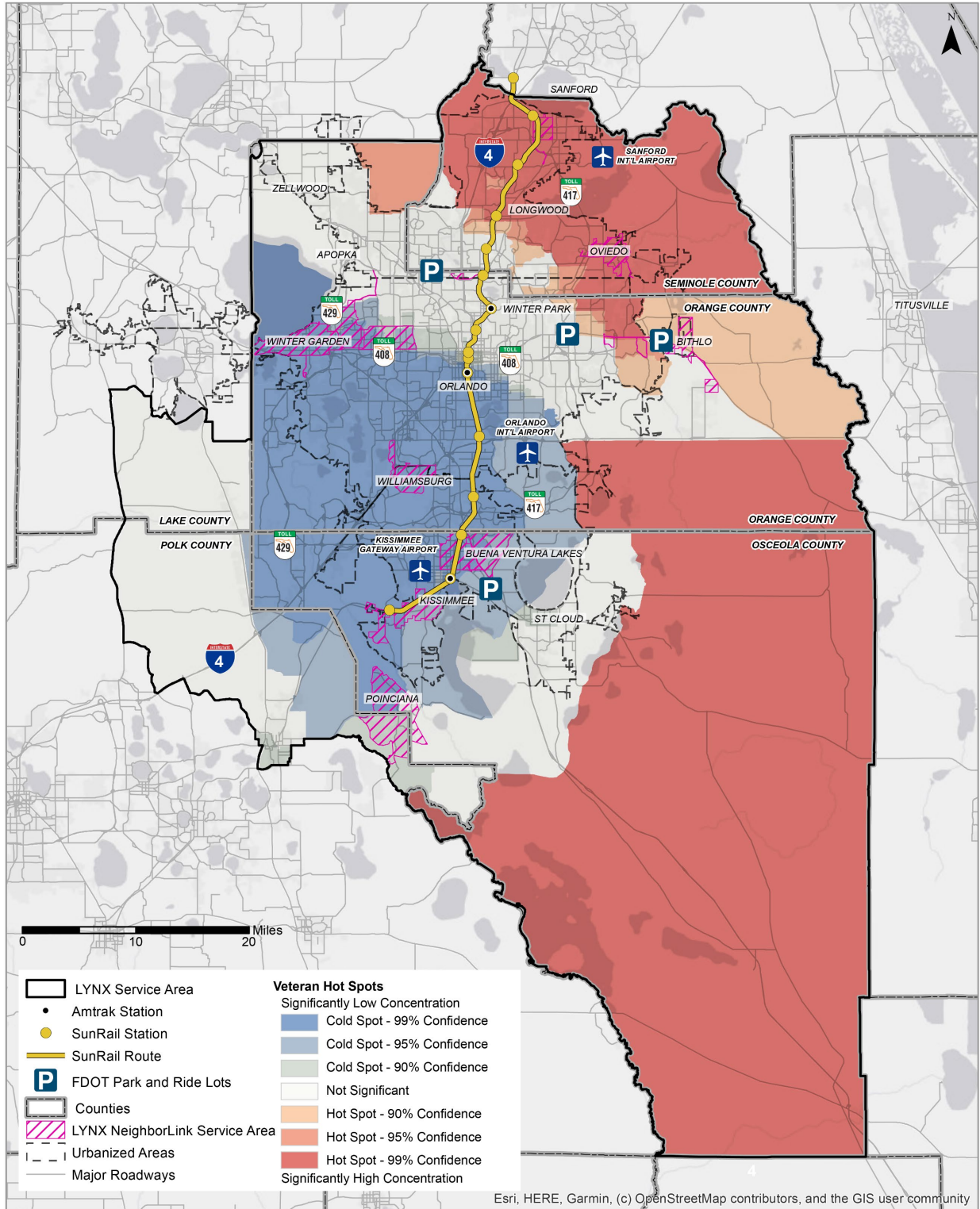




Figure 28 – Hot Spot Map - Low Income Population

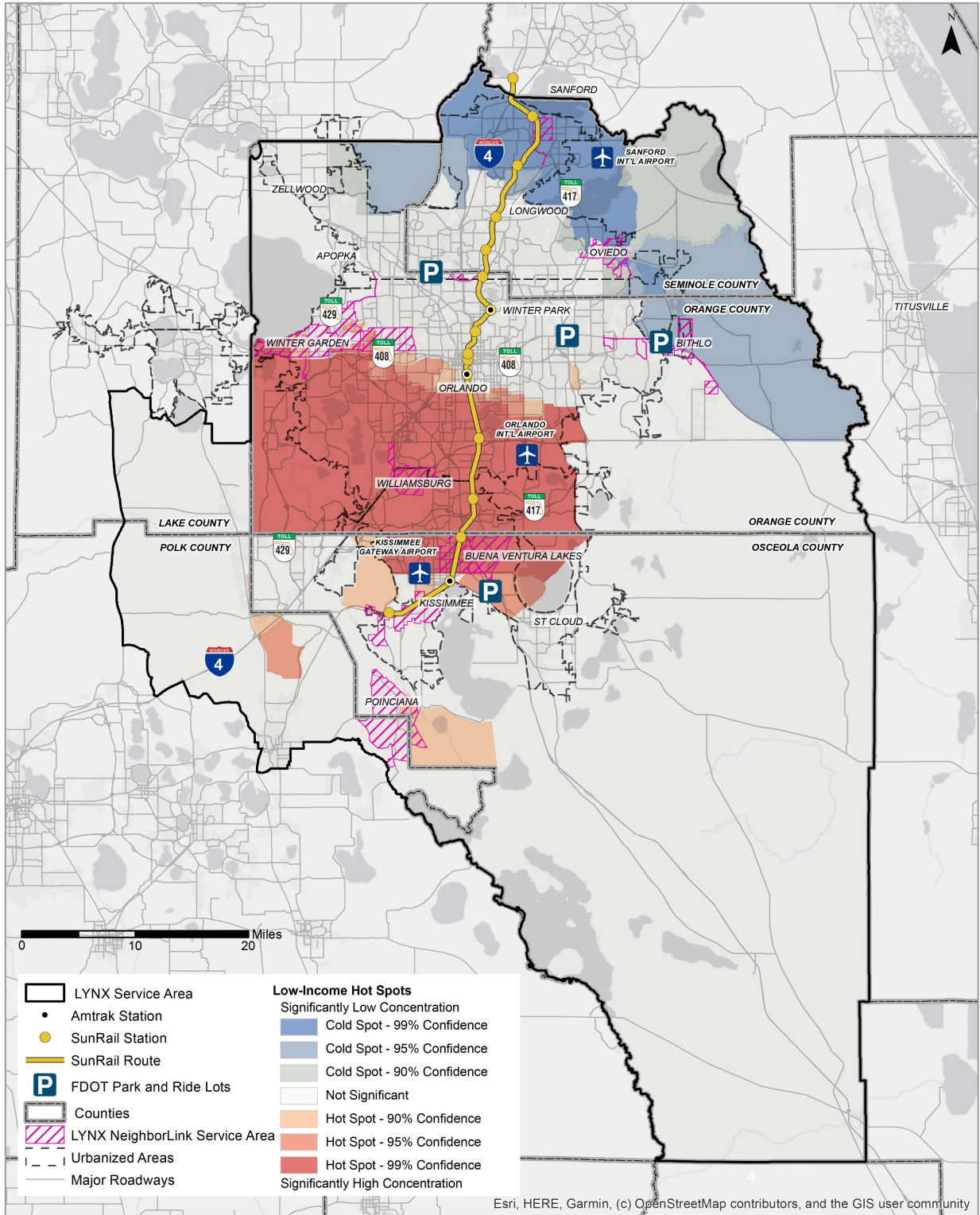
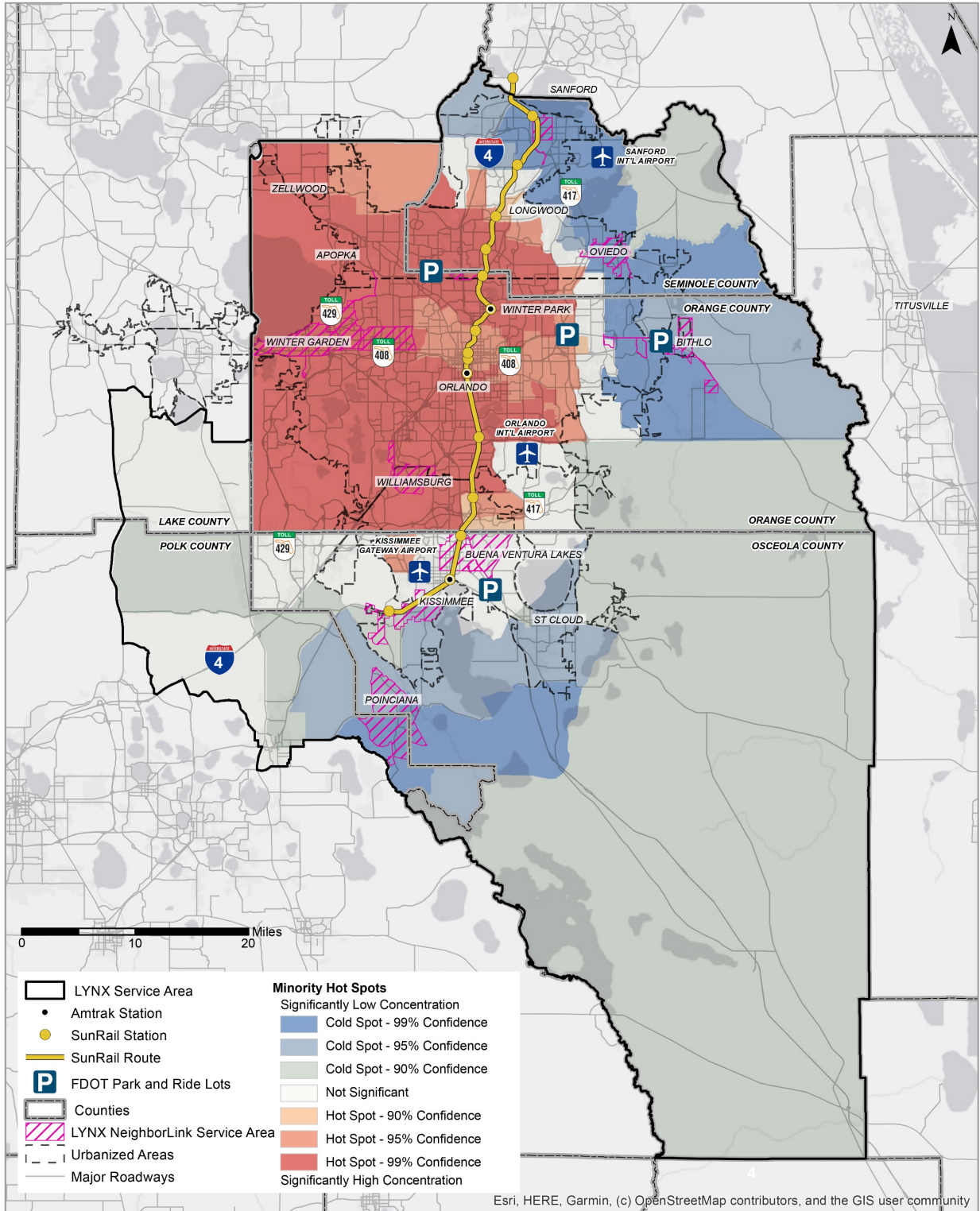




Figure 29 – Hot Spot Map – Minority Population





Geographic Service Needs

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

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

9.2 Assessment of Transportation Gaps and Needs

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

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

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

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

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

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



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

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



Table 14 – Geographic Assessment

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



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



9.3 Prioritization of Transportation Service Needs

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

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

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

Table 15 – Prioritization of Transportation Strategies

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



9.4 Strategies for Addressing Service and Coverage Gaps

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

Near-Term Strategies (1-3 Years):

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



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

Intermediate-Term Strategies (4-6 Years):

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

Long Term Strategies (Over 7 Years):

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



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

9.5 Project Progress Measures

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

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

9.6 Project Selection Process

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

Scoring Criteria

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



10.0 Action Plan

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

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

External Outreach & Marketing

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

Education and Training

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



Coordinated Planning

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



Appendix N – Glossary of Terms

Glossary of Terms

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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



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



Appendix O – Public Outreach Needs and Strategies

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Strategy	Can be performed in the short-term using existing resources	Requires another interim step (i.e., change in policy)	Requires higher level of coordination with external partners	Requires funding request (i.e., for new staff, equipment, or other resources)	Implementation Timeline	Responsibility
Service						
Prioritize medical and work trips to improve on-time performance		x		x	--	Mobility Services
Expand use of subcontractors to increase same day reservations and trips (example – UZURV, Star, SilverRide)		x	x	x	--	Mobility Services
Examine trip reservation process to clarify pick up and drop off window standards	x				FY 2024	Mobility Services
Prioritize dialysis return trips		x		x	--	Mobility Services
Implement a "rapid return" service for select trip types or with higher fare		x		x	--	Mobility Services
Explore opportunity for TD trip reservation earlier than 24 hours in advance of trip (consistent with the ADA service)			x	x	--	Mobility Services
Infrastructure						
Coordinate access/sidewalk improvements with other partner agencies (i.e., school board, cities, FDOT, etc.)			x		Annually	Engineering and Construction
Expand bus stop upgrade program to include sidewalk extensions and other minor accessibility enhancing features			x	x	--	Engineering and Construction
Technology						
Complete implementation of enhanced interactive voice response (IVR) features (including text messaging for ETA, etc.)	x				FY 2023	Information Technology/Mobility Services
Complete implementation of upgraded scheduling software system	x				FY 2023	Information Technology/Mobility Services
Update web information consistent with online/digital accessibility guidelines (i.e., compatibility with screen readers)	x				FY 2024	Information Technology/Mobility Services
Evaluate AVL system map upgrade schedule/process	x				FY 2023	Information Technology/Mobility Services
Implement smart card system for fare payment			x	x	FY 2026	Information Technology/Mobility Services
Coordination and Outreach						
Expand employer education regarding ACCESS LYNX service	x				Ongoing	Mobility Services
Expand travel training and outreach efforts to include advocacy groups, medical, and employee centers	x				Ongoing	Mobility Services
Coordinate with CUTR and TD transportation providers regarding fleet maintenance training			x		Annually	Fleet Maintenance
Work with FDOT and CUTR to expand fleet maintenance technician training, recruitment, and retention			x		Annually	Fleet Maintenance
Service Quality/Operations						
Continue to prioritize staff resources during high call volume periods	x				Ongoing	Mobility Services
Develop robust contact information and website comment page that is accessible to clients	x				FY 2024	Marketing Communications
Continue to conduct analysis of average call wait time vs. staffing levels (by time of day, by period, by year)	x				Ongoing	Mobility Services
Continue to submit annual budget increase requests for additional dispatch and customer service staff positions				x	Annually	Mobility Services
Submit TD Innovative Service Development grant application to improve same day operations				x	Annually	Mobility Services
Examine daily scheduling workflows and procedures with a focus on creating more logical trip pick up/drop off order	x				FY 2024	Mobility Services