

Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties
Minor Update 2024



Central Florida Regional Transportation Authority



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April 2024

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TDSP Certification

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board (TDLCB) approved the TDSP and rates at the meeting held on May 16, 2024.

_____ Honorable Mayra Uribe,
Date
Local Coordinating Board Chairperson

TDLCB Roster

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INSERT ROLL CALL VOTING SHEET

INTRODUCTION

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

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

- Development Plan
- Service Plan
- Quality Assurance Section

As part of this TDSP annual update, the Development Plan has been revised to include the latest needs assessment relating to TD services and progress updates for the goals, objectives, and strategies as well as the implementation plan. The rate model summary and worksheets have also been updated and included to reflect FY 2024.

I. DEVELOPMENT PLAN

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

Introduction to the Transportation Disadvantaged Program

[Background of the Transportation Disadvantaged Program](#)

The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population throughout the State of Florida. The program was established

shortly after FDOT and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the transportation disadvantaged as:

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

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

Federal Level Roles and Responsibilities

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

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

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

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

LYNX's latest update to the Human Services Transportation Plan (HTSP) was completed in 2022 and is incorporated into this TDSP as **Attachment 7**.

Local Level Roles and Responsibilities

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

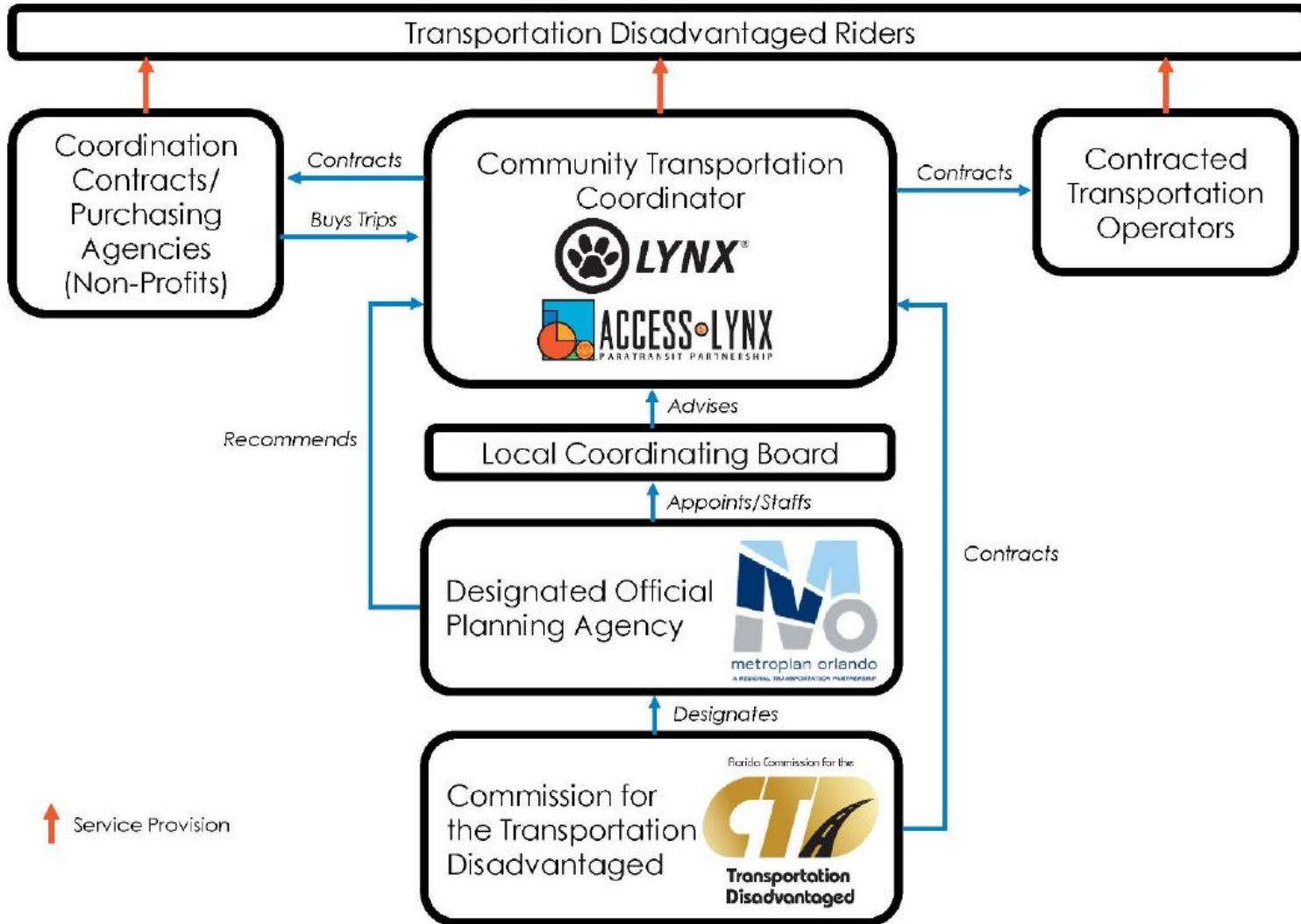
Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery

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

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

Figure 1 is a concept chart of the Transportation Disadvantaged Program.

Figure 1 - Transportation Disadvantaged Program Concept Chart



Community Transportation Coordinator Designation Date and History

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

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

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

Organizational Charts

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

Figures 2 and 3 are organizational charts for the LYNX and LYNX's Mobility Services Division as of April 2024.

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

Figure 2 – LYNX Organizational Chart (April 2024)

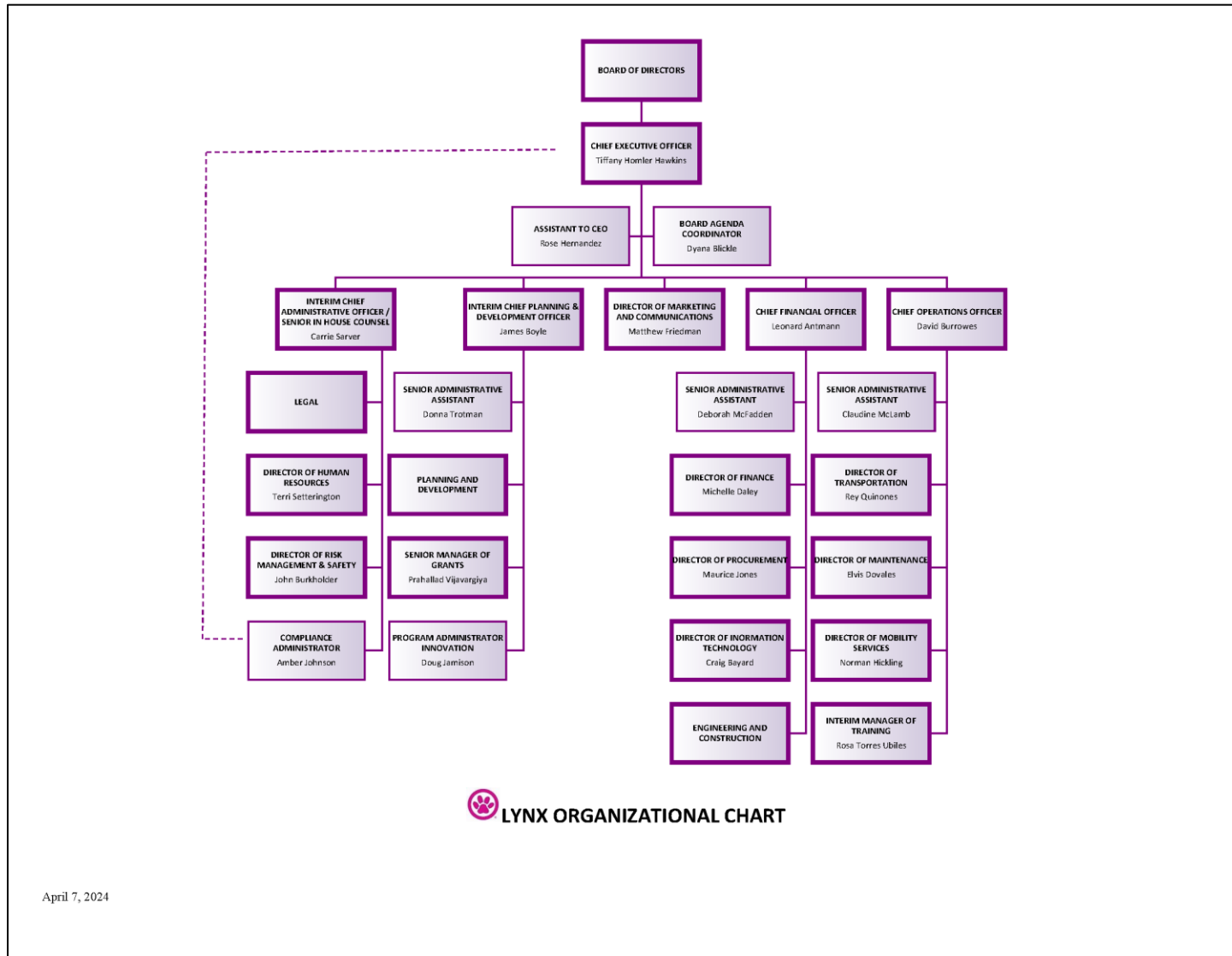
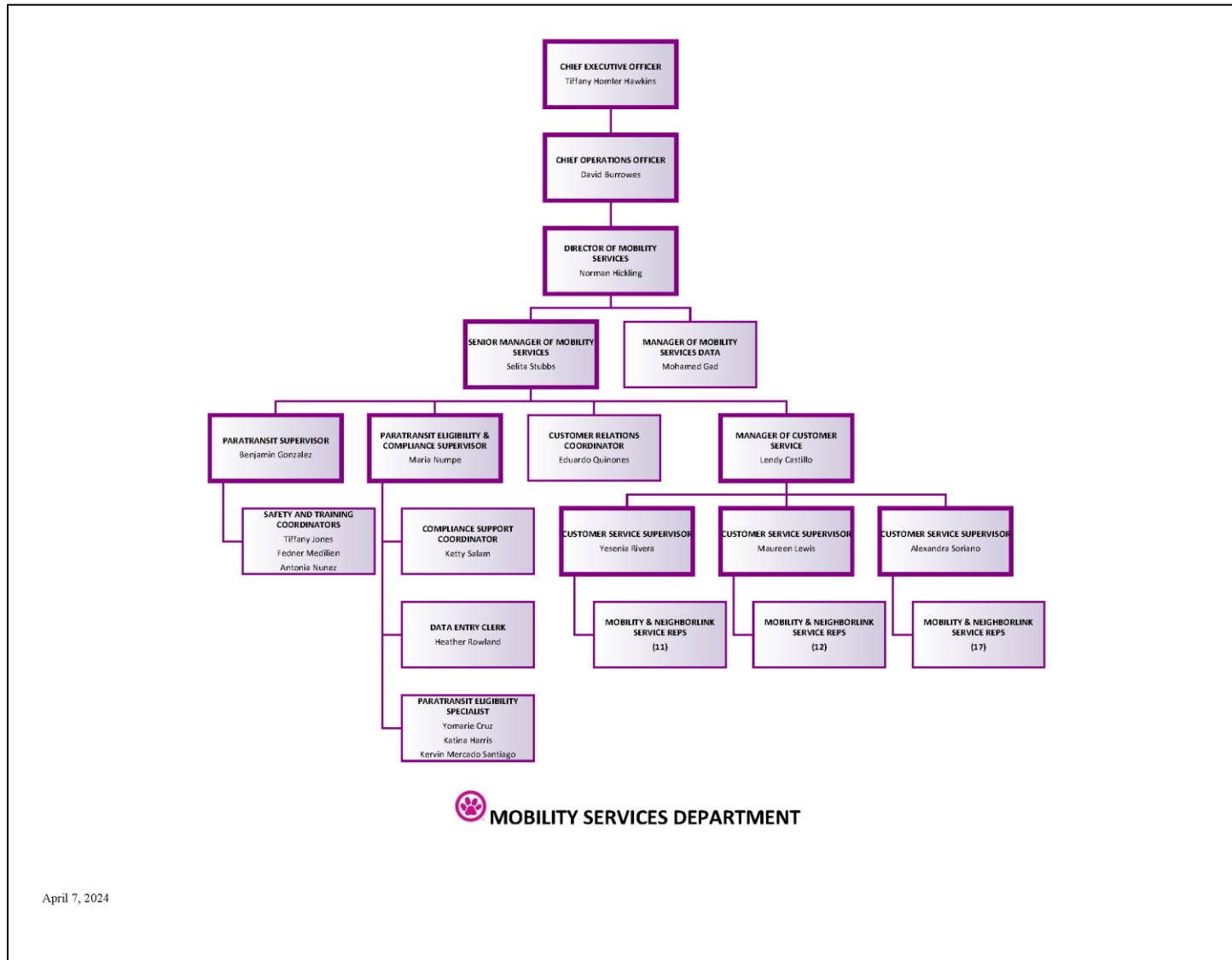


Figure 3 – LYNX Mobility Services Organizational Chart (April 2024)



Consistency Review of Other Plans

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

- LYNX Transit Development Plan (annual updated completed in August 2023) which presents LYNX's operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP annual update covers fiscal years 2024 through 2033. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10th year.

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

- Commission for the Transportation Disadvantaged Five (5) Year / 20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.
- MetroPlan Orlando's Long Range Transportation Plan (LRTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2045 LRTP was adopted in December 2020. The 2045 Plan will be guided by five overarching goals that together advance the vision for a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality.
 - Safety & Security - Provide a safe and secure transportation system for all users.
 - Reliability & Performance - Leverage innovative solutions to optimize system performance.
 - Access & Connectivity - Enhance communities and lives through improved access to opportunities.
 - Health & Environment - Protect and preserve our region's public health and environmentally sensitive areas.

- Investment & Economy - Support economic prosperity through strategic transportation investment.
- MetroPlan Orlando's Transportation Improvement Program (TIP), the five-year implementation plan for the region to support transportation projects. Projects included in the FY2023/24-2027/28 TIP were reviewed to ensure consistency with this TDSP annual update.

Local Coordinating Board Certification



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

Date: March 13, 2024
Name (DOPA): MetroPlan Orlando
Address: 250 S. Orange Avenue
 Suite 200
 Orlando, Florida 32801

**APPROVED BY
METROPLAN ORLANDO**
3/13/2024 *H. 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: *[Handwritten Signature]*
 Honorable Cheryl Grieb

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	Jeanette Estes	-
MEDICAL COMMUNITY	Betsy Delano	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-

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

ECONOMICALLY DISADVANTAGED	Yvette Reyes	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices Alternate: Kevin Paulin	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds Alt: Shinara Hughes	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Wendy Ford Alt: Kori Blowers	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Cheryl Stone	One Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Two Years
CITIZEN ADVOCATE	Neika Berry	Three Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Two Years
FOR-PROFIT OPERATOR	VACANT	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	VACANT, Emergency Medical Services Alt: Vacant	-
	Luiz Nieves, SunRail CAC	-
	Charlotte Campbell, At Large Alternate	One Year
	Frances Collazo-Rivas, Alternate representing the Medical Community	-

Service Area Profile and Demographics

Service Area Description

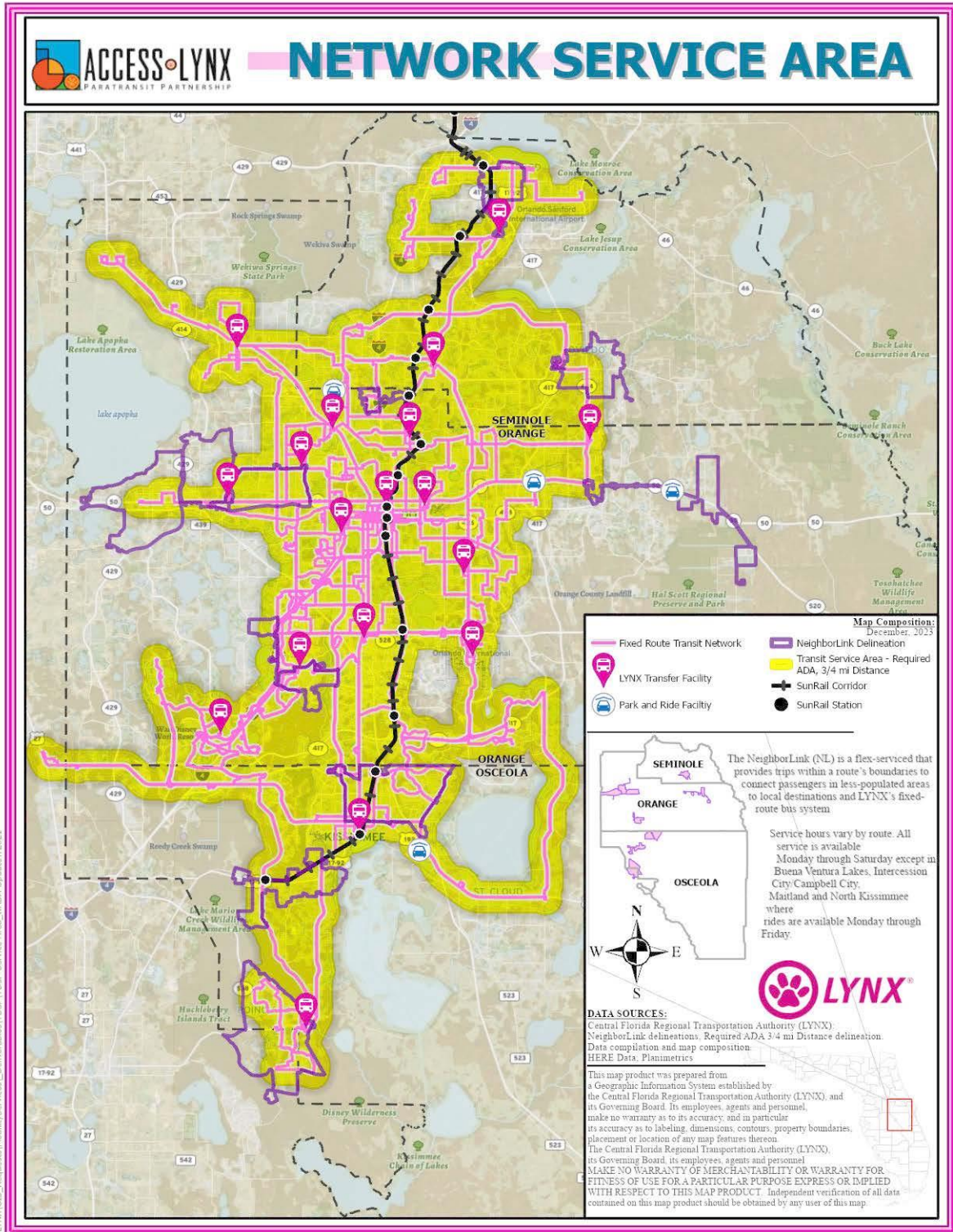
The TD service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions. **Figure 4** illustrates the entire three-county service area along with LYNX NeighborLink services, fixed-route services, and the ¾-mile ADA service area.

Land Use

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

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

Figure 4 - LYNX Network Service Area (December 2023)



LYNX\GIS_Ben\Assets\Mobility\Services\Deliverables\TDSP\TDSP_Service_Area_w\ADA\Update\2021

Demographics

Population and Composition

There is no one-size-fits-all transit approach that can be applied in every metropolitan area across the country. Therefore, it is important to understand the make-up and demographics of the community that transit intends to serve. The following section will include demographic data tables that represent the population within the three county Central Florida region. This includes demographics of transportation disadvantaged (TD) populations that have historically been dependent on public transit services:

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

Understanding the demographic makeup of the LYNX service area helps identify areas with high percentages of historically disadvantaged communities. The following population and demographic tables were developed using the most recently completed demographic dataset provided by the U.S. Census Bureau, the 2022 American Community Survey (ACS) 5-Year Estimate.

Table 1 - Service Area Population by County

Population	Orange	Osceola	Seminole	Total Service Area
Total Population	1,427,403	393,745	471,321	2,292,469
Population as a percent of total service area	62%	17%	21%	100%

2022 American Community Survey 5-Year

Table 2 - Service Area Population Change by County

County	2023 TDSP	2024 TDSP	Population Change	Percent of Change
Orange	1,409,949	1,427,403	+17,454	+1.2%
Osceola	380,331	393,745	+13,414	+3.5%
Seminole	467,382	471,321	+3,939	+0.8%
Total	2,257,662	2,292,469	+34,807	+1.5%

2023 TDSP: 2021 American Community Survey 5-Year

2024 TDSP: 2022 American Community Survey 5-Year

Table 1 and 2 shows the total estimated population for the three counties is 2,292,469, an increase of 1.5 percent from the population estimates included in the 2023 TDSP Major Update that was based on the 2021 American Community Survey 5-Year estimates. From the 2021 to 2022 estimates, Osceola County was the fastest growing county in the service area with a 3.5 percent increase in population.

Table 3 - Sex and Age Demographics by County

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
Female	722,760	50.6%	198,226	50.3%	241,500	51.2%	1,162,486	50.7%
Male	704,643	49.4%	195,519	49.7%	229,821	48.8%	1,129,983	49.3%
Under 18 Years Old	308,436	21.6%	94,791	24.1%	97,621	20.7%	500,848	21.8%
18 to 24 years	152,938	10.7%	37,073	9.4%	39,656	8.4%	229,667	10.0%
25 to 34 Years	232,382	16.3%	55,803	14.2%	67,434	14.3%	355,619	15.5%
35 to 44 Years	207,950	14.6%	58,202	14.8%	67,130	14.2%	333,282	14.5%
45 to 54 Years	185,362	13.0%	52,573	13.4%	63,358	13.4%	301,293	13.1%
55 to 59 Years	86,889	6.1%	22,152	5.6%	30,256	6.4%	139,297	6.1%
60 to 64 Years	75,812	5.3%	21,238	5.4%	30,244	6.4%	127,294	5.6%
65 and Older	177,634	12.4%	51,913	13.2%	75,622	16.0%	305,169	13.3%

2022 American Community Survey 5-Year

Table 3 shows sex and age demographics for the three counties. By sex, the region is evenly split with 50.7 percent female and 49.3 percent male. Orange County has the largest cohort of younger populations, with 48.6 percent being under the age of 34. However, Osceola County has the largest under 18 population (24.1 percent). Seminole County has the largest cohort of older adults with 28.9 percent over the age of 54. Seminole County also has the highest population of seniors over the age of 65 (16.0 percent).

Table 4 - Race Demographics by County

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.
Hispanic or Latino	469,883	32.9%	220,780	56.1%	108,146	22.9%	798,809	34.8%
Non-Hispanic or Latino	957,520	67.1%	172,965	43.9%	363,175	77.1%	1,493,660	65.2%
African American	332,189	23.3%	57,236	14.5%	66,479	14.1%	455,904	19.9%
American Indian & Alaska Native	16,208	1.1%	5,490	1.4%	5,035	1.1%	26,733	1.2%
Asian	94,041	6.6%	15,445	3.9%	28,997	6.2%	138,483	6.0%
Native Hawaiian and Pacific Islander	3,623	0.3%	1,161	0.3%	1,062	0.2%	5,846	0.3%
White	931,497	65.3%	252,660	64.2%	359,831	76.3%	1,543,988	67.4%
Other	278,030	19.5%	132,494	33.6%	65,591	13.9%	476,115	20.8%
Identified by Two or More	56,818	4.0%	10,588	2.7%	16,126	3.4%	83,532	3.6%

2022 American Community Survey 5-Year

Table 4 shows current race demographics for the three counties. Region-wide, 67.4 percent are White, 19.9 percent African American, 20.8 percent Other, and 6.0 percent Asian. 34.8 percent of the population identifies as Hispanic or Latino while 65.2 percent identifies as Non-Hispanic or Latino. Seminole County has the largest proportion of White population (76.3 percent). Osceola County has the largest proportion of the population that identifies as Hispanic or Latino (56.1 percent) and Other (33.6 percent). Orange County has the largest proportion of African American (23.3 percent) and Asian (6.6 percent) population.

Table 5 – Demographic Population Summary by County

Demographics	Orange	Osceola	Seminole
Older Adults (65 and older)	12.4%	13.2%	16.0%
Individuals with Disabilities	11.2%	13.9%	11.3%
Veterans	5.6%	6.1%	7.2%
Population Below Poverty	13.5%	13.4%	9.6%

2022 American Community Survey 5-Year

Table 6 - Demographic Population Change by County

Demographics	Orange			Osceola			Seminole		
	2023 TDSP	2024 TDSP	Change	2023 TDSP	2024 TDSP	Change	2023 TDSP	2024 TDSP	Change
Older Adults (65 and older)	12.0%	12.4%	+0.4%	13.0%	13.2%	+0.2%	15.6%	16.0%	+0.4%
Individuals with Disabilities	11.3%	11.2%	-0.1%	14.3%	13.9%	-0.4%	10.6%	11.3%	+0.7%
Veterans	5.6%	5.6%	0.0%	6.4%	6.1%	-0.3%	7.2%	7.2%	0.0%
Population Below Poverty	13.9%	13.5%	-0.4%	13.5%	13.4%	-0.1%	9.5%	9.6%	+0.1%

2023 TDSP: 2021 American Community Survey 5-Year

2024 TDSP: 2022 American Community Survey 5-Year

Table 5 and 6 show the current demographic profile of TD populations and individuals with veteran status within the LYNX service area. Orange County has the highest proportion of population below poverty (13.5 percent). Seminole County has the highest proportion of veterans (7.2 percent) and older adults (16.0 percent). Osceola County has the highest proportion of individuals with disabilities (13.9 percent). From 2021 to 2022 estimates these populations have stayed consistent.

Housing Characteristics and Cost Burden

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

Table 7 - Service Area Housing Unit Characteristics

Housing Units	Orange		Osceola		Seminole		Total Service Area	
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
Total Units	565,109	100%	156,976	100%	194,744	100%	916,829	100%
Occupied Units	491,378	87.0%	119,817	76.3%	183,487	94.2%	794,682	86.7%
Owner-Occupied Units	279,925	57.0%	78,747	65.7%	120,506	65.7%	479,178	60.3%
Renter-Occupied Units	211,453	43.0%	41,070	34.3%	62,981	34.3%	315,504	39.7%

2022 American Community Survey 5-Year

Table 7 shows housing unit characteristics of the three counties. Region-wide, 86.7 percent of available housing units are occupied, with 60.3 percent being owner-occupied and 39.7 percent being renter-occupied. Orange County has the largest proportion of renter-occupied units (43.0 percent), while Osceola and Seminole Counties both have higher owner-occupied units (65.7 percent). Osceola County has the highest number of available housing units, with an occupancy rate of 76.3 percent and Seminole County has the fewest available units, with an occupancy rate of 94.2 percent.

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

income (AMI). Seminole County has the highest proportion of households (69.5 percent) not burdened by housing costs, while Osceola County has the highest proportion of households at least moderately burdened (37.9 percent). Osceola County also has the highest proportion of households severely burdened (18.0 percent).

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

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

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

Shimberg Center for Housing Studies, 2022 Estimates

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

Table 9 - Burden of Housing Costs – Osceola County

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

Shimberg Center for Housing Studies, 2022 Estimates

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

Table 10 - Burden of Housing Costs – Seminole County

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

Shimberg Center for Housing Studies, 2022 Estimates

housing costs, with 13.7 percent being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 25.4.6 percent of households being low to extremely low-income burdened by housing costs.

Population Projection

According to the U.S. Census, Florida continues to be one of the fastest growing states in the nation. Since 2010, the population of Florida has increased by approx. 15.5 percent, and since 2020 has an average annual population increase of 1.4 percent, the second highest in the country behind South Carolina.

The Bureau of Economic and Business Research (BEBR) at the University of Florida creates county population projections using six different techniques in five-year increments (linear, exponential, share-of-growth, shift-share, constant-share, and constant). **Table 11** shows medium growth population projections for the three counties from 2023 to 2050.

More detail on the methodology of these projections can be found in “Projections of Florida Population by County, 2025-2050, with estimates for 2023” by Stefan Rayer and Conor Comfort in Florida Populations Studies, Volume 57, Bulletin 198 (January 2024).

Table 11 - BEBR Population Projections 2023 - 2050 by County

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

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

As a region, the population is projected to grow by 32.2 percent, or approx. 770,000 people, by 2050. The fastest growing county in the LYNX service area is Osceola County, projected to grow 58.2 percent by 2050, the third highest growth percentage in the state. Orange County also has a significant population projection, projected to grow 29.5

percent by 2050. Orange County will also be the largest-gaining population in the state, projected to increase by approx. 440,000 people by 2050.

Labor Force and Employment

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

According to the U.S. Bureau of Labor Statistics, in the past 10 years the Central Florida labor market for the Orlando-Kissimmee-Sanford Metropolitan Area has continued to improve from an unemployment rate of 9.1 percent in 2014, decreasing to 3.0 percent in December 2023. The impacts of the COVID-19 pandemic, which began in March of 2020, briefly impacted the local tourism-based economy significantly. The unemployment rate reached a high of 22.1 percent in May 2020, however rebounded to 6.8 percent by January 2021. When the Center of Disease Control (CDC) declared the end of the pandemic in May 2023, the unemployment rate was at a historically low 2.3 percent.

Table 12 - Labor Force and Unemployment

Area	Civilian Labor Force	Number Employed	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,476,666	1,432,585	44,081	3.0%
State of Florida	11,194,351	10,860,333	334,018	3.0%

Source: Bureau of Labor Statistics, December 2023

Table 12 shows the current labor force and unemployment rates for the Orlando-Kissimmee-Sanford Metropolitan Area and the State of Florida from December 2023. The unemployment rate of the Orlando-Kissimmee-Sanford Metropolitan Area (3.0 percent) is consistent with the state-wide unemployment rate (3.0 percent).

Major Trip Generators

System-wide Trip Generators

Many tourist attractions, shopping centers, and Orlando International Airport are major trip generators on the LYNX system and reported in the TDSP. Some of the major destinations are listed below:

- Altamonte Mall
- Colonial Mall
- Downtown Orlando
- Downtown Kissimmee
- Florida Mall
- International Drive
- Lake Nona Town Center
- Mall at Millenia
- Orlando International Airport
- Oviedo Crossings
- Sea World
- Seminole Town Center
- Universal Studios Resort
- University of Central Florida
- Walt Disney World Resort
- West Oaks Mall
- Winter Garden Village
- Winter Park Village

Major non-work related trip generators include dialysis, medical, personal / recreational, education / training / adult daycare, and shopping.

ACCESS LYNX Transportation Disadvantaged Trip Generators

ACCESS LYNX gave 162,124 trips to transportation disadvantaged passengers in FY2023 (October 2022 – September 2023). **Table 13** shows these trips broken down by purpose.

Table 13 - ACCESS LYNX Transportation Disadvantaged Trips by Purpose (FY2023)

Purpose	Count	Percentage
Dialysis/Cancer Related	113,813	70.2%
Employment	16,443	10.1%
Medical	12,414	7.7%
Personal-Recreational	11,874	7.3%
Education-Training-Daycare	5,859	3.6%
Shopping	1,274	0.8%
Nutritional	447	0.3%
Total Trips	162,124	100%
Total Non-Work-Related Trips	145,681	89.9%

ACCESS LYNX

Dialysis trips account for approx. 70 percent of all transportation disadvantaged trips provided by ACCESS LYNX. Currently, ACCESS LYNX provides service to 47 renal dialysis centers in the three-county region. **Table 14** contains a list of the top-20 dialysis centers from FY2023 (October 2022 – September 2023), along with the corresponding number of trips served at each location.

Table 14 - ACCESS LYNX Top 20 Dialysis Locations (FY2023)

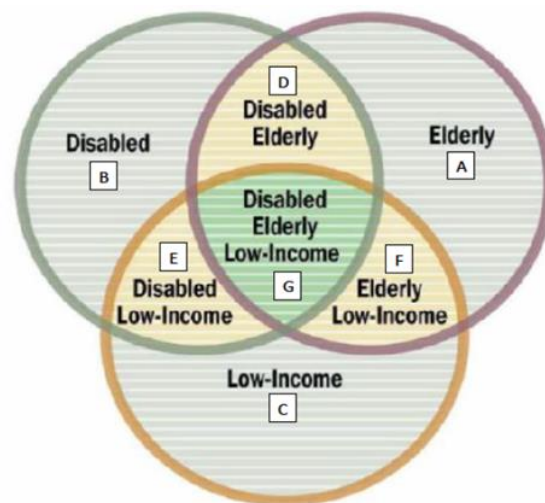
Facility	Number of Trips
Dialysis W Colonial	4,757
Dialysis Davita Apopka	4,625
Dialysis Florida Center	4,433
Dialysis Sturtevant	4,304
Dialysis Kissimmee	4,164
Dialysis Dscf East	3,919
Dialysis Davita Central Orlando	3,787
Dialysis Davita Kirkman	3,751
Dialysis Davita Clarcona	3,664
Dialysis Apopka	3,502
Dialysis Davita East	3,461
Dialysis Buena Ventura	3,301
Dialysis West Orange Wg (E Plant St)	2,941
Dialysis Poinciana	2,824
Dialysis Town Loop	2,771
Dialysis Alafaya Davita	2,712
Dialysis Davita Ocoee	2,567
Dialysis Davita Airport	2,550
Dialysis Vineland	2,486
Dialysis Davita Adanson	2,479

ACCESS LYNX

Service Analysis

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

Figure 5 - General TD Population Groups



Forecasts of TD Population

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

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

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

Tables 15 through 21 include the TD population estimates by county, based on a service area population coverage determined using the total population of census block groups within ¾ miles of fixed route service and adjacent to NeighborLink service, and service operating 365 days per year. The growth rate is based on BEBR population projections for each county. The service area population coverage and growth rate for each county are listed below.

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

Table 16, 18, and 20 show the forecasts of the general TD population from 2021 to 2028 for each of the overlapping populations shown in **Figure 5**. As shown in **Table 15**, the general TD population in all three counties is approximately 30 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 17, 19, and 21 show the forecast of the critical need TD population and estimated annual number of TD trips from 2021 to 2028. As shown in **Table 15**, the critical need TD population is approximately 11 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 50,027 daily trips to 56,387 daily trips (13%) from 2021 to 2028.

Table 15 - Service Area TD Population Forecast and Trip Demand

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

Table 16 - Orange County General TD Population Forecast

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

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

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<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>	16,304	16,567	16,833	17,104	17,380	17,659	17,944	18,232
Total Critical Need TD Population	48,300	49,078	49,868	50,671	51,486	52,315	53,157	54,013
Daily Trips - Critical Need TD Population								
<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>	30,962	31,460	31,967	32,481	33,004	33,535	34,075	34,623
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	32,530	33,079	33,638	34,207	34,785	35,401	36,027	36,665
	% Increase (2021 to 2028)							12.7%
ANNUAL TRIPS	11,873,279	12,073,937	12,277,987	12,485,485	12,696,489	12,921,217	13,149,923	13,382,676

Table 18 - Osceola County General TD Population Forecast

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

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

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

Table 20 - Seminole County General TD Population Forecast

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

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

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

Needs Assessment

Increasing Demand

Based on the TD ridership forecasts, the TD population is anticipated to increase by 12 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 50,027 daily trips to 56,387 daily trips (13%) from 2021 to 2028. BEBR population forecasts beyond 2028 reflect further increases in the overall three-county population and that growth is anticipated to fuel increasing demand for TD transportation services.

Expanded Fixed-Route and/or NeighborLink Public Transit

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

Technology

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

Revenue Vehicles/Equipment

Lingering supply chain issues stemming from the post-COVID demand for goods and materials have impacted both the availability of new and replacement fleet vehicles and

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

Barriers to Coordination

Legislation and Funding that Supports Coordination

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

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

Dispersed Development Patterns

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

Technology/Accessibility

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

Qualified/Trained Staff

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

Goals, Objectives, and Strategies

The overall goal of the Coordinated Transportation System is:

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

The overall CTC goal provides direction for LYNX to follow in providing services to the TD population. Additional goals defined in this TDSP and listed in **Table 22** guide the priorities of the LYNX Mobility Services Division.

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

Table 22 - ACCESS LYNX Goals and Objectives

Goal 1: Transition paratransit customers to the most appropriate mode of transportation				
Objective	Strategy	Target	Measure	Status
Educate new and existing paratransit riders on how to use available public transportation options	Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ Program. Provide information for ACCESS Plus+ Program by sending letters, emails, and calls to clients	Increase number of TD clients enrolled in ACCESS Plus+ Program	Number of ACCESS Plus+ trips provided each month	The ACCESS Plus+ program helps assist customers able to use the fixed route system with learning how to access and navigate the routes. This program allows both the rider and a companion to ride the fixed route for free. The ACCESS Plus+ program has been successful and has migrated many trips to fixed route services. In 2023 there were approximately 2,366 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	While not specific to TD ACCESS LYNX customers, information regarding NeighborLink service areas can be found on LYNX's website, mobile application, or by calling the customer service phone number.

	As additional NeighborLink services are added, notify TD passengers within the service area of the availability of the service and provide training on using the service	Increase the number of TD clients using NeighborLink services, when available and feasible	Number of passengers requesting travel training	No new NeighborLink service areas have been added since the last TDSP update. When making improvements to the existing NeighborLink service areas transitioning TD ACSESS LYNX trips to the service is and will continue to be a priority.
Goal 2: Customer outreach and education				
Objective	Strategy	Target	Measure	Status
Increase educational opportunities to show users how to download and use new apps and technology	Develop instructional videos on how to use new customer-facing technology	Preparation of instructional videos for all new customer-facing technology	Percent instructional videos created for new customer-facing technologies launched within the prior year	No new customer-facing technologies were launched within the year, so no new instructional videos were created. However, ACCSESS LYNX updated its "How to Ride Guide" in May 2023, which is designed to help passengers easily navigate all aspects of the ACCSESS LYNX paratransit service. See Appendix 10 for a copy of this guide.

<p>Educate public on mobility services at LYNX</p>	<p>Provide representation at local and regional community events and fairs, etc.</p>	<p>Participate in at least two community events each quarter to educate region on mobility resources</p>	<p>Number of events attended each quarter</p>	<p>LYNX staff attended three (3) outreach events since the last TDSP update:</p> <ul style="list-style-type: none"> • Orange County Disabilities Outreach Board (April 8, 2023) • Ventura Country Club Sunshine Ladies speaking engagement (April 12, 2023) • The Blind Experience for White Cane Awareness Day (October 19, 2023) <p>LYNX will continue to look for opportunities to participate in events and sessions.</p>
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Goal 3: Improve community perception of public transportation

Objective	Strategy	Target	Measure	Status
<p>Reduce the number of customer service concerns for TD service</p>	<p>Continue to implement internal workflow and procedures for addressing incoming complaints/concerns</p>	<p>Close out 100 percent of complaints within 14 days of receipt</p>	<p>Number of concerns closed out beyond 14 days</p>	<p>As of April 2024, the average number of days to resolve and close out customer complaints is 10.8 days, within the 14-day measure.</p>

	Monitor ACCESS LYNX on-time performance	Maintain on-time performance to 90% each year	Annual system on-time performance	Annual review of performance data indicates on-time performance above 90%, an improvement over previous years. LYNX has and will continue to focus on key performance indicators (KPIs) to gauge on-time performance and ensure it is meeting operational goals.
	Implement scheduling system map upgrades	Implementation of scheduling software map upgrades	Initial completion by Summer 2023 with periodic service change updates	The last map upgrade took place in 2023 and will be updated annually.
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	A review of annual data indicates that the average call hold time from Jul. 2022 to Jun. 2023 was 4 minutes and 49 seconds. LYNX will continue to monitor call hold times and make improvements
	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	LYNX is currently testing a new Genfare mobile payment system on all fixed-route and ACCESS LYNX services. The new fare system, which will be integrated through a new PawPass mobile application, will allow approved ACCESS LYNX passengers the ability to pay for and book trips through their mobile device.

Goal 4: Program Administrative and Service Delivery Efficiency				
Objective	Strategy	Target	Measure	Status
Use innovative practices to deliver high quality services	Review existing service delivery and technology tools to assess new opportunities and efficiencies	Review and update TDSP goals, objectives, and implementation plan actions	Annual preparation of TDSP update	LYNX completes a minor update to the TDSP annually, with a major update every five (5) years. The most recent major update was completed in 2023.
Goal 5: Provide transit services that support regional mobility options and changing travel				
Objective	Strategy	Target	Measure	Status
Ensure service delivery efficiency and consistency with other transportation modes	Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning	Ongoing meetings with the Planning and Development department to ensure communication	Completed communications meeting	The LYNX Mobility Services and Planning Departments communicate regularly in the planning of future services to ensure that coordination is considered across the departments and modes. The departments will continue to meet, as needed, to discuss mobility options and transportation disadvantaged planning efforts.

Implementation Schedule

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

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

Table 23 – Five-Year Transportation Disadvantaged Improvement Program

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
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

II. 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.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their appointment. Customers will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time. On the return trip, the trip window begins at the requested return time for a span of thirty minutes. The advanced notification time required to obtain services is shown in **Table 24**, along with other relevant trip sponsor operating policies.

Table 24 - ACCESS LYNX Operating Policies

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

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969) or on the LYNX website at <https://www.golynx.com/maps-schedules/routes-schedules.stml>. Customers with hearing impairments may use the 711 Florida Relay Service.

Cancellations/No Shows

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

A “no show” is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. TD trips 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 one hour notice prior to the scheduled pick-up time will be considered a no-show.

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

Eligibility

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

Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible through the application process. The applicant must meet two of the three following categories to be eligible.

1. **Have no access to a fixed route.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment. For applicants outside the three-quarter mile radius, ACCESS LYNX demand response service will be offered as a feeder service to fixed-route or as direct transport.
2. **Have a disability.** As necessary, a functional Assessment of the applicant’s abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.

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

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

American with Disabilities Act of 1990 (ADA) Paratransit Service

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

- **Permanent (Continued) Eligibility.** Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update / recertify their information and note any changes in their travel abilities or needs every three years from the date of initial eligibility.
- **Unconditional Eligibility.** Persons unable to use fully-accessible fixed-route services. Any individual with a disability who is unable, due to a physical or cognitive impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
- **Conditional Eligibility.** Any individual who is able to use the fixed-route buses for some of their trips and qualify for paratransit service for other trips. Persons who cannot navigate some architectural or environmental barriers such as: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.
- **Transitional Eligibility (temporary).** Any individual who has a health condition or disability that temporarily prevents him/her from using the fixed-route bus system. An example would be persons whose previous health condition or disability has

changed due to therapy, corrective surgery or other. Travel Training can assist these individuals in learning how to access fixed-route, eventually eliminating the need for paratransit use.

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

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

Functional Assessment and Travel Training for ADA

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

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

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

Appeals Process For ADA

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

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

Visitors (ADA customers visiting the area from another area)

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

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

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

Other Sponsors of Service

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

Trip Prioritization

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

- 67% Subscription trips are generated by the scheduling software the same day and time every week.
- 33% 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 work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
 - Complaints
 - Accidents
 - Operating and financial data
 - Vehicle inventory
 - Record keeping
 - Monitoring and auditing

Coordination Contract Approval Policy

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

The rule further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more

effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C.”

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

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

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

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

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. **Table 25** contains a list of coordinated system service providers within LYNX’s coordinated system.

Table 25 - Coordinated System Service Providers (2024)

Organization	Address	City	State
Aspire Health Partners, Inc.	5151 Adanson St.	Orlando	FL
Central Florida Group Homes, L.L.C.	5243 Little Debbie Parkway, Suite 101	Ooltewah	TN
Crystal Lake Supportive Environment Inc.	2710 Staten Ave.	Orlando	FL
Elquanah Group Homes	10410 Westley Way	Orlando	FL
Life Concepts, Inc D.B.A. Quest, Inc.	1509 E. Colonial Dr.	Orlando	FL
Meals On Wheels, Etc., Inc.	2801 S. Financial Ct.	Sanford	FL
National Mentor Health Care LLC.	313 Congress St., 5th Fl.	Boston	MA
Osceola County Council on Aging, Inc.	700 Generation Point	Kissimmee	FL
Osceola Mental Health Inc. Dba Park Place Behavioral Health Care	206 Park Place Blvd.	Kissimmee	FL
Primrose Center, Inc.	2733 South Fern Creek Ave.	Orlando	FL
Seniors First, Inc.	5395 LB McLeod Rd.	Orlando	FL
Special Hearts Farm, Inc	10557 Oakview Pointe Terrace	Gotha	FL
The Evangelical Lutheran Good Samaritan Society-Kissimmee Village	1550 Aldersgate Dr.	Kissimmee	FL
The Opportunity Center, Inc.	310 N. Clyde Ave.	Kissimmee	FL

4. [Public Transit Utilization](#)

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

5. [School Bus Utilization](#)

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

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

6. [Vehicle Inventory](#)

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

Table 26 - Vehicle Inventory (Paratransit) as of January 2024

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2014	FORD	1FDEE4FL8EDB10564	Yes	4	12
2014	FORD	1FDEE4FL0EDB10932	Yes	4	12
2014	FORD	1FDEE4FL3EDB10925	Yes	4	12
2015	FORD	1FDFF4FS4FDA28117	Yes	4	12
2015	FORD	1FDFF4FS5FDA28112	Yes	4	12
2015	FORD	1FDFF4FS6FDA28121	Yes	4	12
2015	FORD	1FDFF4FS3FDA28125	Yes	4	12
2015	FORD	1FDFF4FS8FDA28119	Yes	4	12
2015	FORD	1FDFF4FS2FDA28133	Yes	4	12
2015	FORD	1FDFF4FS0FDA28132	Yes	4	12
2015	FORD	1FDFF4FS7FDA28127	Yes	4	12
2015	FORD	1FDFF4FS1FDA28110	Yes	4	12
2015	FORD	1FDFF4FS8FDA28136	Yes	4	12
2016	FORD	1FDFF4FS6GDC57108	Yes	4	12
2016	FORD	1FDFF4FS4GDC57110	Yes	4	12
2016	FORD	1FDFF4FSXGDC57113	Yes	4	12
2016	FORD	1FDFF4FS8GDC57112	Yes	4	12
2016	FORD	1FDFF4FS6GDC57111	Yes	4	12
2016	FORD	1FDFF4FS8GDC57109	Yes	4	12
2018	FORD	1FDFF4FS8HDC39923	Yes	4	12
2018	FORD	1FDFF4FS0GDC55340	Yes	4	12
2018	FORD	1FDFF4FS9GDC57118	Yes	4	12
2018	FORD	1FDFF4FS4HDC57562	Yes	4	12
2018	FORD	1FDFF4FS0GDC57119	Yes	4	12
2018	FORD	1FDFF4FS1HDC41674	Yes	4	12
2018	FORD	1FDFF4FS5HDC58879	Yes	4	12
2018	FORD	1FDFF4FSXHDC57565	Yes	4	12
2018	FORD	1FDFF4FS7HDC58883	Yes	4	12

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	FORD	1FDFE4FS1HDC58880	Yes	4	12
2018	FORD	1FDFE4FS7HDC57569	Yes	4	12
2018	FORD	1FDFE4FS9HDC58884	Yes	4	12
2018	FORD	1FDFE4FS6HDC57563	Yes	4	12
2018	FORD	1FDFE4FS8HDC57564	Yes	4	12
2018	FORD	1FDFE4FS7GDC57117	Yes	4	12
2018	FORD	1FDFE4FS3HDC53051	Yes	4	12
2018	FORD	1FDFE4FS5HDC57568	Yes	4	12
2018	FORD	1FDFE4FS3HDC57567	Yes	4	12
2018	FORD	1FDFE4FSXHDC39924	Yes	4	12
2018	FORD	1FDFE4FS0HDC58885	Yes	4	12
2018	FORD	1FDFE4FS5HDC58882	Yes	4	12
2018	FORD	1FDFE4FS3HDC57570	Yes	4	12
2019	FORD	1FDFE4FS6KDC10038	Yes	4	12
2019	FORD	1FDFE4FS3JDC43464	Yes	4	12
2019	FORD	1FDFE4FS4KDC10037	Yes	4	12
2019	FORD	1FDFE4FS1JDC41891	Yes	4	12
2019	FORD	1FDFE4FS2KDC17357	Yes	4	12
2019	FORD	1FDFE4FS2KDC10036	Yes	4	12
2019	FORD	1FDFE4FS3JDC41875	Yes	4	12
2019	FORD	1FDFE4FS1JDC41874	Yes	4	12
2019	FORD	1FDFE4FS4JDC41884	Yes	4	12
2019	FORD	1FDFE4FSXJDC41887	Yes	4	12
2020	FORD	1FDFE4FSXKDC51384	Yes	4	12
2020	FORD	1FDFE4FS3KDC51386	Yes	4	12
2020	FORD	1FDFE4FS1KDC51385	Yes	4	12
2020	FORD	1FDWE3F69KDC72790	Yes	3	12
2020	FORD	1FDWE3F66KDC72763	Yes	3	12
2020	FORD	1FDWE3F68KDC72764	Yes	3	12

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3F64KDC72776	Yes	3	12
2020	FORD	1FDWE3F64KDC72762	Yes	3	12
2020	FORD	1FDWE3F62KDC72761	Yes	3	12
2020	FORD	1FDWE3F65KDC72768	Yes	3	12
2020	FORD	1FDWE3F62KDC72758	Yes	3	12
2020	FORD	1FDWE3F65KDC72785	Yes	3	12
2020	FORD	1FDWE3F61KDC72766	Yes	3	12
2020	FORD	1FDWE3F6XKDC72765	Yes	3	12
2020	FORD	1FDWE3F67KDC72786	Yes	3	12
2020	FORD	1FDWE3F61KDC72783	Yes	3	12
2020	FORD	1FDWE3F64KDC72759	Yes	3	12
2020	FORD	1FDWE3F69KDC72787	Yes	3	12
2020	FORD	1FDWE3F63KDC72784	Yes	3	12
2020	FORD	1FDWE3F62KDC72775	Yes	3	12
2020	FORD	1FDWE3F60KDC72760	Yes	3	12
2020	FORD	1FDWE3F67KDC72772	Yes	3	12
2020	FORD	1FDWE3F60KDC72774	Yes	3	12
2020	FORD	1FDWE3F66KDC72777	Yes	3	12
2020	FORD	1FDWE3F63KDC72770	Yes	3	12
2020	FORD	1FDWE3F69KDC72773	Yes	3	12
2020	FORD	1FDWE3F67KDC72769	Yes	3	12
2020	FORD	1FDWE3F66KDC72780	Yes	3	12
2020	FORD	1FDWE3F60KDC72788	Yes	3	12
2020	FORD	1FDWE3FN9MDC20750	Yes	3	12
2020	FORD	1FDWE3F68KDC72778	Yes	3	12
2020	FORD	1FDWE3F68KDC72781	Yes	3	12
2020	FORD	1FDWE3F6XKDC72782	Yes	3	12
2020	FORD	1FDWE3FN1MDC20774	Yes	3	12
2020	FORD	1FDWE3FN6MDC20771	Yes	3	12

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3FN4MDC20770	Yes	3	12
2020	FORD	1FDWE3FN2MDC20766	Yes	3	12
2020	FORD	1FDWE3FN9MDC20764	Yes	3	12
2020	FORD	1FDWE3FN7MDC20763	Yes	3	12
2020	FORD	1FDWE3FN3MDC20761	Yes	3	12
2020	FORD	1FDWE3FN2MDC20749	Yes	3	12
2020	FORD	1FDWE3F65KDC72771	Yes	3	12
2020	FORD	1FDWE3F63KDC72767	Yes	3	12
2020	FORD	1FDWE3FN2MDC20752	Yes	3	12
2020	FORD	1FDWE3FN0MDC20751	Yes	3	12
2020	FORD	1FDWE3FN3MDC20775	Yes	3	12
2020	FORD	1FDWE3FN6MDC20768	Yes	3	12
2020	FORD	1FDWE3FN3MDC20758	Yes	3	12
2020	FORD	1FDWE3FN1MDC20757	Yes	3	12
2020	FORD	1FDWE3FN3MDC20775	Yes	3	12
2020	FORD	1FDWE3FN6MDC20754	Yes	3	12
2020	FORD	1FDWE3FN4MDC20753	Yes	3	12
2021	FORD	1FDWE3FN0MDC20765	Yes	3	12
2021	FORD	1FDWE3FN5MDC20762	Yes	3	12
2021	FORD	1FDWE3FN8MDC20755	Yes	3	12
2021	FORD	1FDWE3FN8MDC20769	Yes	3	12
2021	FORD	1FDWE3FN5MDC20759	Yes	3	12
2021	FORD	1FDWE3FN8MDC20772	Yes	3	12
2021	FORD	1FDWE3FN5MDC20776	Yes	3	12
2021	FORD	1FDWE3FN0MDC20779	Yes	3	12
2021	FORD	1FDWE3FN7MDC20777	Yes	3	12
2021	FORD	1FDWE3FN9MDC20778	Yes	3	12
2021	FORD	1FDWE3FN4MDC20767	Yes	3	12
2021	FORD	1FDWE3FN1MDC20760	Yes	3	12



Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2021	FORD	1FDWE3FNXMDC20773	Yes	3	12
2021	FORD	1FDWE3FN9MDC36365	Yes	3	12
2015	FORD	1FDWE4FS6FDA35280	Yes	4	12
2021	FORD	1FDWE3FN7MDC41757	Yes	3	12
2021	FORD	1FDWE3FN1MDC40832	Yes	3	12
2021	FORD	1FDWE3FN0MDC41759	Yes	3	12
2021	FORD	1FDWE3FN1MDC40829	Yes	3	12
2021	FORD	1FDWE3FN4MDC41764	Yes	3	12
2021	FORD	1FDWE3FN2MCD41763	Yes	3	12
2021	FORD	1FDWE3FN3MDC40833	Yes	3	12
2021	FORD	1FDWE3FN9MDC41761	Yes	3	12
2021	FORD	1FDWE3FN0MDC41762	Yes	3	12
2021	FORD	1FDWE3FN7MDC41760	Yes	3	12
2021	FORD	1FDWE3FN9MDC41758	Yes	3	12
2021	FORD	1FDWE3FNXMDC22766	Yes	4	12
2021	FORD	1FDWE3FNXMDC40831	Yes	3	12
2021	FORD	1FDWE3FN8MDC40830	Yes	3	12
2021	FORD	1FDWE3FN3NDC22768	Yes	4	12
2021	FORD	1FDWE3FN5MDC41756	Yes	3	12
2021	FORD	1FDWE3FN8NDC22765	Yes	4	12
2021	FORD	1FDWE3FNXMDC40828	Yes	3	12
2018	DODGE	2C7WDGCGXJR176581	Yes	1	4
2018	DODGE	2C7WDGCG5JR176584	Yes	1	4
2018	DODGE	2C7WDGCG4JR176592	Yes	1	4
2018	DODGE	2C7WDGCG6JR176593	Yes	1	4
2018	DODGE	2C7WDGCG6JR176576	Yes	1	4
2018	DODGE	2C7WDGCG7JR176585	Yes	1	4
2018	DODGE	2C7WDGCG4JR176589	Yes	1	4
2018	DODGE	2C7WDGCG1JR176579	Yes	1	4

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCG8JR176577	Yes	1	4
2018	DODGE	2C7WDGCG0JR176587	Yes	1	4
2018	DODGE	2C7WDGCG9JR176572	Yes	1	4
2018	DODGE	2C7WDGCG0JR176573	Yes	1	4
2018	DODGE	2C7WDGCG8JR176594	Yes	1	4
2018	DODGE	2C7WDGCGXJR176595	Yes	1	4
2018	DODGE	2C7WDGCG8JR176580	Yes	1	4
2018	DODGE	2C7WDGCG1JR176582	Yes	1	4
2018	DODGE	2C7WDGCG2JR176588	Yes	1	4
2018	DODGE	2C7WDGCG0JR176590	Yes	1	4
2018	DODGE	2C7WDGCG1JR176596	Yes	1	4
2018	DODGE	2C7WDGCG2JR176591	Yes	1	4
2018	DODGE	2C7WDGCG2JR176574	Yes	1	4
2018	DODGE	2C7WDGCG4JR176575	Yes	1	4
2018	DODGE	2C7WDGCGXJR176578	Yes	1	4
2018	DODGE	2C7WDGCG3JR176583	Yes	1	4
2018	DODGE	2C7WDGCGXJR337902	Yes	1	4
2018	DODGE	2C7WDGCG3JR337899	Yes	1	4
2018	DODGE	2C7WDGCG6JR337900	Yes	1	4
2018	DODGE	2C7WDGCG1JR337903	Yes	1	4
2018	DODGE	2C7WDGCG8JR337901	Yes	1	4
2018	DODGE	2C7WDGCG9JR337907	Yes	1	4
2018	DODGE	2C7WDGCG9JR337910	Yes	1	4
2018	DODGE	2C7WDGCG7JR337906	Yes	1	4
2018	DODGE	2C7WDGCG0JR337908	Yes	1	4
2018	DODGE	2C7WDGCG3JR337904	Yes	1	4
2018	DODGE	2C7WDGCG2JR337912	Yes	1	4
2018	DODGE	2C7WDGCG2JR337909	Yes	1	4
2018	DODGE	2C7WDGCG4JR337913	Yes	1	4

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCG1JR337898	Yes	1	4
2018	DODGE	2C7WDGCG5JR337905	Yes	1	4
2018	DODGE	2C7WDGCG0JR337911	Yes	1	4
2018	DODGE	2C7WDGCG6JR337914	Yes	1	4
2018	DODGE	2C7WDGCG8JR337915	Yes	1	4
2018	DODGE	2C7WDGCG1JR337917	Yes	1	4
2018	DODGE	2C7WDGCG5JR337919	Yes	1	4
2018	DODGE	2C7WDGCGXJR337916	Yes	1	4
2018	DODGE	2C7WDGCG3JR337918	Yes	1	4
2018	DODGE	2C7WDGCG1JR337920	Yes	1	4
2018	DODGE	2C7WDGCGXJR337897	Yes	1	4

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Table 27 - Vehicle Inventory (NeighborLink) as of January 2024

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

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7. [System Safety Program Plan](#)

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

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

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

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

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

Extensive record keeping by the CTC and the individual subcontractors is also required, including personnel data, operational reports, dispatching logs, driver trip sheets and reports of accidents, incidents, and service delays. A copy of the Annual SSPP Certification for LYNX is included in **Attachment 8**.

8. Inter-county Services

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

9. Natural Disaster/Emergency Procedures

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

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

10. [Marketing](#)

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

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

11. [Acceptable Alternatives](#)

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

12. [Service Standards](#)

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

Table 28 – ACCESS LYNX Service Standards

Standard	Description
Advance Reservations Requirements	Reservations for all sponsors are taken up to 7 days in advance. Trip requests under the TD program are also taken up a maximum of 7 days in advance and a minimum of one day prior to service.

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

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

Standard	Description
Passenger Assistance	All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.
Passenger Property	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
Passenger/ Trip Database	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
Pick-up windows	Trips are on time if they are picked up within the negotiated 30-minute pickup window
Subscriptions	The current policy provides for a change of a subscription only once within a 30 day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
Transport of Personal Care Attendant and Dependent Children Policy	Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider.
Trip Negotiations	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to</p>

Standard	Description
	<p>please wait until we are outside that window before a call is placed regarding the pick up.</p>
<p>Trip Request Limit</p>	<p>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.</p>
<p>Two-Way Communications</p>	<p>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.</p>
<p>Unscheduled Stops</p>	<p>With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.</p>
<p>Use and Responsibility of Child Restraint Devices</p>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
<p>Vehicle Cleanliness</p>	<p>All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.</p>
<p>Vehicle Transfer Points</p>	<p>No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route, NeighborLink, or future SunRail service.</p>

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

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

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

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

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

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

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitoring reviews of the calendar year consist of a review of 25 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 CTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY2024/2025. The model considers the costs and revenues for operating service, including administrative expenses for the following:

- Coordination contractor inspections
- Coordination contractor monitoring
- Coordination contractor reporting
- Monthly reporting
- Road supervision
- Contract compliance

Table 29 presents the FCTD calculated rates.

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

**Table 29 – Transportation Disadvantaged Trip and Equipment Calculated Rates
FY2024/2025**

Service Type	Unit	Rate
Ambulatory	Per trip	\$41.40
Wheelchair	Per trip	\$70.96

III. 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. 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 FY2021. No findings were identified as part of that monitoring effort.

Attachment 1 - Glossary of Terms

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

Glossary of Terms	
Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.
Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.
Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.

Glossary of Terms	
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.
Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the "coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

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

Glossary of Terms	
	transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).
Dispatcher	The person responsible for having every schedule leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.
Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.

Glossary of Terms	
Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.
General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.
Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.

Glossary of Terms	
Local Coordinating Board (LCB)	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.
Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.
Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Glossary of Terms	
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.
Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.
Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Glossary of Terms	
Passenger Trips per Vehicle Mile	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.
Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.
Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.
Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.

Glossary of Terms	
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.
Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.
Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.

Glossary of Terms	
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.
Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.
Transportation Disadvantaged Funds	Any local government, state, or federal funds that are used for transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged Population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.
Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.

Glossary of Terms	
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.
Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/ fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.
U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Glossary of Terms	
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

Attachment 2 - ACCESS LYNX Transportation Disadvantaged (TD) Program Eligibility Application



ACCESS LYNX
TRANSPORTATION
DISADVANTAGED (TD) PROGRAM

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

Eligibility:

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

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

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

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

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

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

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

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



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

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Do you have weekly scheduled medical appointments? YES NO

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

How do you currently travel to your destination?

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

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

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

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

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

Explain: _____

Verification of Income (SECTION 2)

Total Individual Monthly Income \$ _____

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

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

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

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

Additional documentation may be required to support individual income.



Central Florida Regional Transportation Authority

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

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

Did you attach a copy of your Florida ID or Driver's license? 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

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

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



ACCESS LYNX
AMERICANS WITH DISABILITIES
ACT (ADA) PROGRAM

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

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

Recertification Requirements:

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

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

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

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

Disclaimer: Completing this application does not automatically certify you for paratransit services. Some applicants may be required to go through a functional assessment to assist us in determining your level of eligibility. All applicants will be notified by mail of the outcome of their application. Processing may take up to 21 days from receipt of a completed application to include completion of a Functional Assessment if required.

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



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

1

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

APPLICATION: General Information (SECTION 1)

Date of Birth _____ Last 4 of Social Security Number _____

Last Name _____ First Name _____ Middle Initial _____ M/F _____

Home Address _____ Apartment Number _____

City _____ County _____ State _____ Zip Code _____

Complex/Subdivision/ Facility Name _____ Gate Code _____

Home Phone _____ Work Phone _____ Cell Phone _____ Email address _____

Mailing Address _____ Apt Number _____ City _____ County _____ State _____ Zip Code _____

Emergency Contact:

Name _____ Relationship _____ Phone number _____

Address / Apt Number _____ City _____ County _____ State _____ Zip Code _____

Please check all that apply to you:

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



Central Florida Regional Transportation Authority
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How do you currently travel to your destination?

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

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

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

Functional Ability

Without the assistance of someone else, can you:

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

Applicant's Release: (SECTION 2)

I understand that the purpose of this evaluation form is to determine my eligibility for ADA Service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation.

I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship



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

Medical Form (SECTION 3)

Instructions for Licensed professional (familiar with your disability or health condition and your functional abilities): Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name: _____ Date of Birth: _____

What is the applicant's disability or condition and how does it prevent him/her from using LYNX?

- Cognitive Impairment Functional Hearing Visual
 Uncontrolled Fatigue Emotional Neurological

Other – Explain: _____

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

If Temporary, what is duration? _____

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

- 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), does this medication enhance or diminish the individual's functional ability to travel independently? Yes No

If yes, please explain. _____

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

Licensed Professional's Signature

Medical License Number

Licensed Professional's Name (Print Legibly)

Contact Number

Contact Address



Central Florida Regional Transportation Authority

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

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Attachment 4 - ACCESS LYNX Appeal Process



LYNX

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

ACCESS LYNX ADA APPEAL PROCESS

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

Filing an Appeal:

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

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

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

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

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

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

Other accessible formats available upon request.

Attachment 5 - ACCESS LYNX Request for Appeal

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

To file an appeal of your Individual eligibility for paratransit services:

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

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

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

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

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

3. Upon receipt, the intake Manager reviews the Appeal Form for completeness and notes any additional information submitted. The Request Manager then completes and returns Response Letter to the appellant.
4. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal.
 - A. The Appeals Panel Representatives Pool is as follows:
 - One representative of a Transit Operator
 - One representative of the medical profession
 - One representative user of:
 - a. Fixed Route
 - b. Lift-Van /Ramped Taxi

- c. Taxi
- d. Agency Receiving Services

There will be three to five total Panel Members

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

Attachment 6 – Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Procedures



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

**GRIEVANCE PROCEDURE FOR
TRANSPORTATION DISADVANTAGED SERVICES**

APPROVED

February 15, 2024

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

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

II. DEFINITIONS

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

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

III. OBJECTIVE

- a. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- b. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- c. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

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

V. GRIEVANCE PROCEDURES

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

STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the most recent **Orange, Osceola And Seminole Counties Local Coordinating Board Grievance Procedure For Transportation Disadvantaged Services**. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

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

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

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

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

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
- "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.

3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.
 - a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10)

**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

working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.

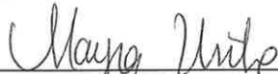
- c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

STEP THREE

- 1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
- 2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
- 3. The MPO will update the file and the Grievance Log Tracking Form.
- 4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.
- 5.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedures of the TDLCB as adopted the 15th day of February, 2024.



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

Attachment 7 - LYNX Human Services Transportation Plan

Attachment 8 - LYNX System Safety Program Plan



LYNX SYSTEM SAFETY PROGRAM PLAN

REVISION 22

December 2023

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Print Date: 12/29/2023

LYNX SSPP Rev. 22

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Revision History

Revision 22	12-30-2023	Update CEO's Name	Safety & Security
Revision 21	12-30-2022	Updated Organization Chart	Safety & Security
Revision 20	12-12-2019	Update CEO's Name	Safety & Security
Revision 19	1-11-2019	Updated appendix list	Safety & Security
Revision 17	7-18-2018	Updated plan to reflect FDOT's recommendations from the Triennial Review	Safety & Security
Revision 16	5-1-2018	Updated system description, positions and added criminal background checks-section 4.2.3	Risk Management, Safety & Security
Revision 15	12-01-2015	Update to include FDOT BSS requirements	Risk Management, Safety & Security
Revision 14	3-01-2014	Update to include Grapefruit LYMMO	Risk Management and Safety
Revision 13	8-1-2013	Plan Update and FDOT BSS Requirements	Risk Management and Safety

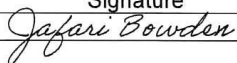
Document Location

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

Adoption

Name	Title	Signature
Tiffany Homler Hawkins	Chief Executive Officer	

Approvals

Name	Title	Signature
Jafari Bowden	Interim Director of Safety and Security	

Distribution

This document has been distributed to:

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File	Safety & Security Division
InLYNX	Safety & Security Division

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Attachment 9 – Rate Justification Worksheets

Preliminary Information Worksheet

Version 1.4

CTC Name:	CFRTA LYNX
County (Service Area):	Orange, Seminole, and Osceola
Contact Person:	Norm Hickling
Phone #	407-254-6169

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input checked="" type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

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

ctd_ratecalctemplate_2024-2025: Preliminary Information

Page 1 of 8



Comprehensive Budget Worksheet						
			Version 1.4	CTC: CFRTA LYNX County: Orange, Seminole, and Osceola		
1. Complete applicable GREEN cells in columns 2, 3, 4, and 7						
1	2	3	4	5	6	7
	Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023	Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024	Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	\$ 2,487,365	\$ 2,268,479	\$ 2,487,370	-8.8%	9.6%	
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						Other Cash: Advertising Revenue earned from Buses and Shelters
Compl. ADA Services						
County Cash	\$ 9,632,312	\$ 7,966,844	\$ 8,631,337	-17.3%	8.3%	
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash	\$ 109,643	\$ 50,000	\$ 90,000	-54.4%	80.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	\$ 3,785,259	\$ 3,912,213	\$ 3,405,144	3.4%	-13.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307	\$ 645,598	\$ 600,000	\$ 600,000	10.0%	0.0%	
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development	\$ 2,771,688	\$ 2,500,000	\$ 2,797,990	-9.8%	11.9%	
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						\$59,300 State Planning & Demo Grant - ADA & TNCs
Other AHCA (specify in explanation)	\$ 59,337	\$ -	\$ 70,000	-100.0%		
Bus Pass Program Revenue						
DCF						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						



Comprehensive Budget Worksheet							Version 1.4	CTC: CFRTA LYNX	
							County: Orange, Seminole, and Osceola		
1. Complete applicable GREEN cells in columns 2, 3, 4, and 7									
1	2	3	4	5	6	7			
	Prior Year's ACTUALS from July 1st of 2022 to June 30th of 2023	Current Year's APPROVED Budget, as amended from July 1st of 2023 to June 30th of 2024	Upcoming Year's PROPOSED Budget from July 1st of 2024 to June 30th of 2025	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000			
APD									
Office of Disability Determination									
Developmental Services									
Other APD (specify in explanation)									
Bus Pass Program Revenue									
DUJ									
(specify in explanation)									
Bus Pass Program Revenue									
Other Fed or State									
Total ADA Compl. Services	\$ 12,785,148	\$ 15,365,293	\$ 20,034,395	20.4%	30.4%	The Local ADA funding derives from LYNX's computed funding allocation model for Orange, Seminole, and Osceola counties for ADA services.			
xxxx									
xxxx									
Bus Pass Program Revenue									
Other Revenues									
Interest Earnings									
xxxx									
xxxx									
Bus Pass Program Revenue									
Balancing Revenue to Prevent Deficit									
Actual or Planned Use of Cash Reserve									
Balancing Revenue is Short By = None None									
Total Revenues =	\$32,166,350	\$32,662,829	\$38,116,236	1.6%	16.7%				
EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors)									
Operating Expenditures									
Labor	\$ 1,350,527	\$ 1,761,036	\$ 1,854,090	30.4%	5.3%				
Fringe Benefits	\$ 720,918	\$ 712,522	\$ 789,365	-1.2%	10.8%				
Services	\$ 1,017,152	\$ 824,894	\$ 700,599	-18.9%	-15.0%				
Materials and Supplies	\$ 2,663,713	\$ 2,688,800	\$ 2,957,413	0.9%	10.0%				
Utilities	\$ 37,213	\$ 170,148	\$ 156,120	367.2%	-8.2%				
Casualty and Liability									
Taxes									
Purchased Transportation									
Purchased Bus Pass Expenses									
School Bus Utilization Expenses									
Contracted Transportation Services	\$ 31,392,292	\$ 30,686,488	\$ 34,166,500	-2.2%	11.3%				
Other	\$ 233,702	\$ 173,898	\$ 176,298	-25.6%	1.4%				
Miscellaneous									
Operating Debt Service - Principal & Interest									
Leases and Rentals									
Contrib to Capital Equip. Replacement Fund	\$ 29,809	\$ -	\$ 297,990	-100.0%					
In-Kind, Contributed Services	\$ -	\$ -	\$ -						
Allocated Indirect									
Capital Expenditures									
Equip. Purchases with Grant Funds									
Equip. Purchases with Local Revenue									
Equip. Purchases with Rate Generated Rev.									
Capital Debt Service - Principal & Interest									
		\$ (4,354,567)	\$ (2,982,139)		-31.5%				
ACTUAL YEAR LOSS	(\$5,298,976)								
Total Expenditures =	\$37,446,326	\$32,662,829	\$38,116,236	-12.8%	16.7%				
See NOTES Below.									

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.



Budgeted Rate Base Worksheet Version 1.4 CTC: CFRTA | LYNX
County: Orange, Seminole, and Osceola

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

1	2	3	4	5
Upcoming Year's Budgeted Revenue from July 1st of 2024 to June 30th of 2025		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these base revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?

REVENUES (CTC/Operators ONLY)

Revenue Source	Amount	Matched Revenue	Excluded Revenue	Local Match Req.
Local Non-Govt				
Farebox	\$ 2,487,370	\$ 1,243,685	\$ 1,243,685	
Medicaid Co-Pay Received	\$ -	\$ -	\$ -	
Donations/Contributions	\$ -	\$ -	\$ -	
In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Local Government				
District School Board	\$ -	\$ -	\$ -	
County ADA Services	\$ -	\$ -	\$ -	
County Cash	\$ 8,631,337	\$ -	\$ 8,631,337	
County In-Kind, Contributed Services	\$ -	\$ -	\$ -	
City Cash	\$ -	\$ -	\$ -	
City In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Other Cash	\$ 90,000	\$ -	\$ 90,000	
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
CTD				
Non-Sponsor Trip Program	\$ 3,405,144	\$ 3,405,144	\$ -	\$ 378,749
Non-Sponsor Capital Equipment	\$ -	\$ -	\$ -	\$ -
Rural Capital Equipment	\$ -	\$ -	\$ -	\$ -
Other TD	\$ -	\$ -	\$ -	\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
USDOT & FDOT				
49 USC 5307	\$ 600,000	\$ -	\$ 600,000	
49 USC 5310	\$ -	\$ -	\$ -	
49 USC 5311 (Operating)	\$ -	\$ -	\$ -	
49 USC 5311 (Capital)	\$ -	\$ -	\$ -	
Black Grant	\$ -	\$ -	\$ -	
Service Development	\$ 2,797,990	\$ -	\$ 2,797,990	
Computer Assistance	\$ -	\$ -	\$ -	
Other DOT	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AHCA				
Medicaid	\$ -	\$ -	\$ -	
Other AHCA	\$ 70,000	\$ -	\$ 70,000	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCF				
Alcohol, Drug & Mental Health	\$ -	\$ -	\$ -	
Family Safety & Preservation	\$ -	\$ -	\$ -	
Comm. Care Dis./Aging & Adult Serv.	\$ -	\$ -	\$ -	
Other DCF	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOH				
Children Medical Services	\$ -	\$ -	\$ -	
County Public Health	\$ -	\$ -	\$ -	
Other DOH	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOE (state)				
Call Permits	\$ -	\$ -	\$ -	
Div of Blind Services	\$ -	\$ -	\$ -	
Vocational Rehabilitation	\$ -	\$ -	\$ -	
Day Care Programs	\$ -	\$ -	\$ -	
Other DOE	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
AWI				
WAGESN Workforce Board	\$ -	\$ -	\$ -	
AWI	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DOEA				
Order America's Act	\$ -	\$ -	\$ -	
Community Care for Elderly	\$ -	\$ -	\$ -	
Other DOEA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DCA				
Community Services	\$ -	\$ -	\$ -	
Other DCA	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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



Budgeted Rate Base Worksheet Version 1.4 CTC: CFRTA | LYNX
County: Orange, Seminole, and Osceola

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

Upcoming Years BUDGETED Revenues		What amount of the Budgeted Revenue #1 of 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue #2 of 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from July 1st of 2024	to June 30th of 2025			
1	2	3	4	5
APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Fed or State				
Total ADA Compl. Services	\$ 20,034,395	\$ 20,034,395	\$ 20,034,395	
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Revenues				
Interest Earnings	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	
Total Revenues =	\$ 30,416,236	\$ 4,648,829	\$ 33,467,407	\$ -

EXPENDITURES (CTC/Operators ONLY)		Amount of Budgeted Operating Rate Subsidy Revenue
Operating Expenditures		
Case	\$ 1,254,080	\$ 33,467,407
Fringe Benefits	\$ 789,385	
Services	\$ 700,589	
Materials and Supplies	\$ 2,957,413	
Utilities	\$ 1,961,120	
Casualty and Liability	\$ -	
Taxes	\$ -	
Purchased Transportation	\$ -	
Purchased Bus Pass Expenses	\$ -	
School Bus Utilization Expenses	\$ -	
Contracted Transportation Services	\$ 34,186,600	
Other	\$ 176,289	
Miscellaneous	\$ -	
Operating Debt Service - Principal & Interest	\$ -	
Leases and Rentals	\$ -	
Contrib. to Capital Equip. Replacement Fund	\$ 397,880	
In-kind, Contributed Services	\$ -	
Allocated Indirect	\$ -	
Capital Expenditures		
Equip. Purchases with Grant Funds	\$ -	
Equip. Purchases with Local Revenue	\$ -	
Equip. Purchases with Rate Oriented Rev.	\$ -	
Capital Debt Service - Principal & Interest	\$ -	
	\$ (2,982,135)	
Total Expenditures =	\$ 38,116,236	
minus EXCLUDED Subsidy Revenue =	\$ 33,467,407	
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 4,648,829	
Rate Base Adjustment ¹ =	\$ 29,517,621	
Adjusted Expenditures Included in Rate Base =	\$ 34,166,500	

¹ Rate Base Adjustment Cell

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

¹ The Difference between Expenses and Revenues for Fiscal Year: 2022 - 2023

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

Worksheet for Program-wide Rates

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

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

Do **NOT** include trips or miles related to Coordination Contractors!
 Do **NOT** include School Board trips or miles UNLESS.....
INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
 Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
 Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
 Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES		Fiscal Year
Total Projected Passenger Miles =	9,225,166	2024 - 2025
Rate Per Passenger Mile = \$	3.70	
Total Projected Passenger Trips =	686,215	
Rate Per Passenger Trip = \$	49.79	Avg. Passenger Trip Length = 13.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	7.33
Rate Per Passenger Trip = \$	98.56

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

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

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

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

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

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		
Effective Rate for Contracted Services: per Passenger Mile =			
per Passenger Trip =			
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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

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

Worksheet for Multiple Service Rates CTC: **CFRTA | LYNX** Version 1.4
County: **Orange, Seminole, and Osceola**

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

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? Yes No
Skip #2 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? Pass. Trip Pass. Mile **Leave Blank**

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

4. How much will you charge each escort? **Leave Blank**

SECTION IV: Group Service Loading Do NOT Complete Section IV

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

..... And what is the projected total number of Group Vehicle Revenue Miles?

SECTION V: Rate Calculations for Multiple Services:

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

		RATES FOR FY: 2024 - 2025			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,225,166	6,606,416	2,618,750	0	0
Rate per Passenger Mile =		\$3.08	\$5.28	\$0.00	\$0.00
		<small>per passenger per group</small>			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	686,215	491,419	194,796	0	0
Rate per Passenger Trip =		\$41.40	\$70.96	\$0.00	\$0.00
		<small>per passenger per group</small>			
Combination Trip and Mile Rate					
... INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		\$3.08	\$5.28	\$0.00	\$0.00
Rate per Passenger Mile for Balance =		\$3.08	\$5.28	\$0.00	\$0.00
		<small>per passenger per group</small>			

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.10	\$10.45	\$0.00	\$0.00
		<small>per passenger per group</small>			
Rate per Passenger Trip =		\$81.05	\$140.46	\$0.00	\$0.00
		<small>per passenger per group</small>			

Program These Rates Into Your Medicaid Encounter Data

Attachment 10 – ACCESS LYNX “How to Ride” Guide



ACCESS LYNX HOW TO RIDE GUIDE

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

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




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OVERVIEW:

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

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

SERVICE PROVIDERS AND SERVICE AREA:

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

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ELIGIBILITY:

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

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

ADA PARATRANSIT SERVICE PROVIDED TO:

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

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

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

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TRANSPORTATION DISADVANTAGED PARATRANSIT SERVICE IS PROVIDED TO:

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

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

CUSTOMER SERVICE HOURS:

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

For reservations, call:

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

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

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

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

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

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

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WEBACCESS:

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

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

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

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

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MAKING A RESERVATION BY PHONE:

ACCESS LYNX cannot provide same-day service.

Call 911 if you have an actual emergency.

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

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

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

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

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

FARES:

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

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

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

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

FARES:

	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	One (1) day before trip	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles = \$2.50 5-9.9 miles = \$3.50 10+ miles = \$4.50	\$4 for ADA trips \$7 for Premium ADA
Attendant	No	Yes, one attendant at no charge
Companion	Same fare as primary rider; Only one companion allowed	Yes, Same as rider

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PAWPASS:

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

SUBSCRIPTION REQUEST:

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

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

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HURRICANE, NATURAL DISASTERS, AND OTHER STATE OF EMERGENCY:

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

CANCELLATIONS:

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

LATENESS AND NO-SHOW:

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

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

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

NO SHOW POLICY:

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

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

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

CHANGING RETURN TIMES:

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

WILL CALL:

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

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

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

BOARDING EARLY:

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

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

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LATE PICKUPS:

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

CUSTOMER'S RESPONSIBILITIES AND SAFETY TIPS:

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

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WHEELCHAIR SERVICE:

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

AMBULATORY CUSTOMERS:

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

SERVICE ANIMALS:

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

OXYGEN EQUIPMENT:

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

ACCESS LYNX OPERATOR STANDARDS:

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

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

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

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

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

REPORTING CONCERNS / COMPLIMENTS / SUGGESTIONS:

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

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

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

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

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

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

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LOST ITEMS:

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

HELP SOMEONE GET A RIDE:

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

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