Human Services Transportation Plan

FY 2025 Update

FINAL DRAFT

January 2025

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1 INTRODUCTION

This document provides an updated version of the Human Service Transportation Plan (HSTP) for the Central Florida Regional Transportation Authority (d.b.a. LYNX). LYNX updates this plan as required by the Federal Transit Administration (FTA) for direct recipients of Section 5310 program funding, which enhances mobility for seniors and individuals with disabilities. Additionally, the update reflects recent shifts in local demographics, service gaps, and community needs. The priorities and strategies outlined in this version replace those in the 2022 HSTP update.

1.1 Requirements

Under federal transit law, projects funded through the Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program must be part of a "locally developed, coordinated public transit-human services transportation plan." This plan must be "developed and approved through a process" that actively involves seniors, individuals with disabilities, public, private, and nonprofit transportation providers, human services organizations, and other community members who rely on transportation services. Coordinated plans are designed to identify the transportation needs of seniors, individuals with disabilities, and low-income populations, propose strategies to address these needs, and prioritize transportation services for funding and implementation.

Table 1-1 documents the FTA's required components of a HSTP and under what section each is addressed in this document.

TABLE 1-1: HSTP REQUIREMENTS

Requirement	Document Location
Assessment of transportation needs for individuals with disabilities, seniors, and persons with limited incomes.	Section 4
Inventory of available services that identifies areas of redundant services and gaps in services.	Section 4
Strategies to address the identified gaps in services.	Section 7
Identification of coordination actions to eliminate or reduce duplication of services and strategies for more efficient utilization of resources.	Section 8
Prioritization of implementation strategies.	Section 8
Developed through a process that included representatives of public, private and nonprofit transportation and human services providers, and members of the public including individuals with disabilities, seniors, and people with low incomes.	Section 6

1.2 Report Organization

This report is organized into sections that collectively support the development and implementation of LYNX's 2025 HSTP.

- **Section 1** introduces the plan by outlining its purpose, the regulatory requirements it addresses, and the organization of the report. It establishes the framework for understanding how the HSTP aligns with FTA's Section 5310 program and the broader goals of accessible transportation services.
- **Section 2** provides background information, including an overview of LYNX and the role of the Section 5310 program in enhancing mobility for seniors and individuals with disabilities. It sets the context for understanding LYNX's position as a key transportation provider and the program's significance in addressing community needs.
- **Section 3** examines existing conditions within the service area, presenting demographic profiles of populations critical to the plan, such as seniors, individuals with disabilities, low-income households, and veterans. It also explores geographic and economic factors like activity centers, major employers, and vehicle access rates, offering insights into current and future transportation demand.
- **Section 4** focuses on existing transportation services, detailing the contributions of LYNX, Community Transportation Coordinators (CTCs), subrecipient providers, and other service organizations. This section highlights the range of resources currently available and identifies foundational elements for service coordination.
- **Section 5** presents the findings of a peer agency review, outlining best practices and innovative approaches that can inform service improvements.
- **Section 6** summarizes public outreach efforts, including on-board surveys and stakeholder consultations, capturing community feedback to shape service priorities.
- **Section 7** identifies strategies to address unmet needs and establishes a strategy prioritization process to assist in formulating an implementation plan.
- **Section 8** presents an action plan to help LYNX implement priority strategies identified in the previous section.
- **Appendix A, B, and C** provide supplementary information, including the 2025 5310 Grant Application, detailed route profiles, and the status of previous HSTP strategies.

2 BACKGROUND

The following section provides background information about LYNX as the designated Community Transportation Coordinator (CTC) for the Orlando Metro Area and an overview of the Section 5310 Program.

2.1 LYNX Background

In 1989, the Florida Commission for the Transportation Disadvantaged (CTD) introduced the concept of CTCs to manage the distribution of the Transportation Disadvantaged (TD) Trust Fund to transportation providers within their respective service area. Since 1992, LYNX has served as the designated CTC for Orange, Osceola, and Seminole counties. In this role, LYNX is tasked with ensuring the delivery of cost-effective, efficient, seamless, and coordinated transportation services for individuals classified as TD within its service area.

ACCESS LYNX is LYNX's paratransit service designed to comply with the Americans with Disabilities Act (ADA). Along with the TD service, LYNX provides transportation for individuals who are unable to use LYNX's fixed route bus system due to physical or cognitive disabilities. To use ACCESS LYNX, individuals must complete an application process to certify their eligibility. Individuals select the program application, ADA or TD, that best fits their circumstances. All programs require input from a medical professional and functional assessment prior to eligibility determination. Individuals who do not qualify for other public agency programs may still be eligible for trips funded by the state's TD program.

The MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board (TDLCB) plays a key role in identifying local service needs and offering guidance, recommendations, and oversight to LYNX regarding the coordination of services provided under the TD program. The TDLCB ensures compliance with state requirements for TD planning while promoting accessible public transportation for all, including individuals with transportation disadvantages. Its membership includes representatives from various groups, such as health and human services agencies, senior and disability advocates, private transportation providers, and members of the community.

2.2 Overview of the 5310 Program

The goal of the FTA's Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available. The Section 5310 program apportions funds among Census-designated large, urbanized areas (UZAs), small UZAs, and rural areas based on the population of seniors and individuals with disabilities in each. LYNX is the designated recipient of Section 5310 program funds for the Orlando and Kissimmee UZA, while the Florida Department of Transportation (FDOT) administers the rural area funding. The FY 2025 5310 grant application is included in Appendix A for reference.

3   EXISTING CONDITIONS

This section reviews the existing conditions and documents baseline data to establish an understanding of the environment in which public transportation operates within LYNX's service area. Specifically, this section seeks to understand the distribution of populations and current services available in relation to 5310 populations.

As shown in Map 3-1, LYNX's service area includes Osceola, Orange, and Seminole counties, specifically within many communities including and surrounding the Greater Orlando Metropolitan Statistical Area (MSA). Alongside LYNX service, the area also has rail service from SunRail, Brightline, and Amtrak as well as national intercity bus services provided by Greyhound.

3.1   Demographic and Socioeconomic Analysis

A series of maps, figures, and tables in this section illustrate selected population, demographic, and socioeconomic characteristics. These populations include the senior population (age 65 and older), people with disabilities, those living in poverty, households without vehicle access, and veteran status. Data for the baseline conditions are obtained from various primary sources including the U.S. Census Bureau's American Community Survey (ACS).

Florida attracts a wide variety of population groups. According to the 2022 ACS data shown in Table 3-1, Florida has a higher average senior population (20.9%) than the U.S. average (16.5%). Florida also has a slightly higher population of veterans (7.9%) than the U.S. average (6.6%). When it comes to individuals with disabilities as well as poverty rates, Florida has slightly higher numbers than the U.S. average (+0.6% and +0.4% respectively). Finally, it is worth noting that Florida residents, on average, are more likely to own a vehicle than the rest of the U.S., with zero-vehicle households encompassing only 6% of homes (compared to the U.S. average of 8.3%).

TABLE 3-1: DEMOGRAPHIC DISTRIBUTION OF THE U.S. AND FLORIDA

Demographic	U.S. Average	Florida Average	+/-
Senior (65+)	16.5%	20.9%	+4.4%
Disability	12.9%	13.5%	+0.6%
Poverty	12.5%	12.9%	+0.4%
Zero Vehicle	8.3%	6.0%	-2.3%
Veteran Status	6.6%	7.9%	+1.3%

Sources: 2022 American Community Survey, 5-Year Estimates

MAP 3-1 – LYNX SERVICE AREA
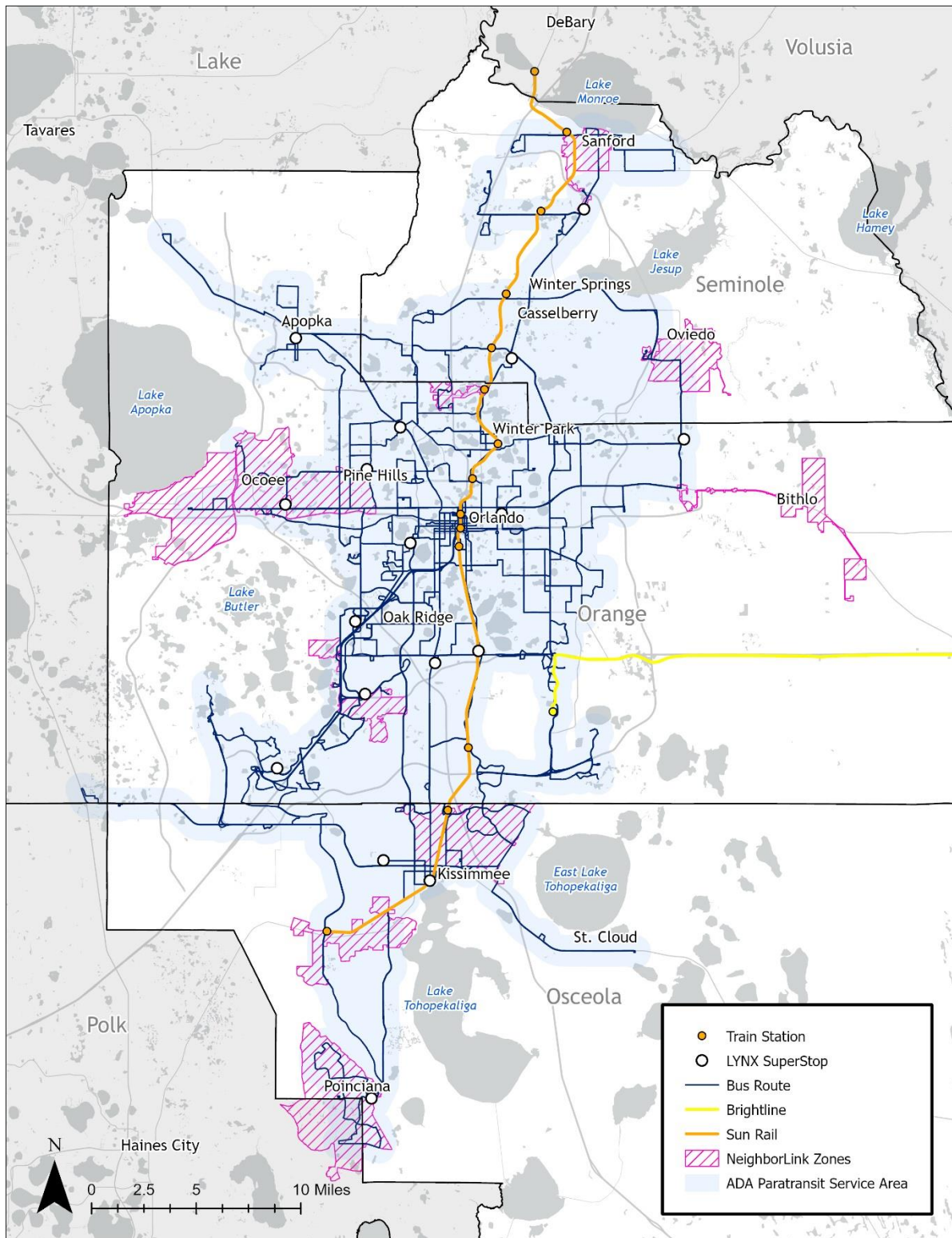
Sources: LYNX, SunRail, Brightline, FDOT

3.1.1   Senior Population

Figure 3-1 shows the age distribution of the population within the service area. Within the three counties (Osceola, Orange, and Seminole), approximately 13.3% of the population is comprised of seniors (over 65 years of age) compared to the state of Florida average of 20.9%. The highest density of seniors within the LYNX service area occurs in the following areas: along S. Orange Avenue just north of Sand Lake Road, Winter Park, south of SR 434 in Longwood (west of Ronald Reagan Boulevard), within the communities of Sand Lake and Doctor Phillips, and along the S. John Young Parkway corridor (between SR 408 and I-4). While there are larger accumulations of seniors living in the areas previously mentioned, there are several smaller communities that have a senior population greater than half of the total service area population. These include the Good Samaritan Society – Kissimmee Village, Cypress Cove, Lake Lucerne, Lake Cherokee, Fairways Country Club, South of Fort Mellon Park in Sanford, and Zellwood Station Golf Club in Zellwood. The distribution of senior populations within the LYNX service area is illustrated in Map 3-2.

FIGURE 3-1: AGE DISTRIBUTION
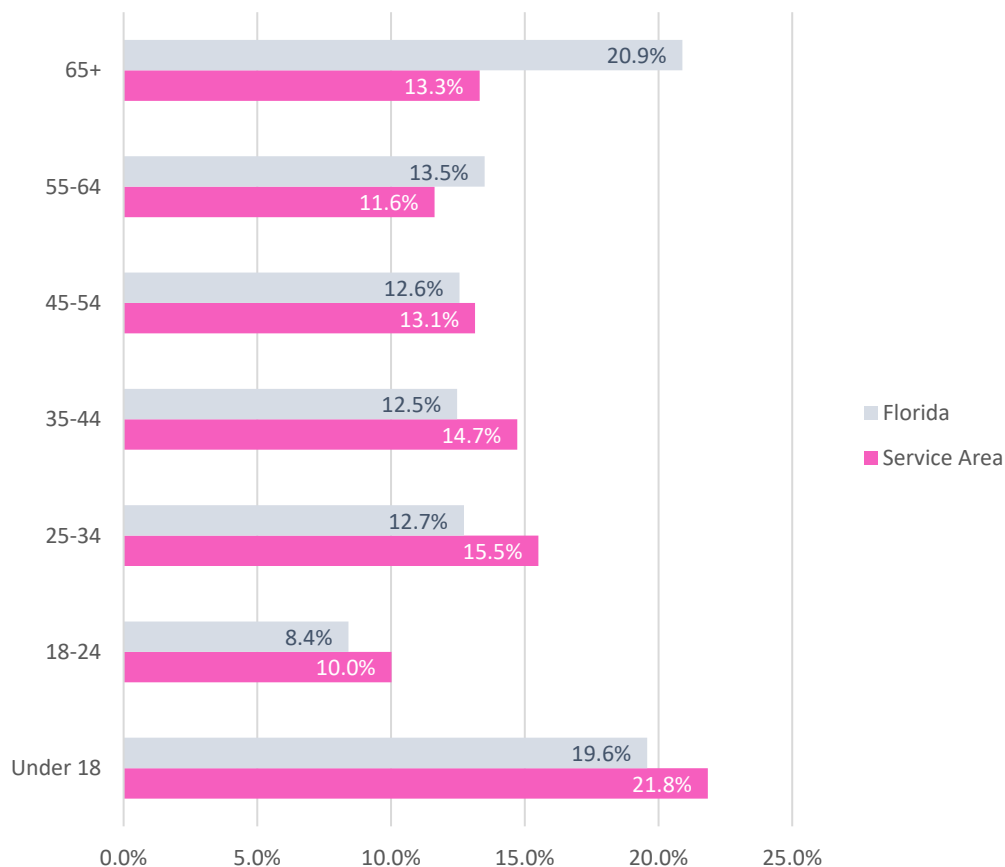
Source: 2022 American Community Survey

MAP 3-2 – SENIOR POPULATION
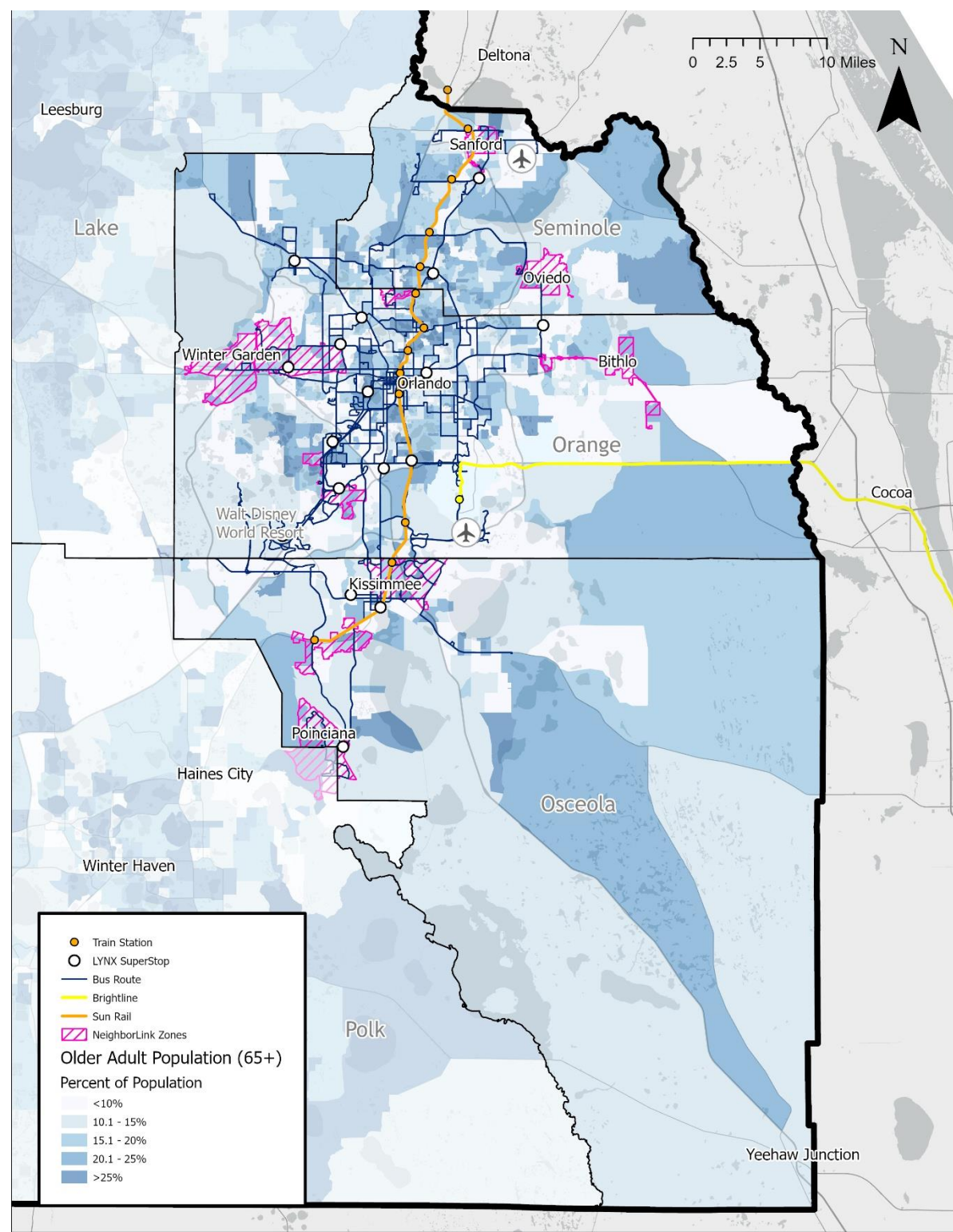
Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.1.2   Population with a Disability

As shown in Figure 3-2, approximately 11.7% of the service area population has a disability, which is slightly lower than Florida's average of 13.5%. Osceola County has a higher percentage of individuals with a disability (13.9%) compared to Orange (11.2%) and Seminole (11.3%). Overall, the density of individuals with a disability within the LYNX service area is somewhat scattered, with some high density in communities surrounding John Young Parkway, especially between SR 408 and US 441. Other areas with high densities of populations with a disability include the community between E Semoran Boulevard and US 441 in Apopka, downtown Kissimmee, Sanford west of US 17 and north of Historic Goldsboro Boulevard, the community surrounding Lake Catherine (South of I-4 and east of S John Young Parkway), and University Park (south of SR 50 and north of SR 408). Of the largest census tracts by population, the tract with the highest percentage of persons with a disability is located along Whisper Lakes Boulevard in Orlando (35.3%). The distribution of individuals with disabilities within the LYNX service area is illustrated in Map 3-3.

FIGURE 3-2: POPULATION WITH A DISABILITY
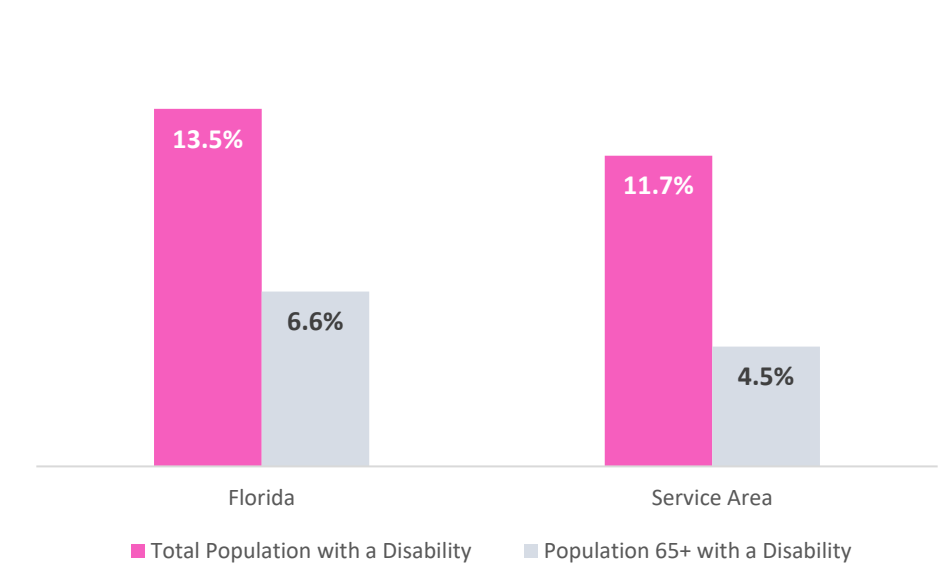
Source: 2022 American Community Survey

MAP 3-3 – POPULATION WITH A DISABILITY
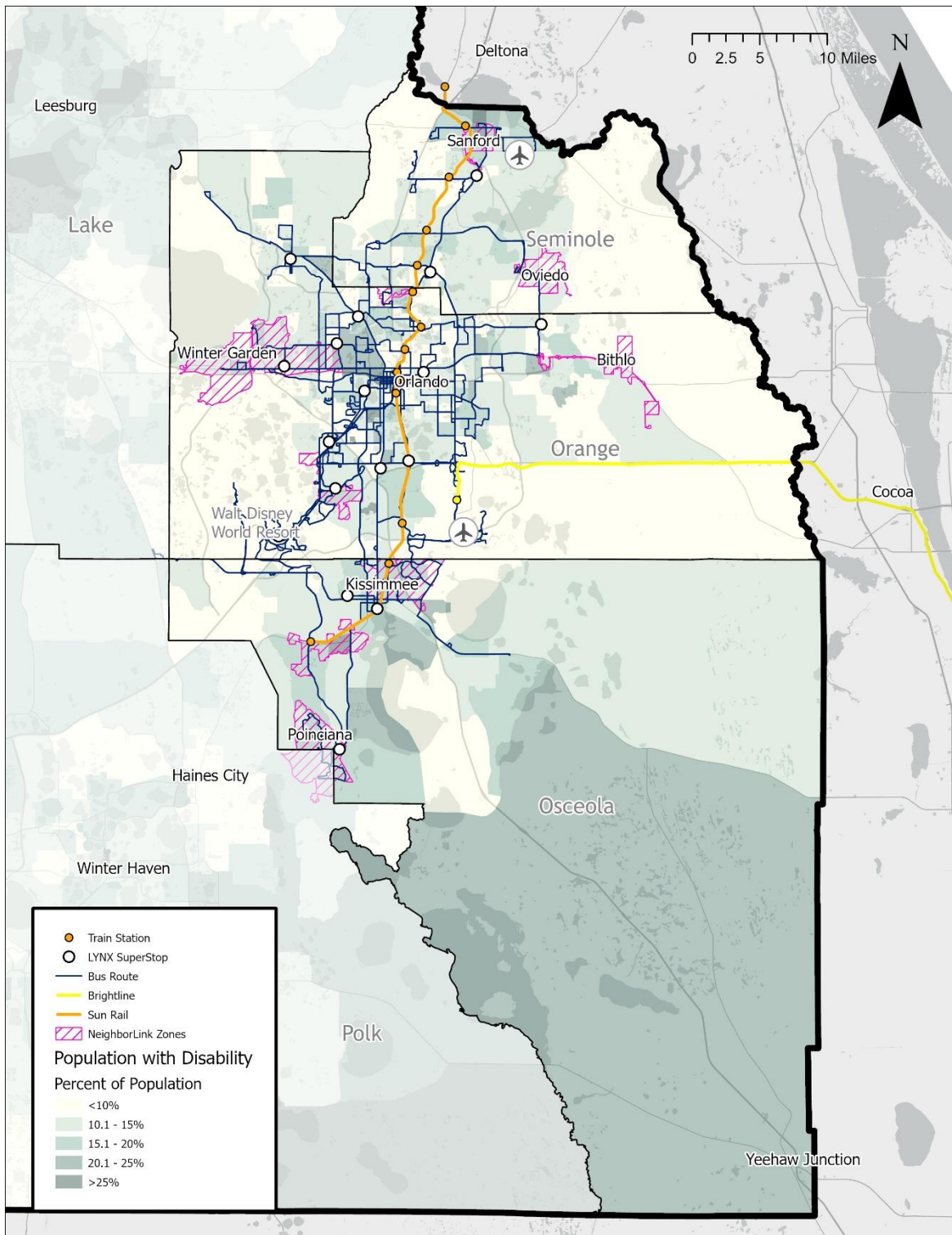
Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.1.3   Low-Income Population

At 12.7%, the low-income population within the LYNX service area is similar to the statewide average of 12.9%. Both Orange and Osceola Counties have a higher percentage of low-income populations (13.5%) while Seminole County has a lower poverty rate of 9.6%. The highest density of low-income populations within the LYNX service area are in west downtown Orlando in the Parramore and Callahan neighborhoods, with poverty rates above 20% being prevalent throughout the entirety of the west side of Orlando. Other areas that see high poverty rates include Kissimmee, the neighborhoods surrounding Airport Lakes Park in Orlando, the western portion of Sanford, and University Boulevard (east of SR 417). The three census tracts with the highest poverty rates are spread throughout the metro area. The first is in the Parramore neighborhood in Orlando, which is located directly west of I-4 near Downtown Orlando. The second is a neighborhood comprised of university housing southwest of the University of Central Florida, which is expected as most of the population living here are full-time students. The third includes the neighborhood directly west of downtown Sanford between Lake Monroe and Historic Goldsboro Boulevard, which is currently served by NeighborLink Route 851. The distribution of low-income populations within the LYNX service area is illustrated in Map 3-4.

3.1.4   Population with Limited Vehicle Access

As shown in Figure 3-3, approximately 4.8% households within the LYNX service area have limited access to a vehicle, which is lower than the state of Florida average of 6.0%. Areas with the highest density of zero vehicle households areas are sporadic throughout the three county area but more prevalent around the west side of Orlando. Neighborhoods within central Orlando, such as Parramore Callahan and Holden Heights, are among these. Some notable corridors with high rates of zero vehicle households also include W Colonial Drive between US 441 and N Hiawassee Road, US 441 and 17 between W Colonial Drive and W Oak Ridge Road, and S John Young Parkway between the Florida Turnpike and W Kennedy Boulevard. Outside of west Orlando there are other, smaller geographies that have high rates of zero vehicle households. Map 3-5 highlights these areas.

FIGURE 3-3: VEHICLE ACCESS
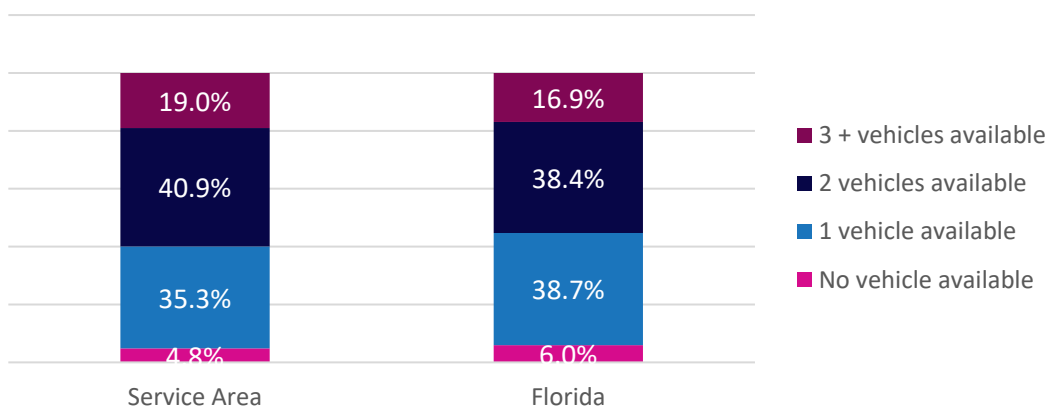
Source: 2022 American Community Survey

MAP 3-4 – POVERTY RATE

Legend

- ● Train Station
- ○ LYNX SuperStop
- — Bus Route
- — Brightline
- — Sun Rail
- ▨ NeighborLink Zones

Population Below Poverty Line
Percent of Population
- <10%
- 10.1 - 15%
- 15.1 - 20%
- 20.1 - 25%
- >25%
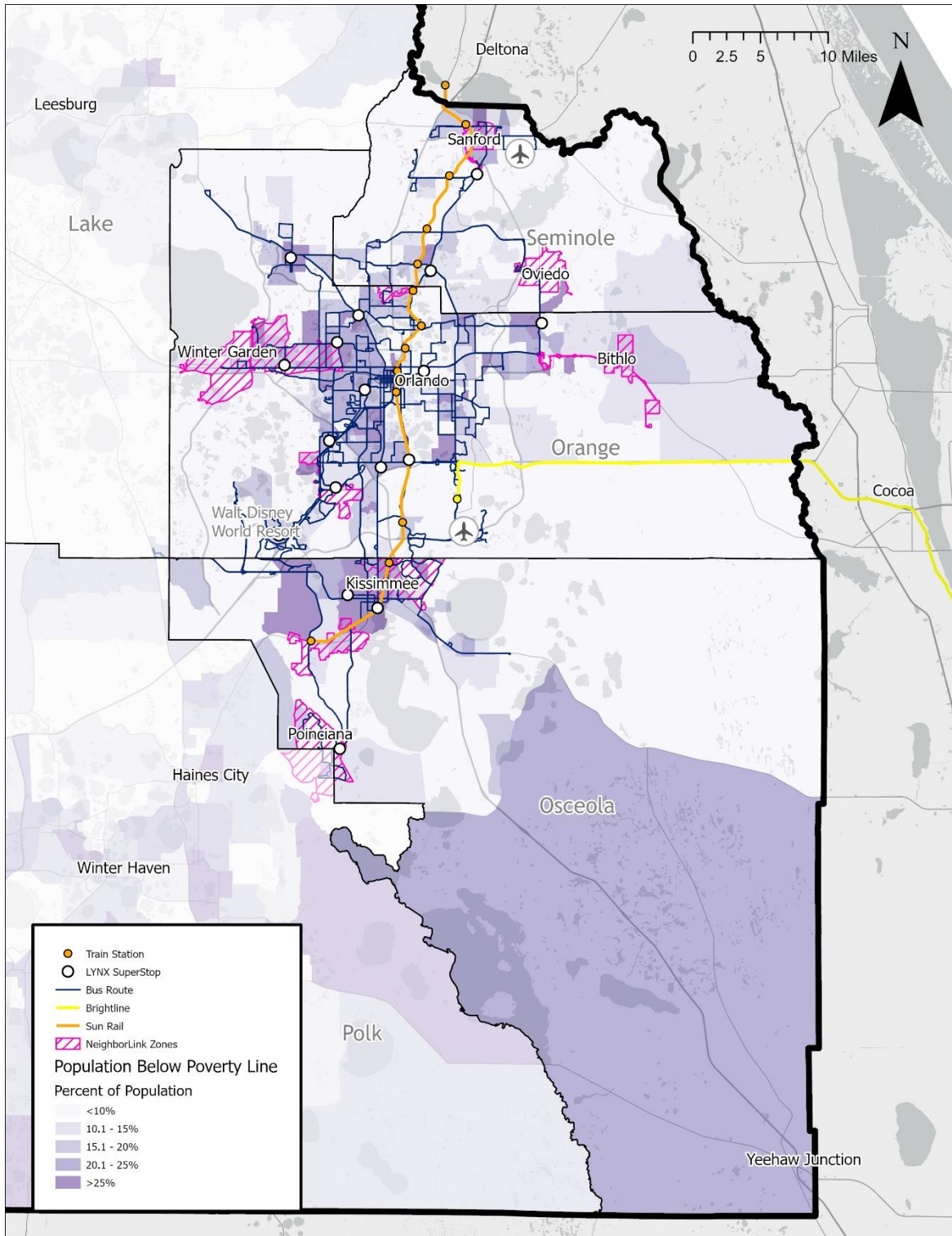
Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

MAP 3-5 – ZERO-VEHICLE HOUSEHOLDS

Legend:
- Train Station
- LYNX SuperStop
- Bus Route
- Brightline
- Sun Rail
- NeighborLink Zones

Zero-Vehicle Households
Percent of Households
- <5%
- 5.1 - 10%
- 10.1 - 15%
- 15.1 - 20%
- >20%
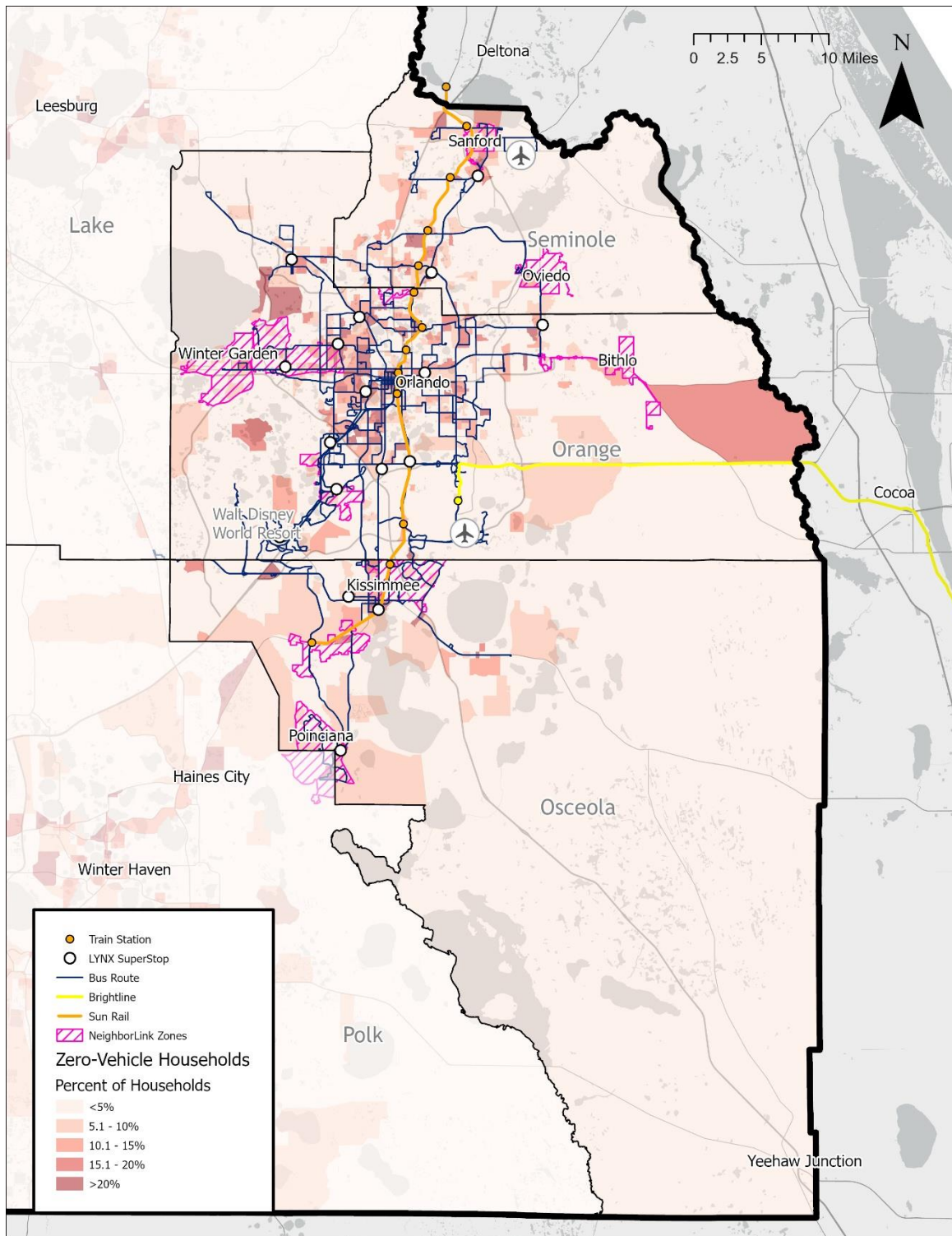
Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.1.5 Veteran Population

About 6.0% of the service area population are veterans, which is slightly lower than the statewide average of 7.9%. The highest density of veterans living within the LYNX service area is found around the Good Samaritan Society – Kissimmee Village neighborhood in east Campbell and Cypress Cove Resort in south Kissimmee. Other areas with notably high veteran populations are Lake Hart, south of Lake Jesup, south Sanford, north and west of Lake Howell, and along S John Young Parkway by Clear Lake. The distribution of veteran populations within the LYNX service area is illustrated in Map 3-6.

3.1.6 Summary of Demographics

Table 3-2 summarizes these service area demographics by county based on the 2022 ACS 5-Year Estimates. Of the three counties, Seminole has the highest percentage of seniors and veterans, while Osceola has the highest percentage of individuals with a disability and Orange has the highest percentage of zero vehicle households. Compared to Florida, the three counties fall below the statewide average for most of these demographics.

TABLE 3-2: DEMOGRAPHIC SUMMARY BY COUNTY

Demographic	Orange	Osceola	Seminole	Florida
Senior (65+)	12.4%	13.2%	16.0%	20.9%
Disability Status	11.2%	13.9%	11.3%	13.5%
Veteran	5.6%	6.1%	7.2%	7.9%
Low Income	13.5%	13.5%	9.6%	12.9%
Zero Vehicle Access	5.2%	4.5%	3.9%	6.0%

Sources: 2022 American Community Survey, 5-Year Estimates

MAP 3-6 – VETERAN POPULATION
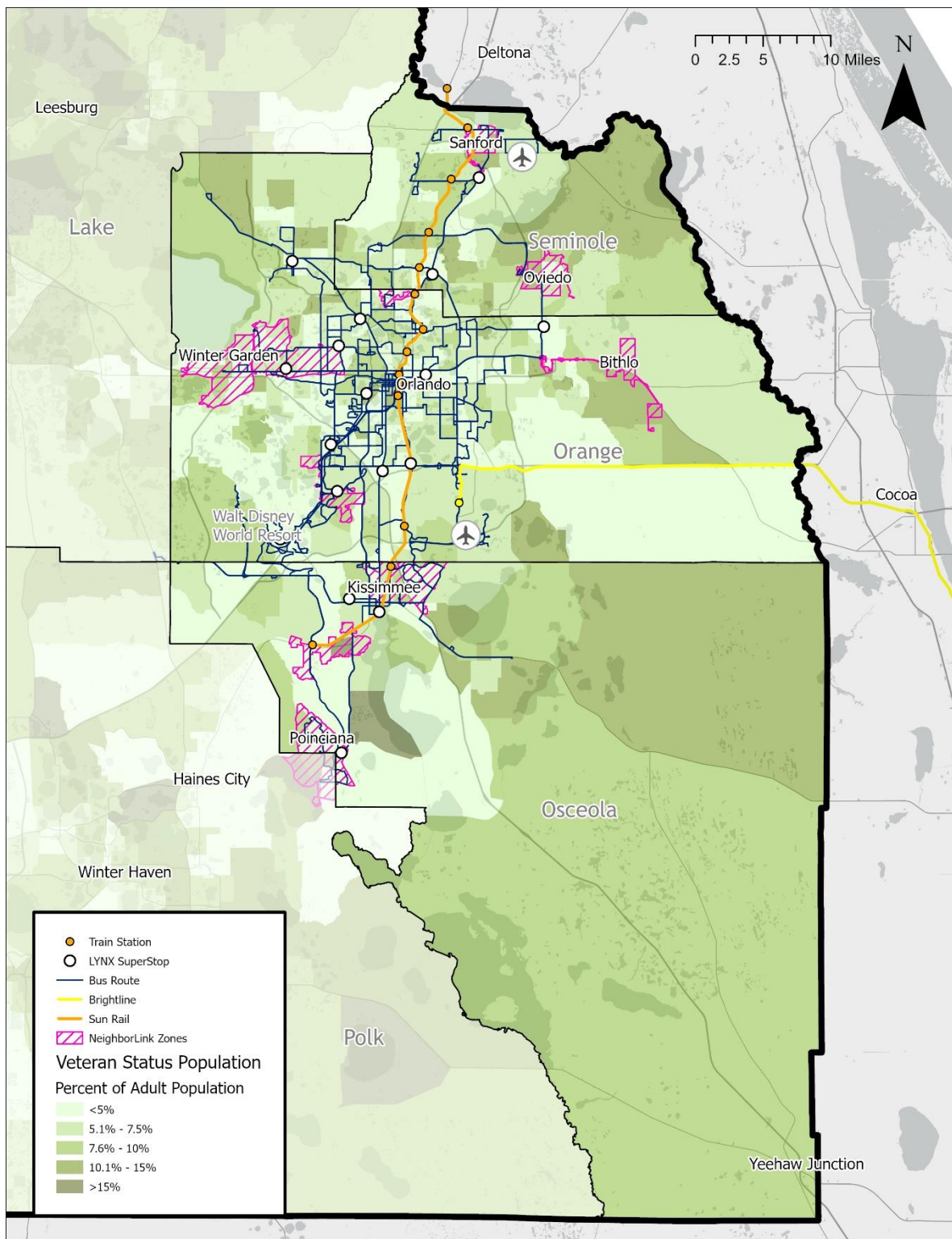
Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.2 Major Employers

A list of the top 50 employers in the Greater Orlando MSA, provided by the Orlando Economic Partnership, shows the companies that many Central Floridians work for as of July 2024. While this information does not provide the locations of employers, pairing each company with its local office's address allowed for data mapping. This provides a clearer picture as to where large portions of those living within the LYNX service area commute to and from on a given day. Understanding where major employers exist within the LYNX service area can help LYNX better gauge where routes can be positioned to increase commuter ridership. Table 3-2 below shows each company with more than 2,500 employees. Additionally, Map 3-7 shows the distribution of each of the 50 top employers in the Greater Orlando MSA.

TABLE 3-3: TOP 50 EMPLOYERS IN THE ORLANDO AREA

Company	City	County	Industry	Employment
Walt Disney World Resort	Lake Buena Vista	Orange	Leisure & Hospitality	75,000
AdventHealth	Various	Various	Healthcare	37,672
Universal Orlando Resort	Orlando	Orange	Leisure & Hospitality	26,800
Orlando Health	Various	Various	Healthcare	24,978
Seminole State College	Various	Seminole	Education	14,813
Lockheed Martin	Orlando	Orange	Aerospace/Defense	14,000
University of Central Florida	Orlando	Orange	Education	13,004
SeaWorld Parks & Entertainment	Orlando	Orange	Leisure & Hospitality	5,192
Darden Restaurants	Various	Various	Restaurants	5,127
Valencia College	Various	Various	Education	4,970
HCA Healthcare	Various	Various	Healthcare	4,831
Westgate Resorts	Orlando	Orange	Leisure & Hospitality	4,760
Marriott Vacations Worldwide	Orlando	Orange	Leisure & Hospitality	4,700
Full Sail University	Orlando	Orange	Education	4,353
Hilton Grand Vacations	Orlando	Orange	Leisure & Hospitality	4,269
Rosen Hotels & Resorts	Orlando	Orange	Leisure & Hospitality	4,028
Siemens Energy	Orlando	Orange	Advanced Manufacturing	3,500
Disney Destinations	Lake Buena Vista	Orange	Leisure & Hospitality	3,419
Rollins College	Winter Park	Orange	Education	3,029
Southwest Airlines	Orlando	Orange	Transportation	2,938
JetBlue Airways	Orlando	Orange	Transportation	2,661
Truist	Various	Various	Financial Services	2,610

Source: Orlando Economic Partnership, July 2024 (Does not include employers in the Public Sector or in Retail)

MAP 3-7: TOP 50 EMPLOYERS WITHIN GREATER ORLANDO MSA

Top 50 Employers
Number of Employees
- ≤2,500
- 2,501 - 10,000
- 10,001 - 20,000
- 20,001 - 40,000
- Disney (~75,000)
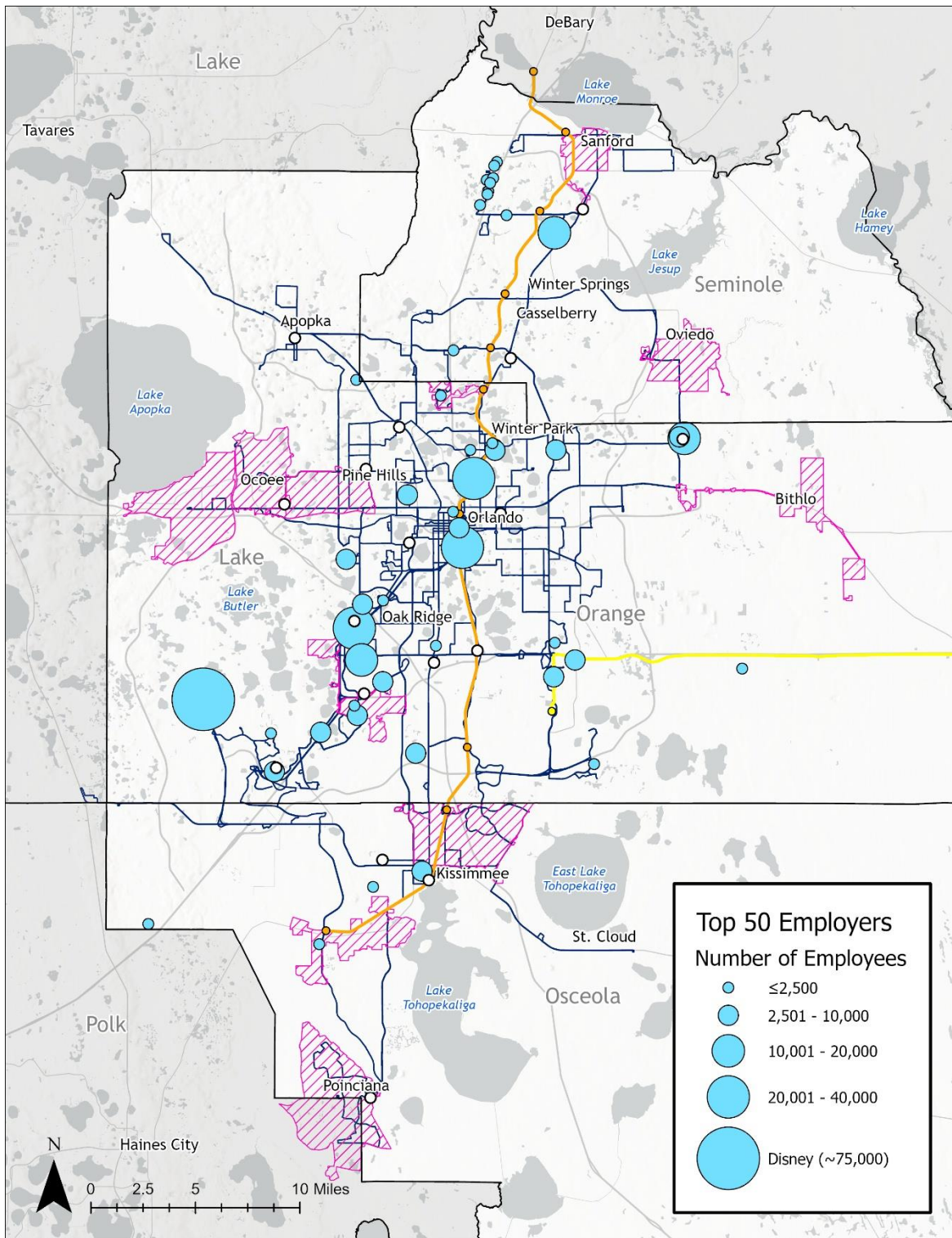
Sources: LYNX, SunRail, Brightline, FDOT, Orlando Economic Partnership

3.3 Activity Centers

Local mobility patterns are greatly impacted by activity centers that generate many trips. Considering the nature of services that LYNX provides, it is important to understand the local activity centers within the study area. Table 3-4 presents a list of activity centers that may be supported by LYNX services, including colleges, senior centers, dialysis centers, community centers, and hospitals. These activity centers are also presented in Map 3-8.

TABLE 3-4: ACTIVITY CENTERS

Name	Location
Colleges	
AdventHealth University	Orlando
Barry University	Two Locations
City College Altamonte Springs	Orlando
DeVry University	Orlando
Florida A&M – College of Law	Orlando
Full Sail University	Winter Park
Herzing University – Orlando	Winter Park
Reformed Theological Seminary	Oviedo
Rollins College	Winter Park
Seminole State College	Three Locations
University of Central Florida	Orlando
University of Phoenix	Orlando
Valencia College	Six Locations
Senior Centers	
Beardall Senior Center	Orlando
L Claudia Allen Senior Center	Orlando
Lake Mary Senior Center	Lake Mary
Maitland Senior Center	Maitland
Marks Street Senior Recreation	Orlando
Osceola Council on Aging	Kissimmee
Renaissance Senior Center	Orange County
Sanford Senior Center	Sanford
Winter Springs Senior Center	Winter Springs
Dialysis Centers	
AdventHealth Hospital South Rollins	Orlando
Caring Heart Metrowest Dialysis	Orlando
Davita Kidney Care	Kissimmee
Dialysis Alafaya	Orlando
Dialysis Altamonte Springs	Altamonte Springs
Dialysis Apopka	Apopka
Dialysis Buena Ventura	Buenaventura Lakes

Name	Location
Dialysis Celebration	Celebration
Dialysis Central FL Kidney Ernestine	Orlando
Dialysis CFL Kidney Chickasaw	Orlando
Dialysis Clarcona	Clarcona
Dialysis Davita Adanson	Orlando
Dialysis Davita Airport	Orlando
Dialysis Davita Apopka	Apopka
Dialysis Davita Central Orlando	Orlando
Dialysis Davita East	Orlando
Dialysis Davita Kirkman	Orlando
Dialysis Davita Lake Mary	Lake Mary
Dialysis Davita Winter Garden	Winter Garden
Dialysis DSCF Casselberry	Casselberry
Dialysis DSCF Central Orlando	Orlando
Dialysis DSCF East	Winter Park
Dialysis DSCF Sanford	Sanford
Dialysis East Colonial	Orlando
Dialysis Florida Center	Orlando
Dialysis Goldenrod	Winter Park
Dialysis Irlo Bronson	Kissimmee
Dialysis Kissimmee	Kissimmee
Dialysis Lake Ellenor	Orlando
Dialysis Landstar	Orlando
Dialysis Longwood	Longwood
Dialysis NxStage Kidney Care	Casselberry
Dialysis Ocoee	Ocoee
Dialysis Oviedo	Oviedo
Dialysis Poinciana	Poinciana
Dialysis Saint Cloud	Saint Cloud
Dialysis Sanford	Sanford
Dialysis Sturtevant Street	Orlando
Dialysis Town Loop	Orlando
Dialysis Vineland	Orlando
Dialysis West Orange Maitland	Orlando
Dialysis West Orange Mercy	Orlando
Dialysis West Orange Winter Garden	Winter Garden
Dialysis Winter Park	Winter Park
Fresnius West Colonial	Orlando
Osceola Loop Dialysis	Kissimmee
Pure Life Renal of Sanford	Sanford
Community Center	
Arab American Community Center of Florida	Orlando

Name	Location
Barnett Park Gym	Orlando
Callahan Neighborhood Center	Orlando
Casselberry Recreation Center	Casselberry
Clarcona Community Center	Orlando
College Park Neighborhood Center	Orlando
Colonialtown Neighborhood Center	Orlando
Denton Johnson Community Center	Eatonville
Dover Shores Community Center	Orlando
Downtown Recreation Complex	Orlando
Dr. I Sylvester Hankins Park Neighborhood Center Mini-Pitch	Orlando
East Orange Community Center	Orange County
Hope CommUnity Center	Two Locations
Jewish Family Services of Greater Orlando	Winter Park
John H. Jackson Neighborhood Center	Orlando
LGBT+ Center Orlando	Orlando
Lila Mitchell Ivey Lane Neighborhood Center for Families	Orlando
Mayor Carl T. Langford Neighborhood Center	Orlando
Northwest Neighborhood Center	Orlando
Poinciana Community Center	Poinciana
Rock Lake Neighborhood Center	Orlando
Rosemont Community Center	Orlando
St. Cloud Community Center	St. Cloud
Wadeview Community Center	Orlando
West Orange Recreation Center	Orange County
Hospitals	
AdventHealth Altamonte Springs	Altamonte Springs
AdventHealth Apopka	Apopka
AdventHealth Celebration	Kissimmee
AdventHealth East Orlando	Orlando
AdventHealth Kissimmee	Kissimmee
AdventHealth Orlando	Orlando
AdventHealth Winter Garden	Winter Garden
AdventHealth Winter Park	Winter Park
Central Florida Regional Hospital: Spine Center	Sanford
HCA Florida Millenia Emergency	Orlando
HCA Florida Osceola Hospital	Kissimmee
HCA Florida Poinciana Hospital	Poinciana
Nemours Children's Hospital	Orlando
Orlando Health Central Hospital	Ocoee
Orlando Health Dr. P. Phillips Hospital	Orange County
Orlando Health Emergency Room and Medical Pavilion – Osceola	Kissimmee

Name	Location
Orlando Health Orlando Regional Medical Center	Orlando
Orlando Health South Seminole Hospital	Longwood
Orlando Health St. Cloud Hospital	St. Cloud
Select Specialty Hospital – Orlando South	Edgewood
UCF Lake Nona Hospital	Orlando
University Behavioral Center	Orange County

MAP 3-8: ACTIVITY CENTERS

Activity Center
- 🟢 College
- 🟡 Community Center
- 🟣 Dialysis Center
- 🔴 Hospital
- 🔵 Senior Center
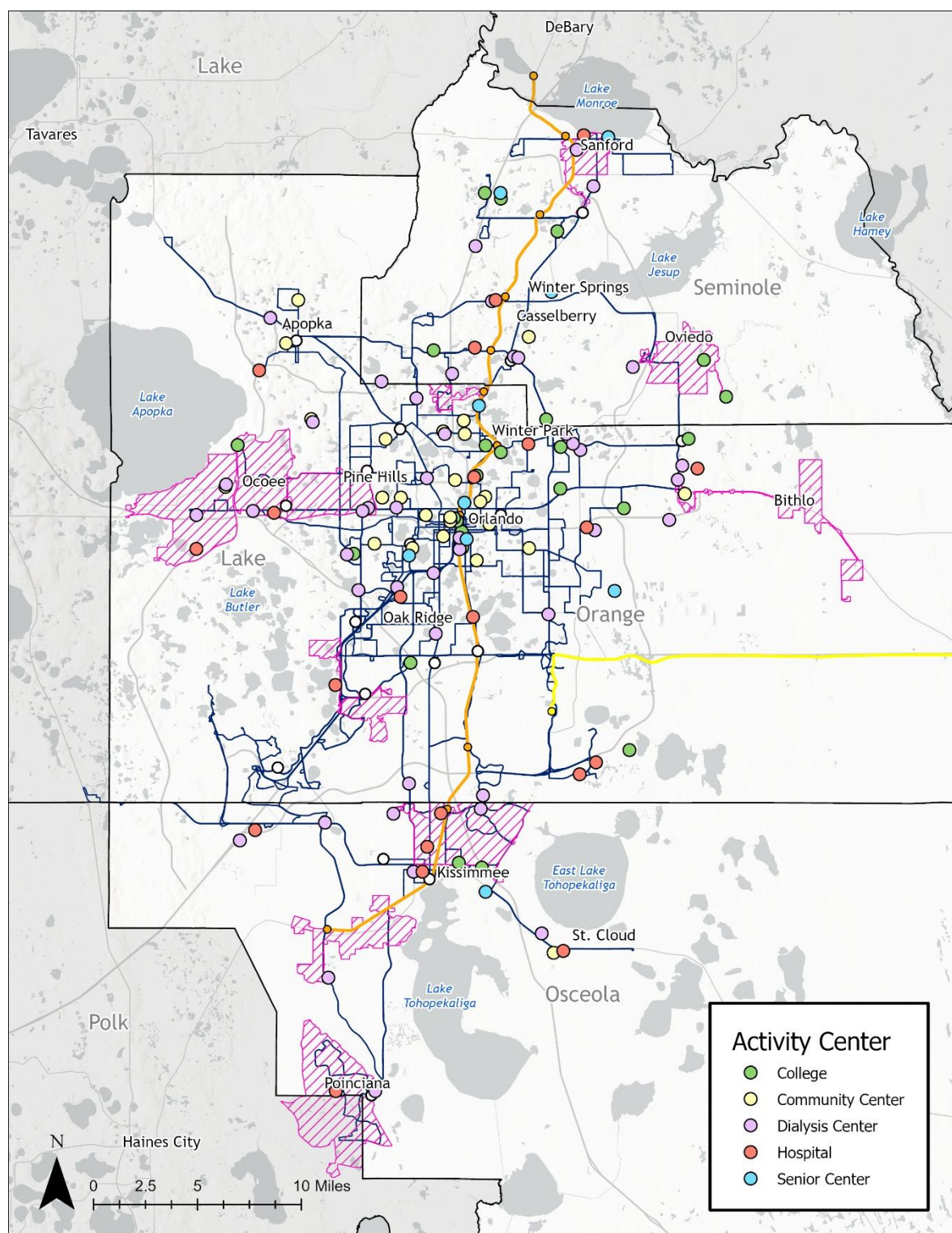
4 EXISTING TRANSPORTATION SERVICES

This section presents a review of existing services offered by LYNX including fixed route, ACCESS LYNX, NeighborLink, Vanpool, and LYMMO. This section also reviews other local transportation services that may be available through public, private, or non-profit transportation providers.

4.1 LYNX Services

As a system, LYNX provides more than 65,000 rides each weekday spanning a service area of approximately 2,500 square miles with a resident population of more than 2.3 million. Throughout Fiscal Year (FY) 2024 (October 1, 2023, through September 30, 2024), LYNX fixed route ridership totaled over 18.5 million passenger trips. This represents a 6.3% increase compared to FY 2023. The following describes each LYNX service in detail.

4.1.1 Fixed Route Bus

As of Decemberr 2024, LYNX operates a total of 69 local routes (known as "Links") across Orange, Osceola, and Seminole counties as well as regional routes in partnership with Polk and Lake counties. The earliest LYNX service begins at 3:50 AM and the last bus arrives at the downtown station at 2:47 AM. The average bus frequency in the urban area is 30 minutes and frequencies in the outlying areas operate every hour. All LYNX fixed route buses can hold up to two (2) wheelchairs per vehicle. Fare for a LYNX fixed route trip is $2.00 for one ride, and $4.50 for an all-day pass. The reduced fare for the fixed route service is $1.00 for one ride, and $2.25 for an all-day pass.

4.1.2 LYMMO (Bus Rapid Transit)

LYNX operates LYMMO, a fare-free downtown Orlando bus rapid transit (BRT) service. LYMMO provides a quick and easy way for downtown residents and commuters to move around downtown in exclusive bus lanes. LYMMO operates on weekdays and weekends on three (3) routes:

- Route 60 – Orange Line (downtown Orlando, LYNX Central Station, Creative Village)
- Route 61 – Lime Line (North Quarter, LYNX Central Station, Federal Courthouse)
- Route 62 – Grapefruit Line (Parramore, Kia Center, Lake Eola)

4.1.3 FastLink (Express Bus)

LYNX's FastLink routes are designed to provide quicker trips for commuters than traditional routes along the same corridors. FastLink routes often overlap with fixed routes but stop fewer times to provide faster service. The fare for a FastLink trip is $2.00 for one ride and the discounted fare is $1.00 for one ride. LYNX offers two (2) FastLink routes:

- Route 407 – Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Florida Mall/Meadow Woods/Lake Nona

4.1.4 NeighborLink (Mobility-on-Demand)

LYNX operates eleven (11) NeighborLink routes, providing on-demand service for select neighborhood areas to connect to destinations within the local area or to a fixed route bus stop. To use NeighborLink,

eligible passengers need to schedule their ride two (2) hours in advance either by phone or via the *Rides on Demand* mobile application. The fare for a LYNX NeighborLink trip is $2.00 for one ride, and $4.50 for an all-day pass. NeighborLink routes include:

- NeighborLink 801 – Poinciana
- NeighborLink 804 – Intercession City/Campbell City
- NeighborLink 811 – Ocoee
- NeighborLink 812 – Winter Garden
- NeighborLink 813 – Pine Hills
- NeighborLink 821 – Bithlo
- NeighborLink 822 – Oviedo
- NeighborLink 831 – Buena Ventura Lakes/North Kissimmee
- NeighborLink 841 – Williamsburg
- NeighborLink 851 – Sanford
- NeighborLink 852 – Maitland

4.1.5 ACCESS LYNX

LYNX operates ACCESS LYNX which has two (2) eligibility-based programs targeted to populations with difficulty using the fixed-bus route systems.

4.1.5.1.1 ADA Paratransit

LYNX operates ACCESS LYNX, a door-to-door paratransit service for eligible customers who are unable to use regular fixed route service due to a disability or other limitation, as defined by the ADA. ACCESS LYNX service is available 24 hours a day, and seven days a week, including holidays. Fares range from $4.00 - $7.00 per ride, depending on whether the origin and destination of the trip is within, or outside, a ¾ of a mile area adjacent to the LYNX fixed route service area.

To use ACCESS LYNX, eligible passengers must submit a written application. Eligibility determination is based on verification of the application and may also include a functional assessment; approval is valid for three years. Once approved, ACCESS LYNX users must schedule their ride at least one (1) day but not more than seven (7) days in advance. Bus passes for ACCESS LYNX ADA users are available at a discounted rate through the ACCESS Plus+ program. Currently, the ACCESS LYNX program provides more than 2,500 scheduled passenger trips each weekday using a variety of vehicles. ACCESS LYNX vehicles vary in size and accommodation, and the largest vehicles can hold up to 10 passengers and two (2) wheelchairs per vehicle.

4.1.5.1.2 Transportation Disadvantaged

Transportation Disadvantaged (TD) customers are those who cannot access a fixed route bus service or obtain their own transportation due to disability, age, or income and are not otherwise eligible for ACCESS LYNX. Fares vary by distance traveled:

- Less than 5 miles = $2.50 each way
- 5 miles but less than 10 miles = $3.50 each way
- 10 miles or more = $4.50 each way

4.1.6 Vanpool

LYNX operates three Vanpool programs, including commuter-based, employer-based, and a human services agency program. Through these programs, LYNX provides vehicles that typically accommodate up to 15 passengers and provides vehicle maintenance and insurance for a monthly fee. The Vanpool participant is responsible for the monthly lease fee as well as gas and tolls. The route, schedule, and pick-up/drop-off locations are determined by the driver and the other Vanpool participants.

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

- **Commuter Vanpool** – A LYNX commuter Vanpool is a group of people who live and work near one another, have similar work schedules and commute to work at the same time each day using a van provided by LYNX. Typically, one person from the group volunteers as the primary driver and is not hired to operate the vehicle. However, LYNX usually requires that more than one participant become an authorized driver so that several or all the participants may share the driving. The cost varies depending on the size of the vehicle: $490 per month for 7 passengers, $510 per month for 10 passengers, and $560 per month for 15 passengers.
- **Agency Vanpool** – This is a separate, employer-based Vanpool service provided by LYNX. The cost is a single monthly rate and is usually subsidized by the company interested in providing this service to their employees or clients. The pricing for a 10, 12, or 15 passenger van is $690 per month ($525 if the lessee provides insurance).
- **LYNX Human Services Agency Vanpool** – This program allows human services agencies to apply for funding under the FTA Section 5310 grant program during the application cycle, which is a competitive selection process. Agencies that are awarded vans may operate the vehicles for the provision of agency client trips. Vanpools under this program must be operated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options. The lease cost of this program is the same as the agency vanpool previously defined; however, under this program, the subrecipient pays 100% of the vanpool lease and bills LYNX for 50% reimbursement if the agency has been awarded funding under the Section 5310 grant selection process. Based on the program funds apportionment, vanpools under this program must operate within the Orlando and Kissimmee urbanized area.

4.2 Coordinated System Providers

This section presents an inventory of existing coordinated providers contracted with LYNX. As shown in Table 4-1, LYNX has 13 providers that provide transportation services to their clients as part of the coordinated transportation system. These providers each sign a Coordination Contract with LYNX agreeing to provide transportation to customers eligible through their respective programs.

The coordinated providers receive Section 5310 funding through LYNX to provide these services, either to assist them in leasing Vanpool vehicles or through providing operating funding. Subrecipients are selected through competitive application processes. Project proposals were evaluated and selected by a multi-agency committee of representatives from FDOT District 5, MetroPlan Orlando, and LYNX.

TABLE 4-1: COORDINATED SYSTEM PROVIDERS

Organization	Service Area	Type of Service	Accommodations
Aspire Health Partners, Inc.	Orange, Osceola, Seminole	Medical	Ambulatory Wheelchair Accessible
Central Florida Group Homes, LLC	Orange, Seminole	Training	Ambulatory
Crystal Lake Supportive Environment, Inc.	Orange, Seminole	Education, Training, Daycare	Ambulatory Wheelchair Accessible
Life Concepts, Inc. d.b.a. Quest, Inc.	Orange, Seminole	Medical Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Meals on Wheels, Etc., Inc.	Seminole	Medical, Nutritional, Personal, Other	Ambulatory Accessible
National Mentor Health Care - Florida Mentor	Orange, Seminole	Education, Training, Daycare	Wheelchair Accessible
Osceola Council on Aging	Osceola	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Osceola Mental Health, Inc. d.b.a. Park Place Behavioral Health Care	Osceola	Medical	
Primrose Center, Inc.	Orange, Seminole	Education, Training, Daycare	Wheelchair Accessible
Seniors First Inc.	Orange	Nutritional	Wheelchair Accessible
Special Hearts Farm, Inc.	Orange, Osceola, Seminole	Education, Training	Ambulatory Wheelchair Accessible
The Evangelical Lutheran Good Samaritan Society	Osceola	Medical, Personal	Wheelchair Accessible
The Opportunity Center, Inc.	Orange, Osceola	Education, Training, Daycare	Wheelchair Accessible

4.3 Other Transportation Providers

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

Additional private transportation providers are included in Table 4-2. The providers shown were found through internet research so the list is not exhaustive of all services that might be available in the LYNX service area; however, lack of information on additional transportation options can be a barrier to using the services. While private transportation providers can provide additional transportation services both inside and outside of the urbanized areas, research indicates that the cost varies and is typically based on a metered rate. The cost per one-way trip may create a barrier for lower income individuals in need of transportation services.

TABLE 4-2: OTHER TRANSPORTATION PROVIDERS

Company	Services Provided/Service Area	Type/Hours/Fare	Contact
Bravo Travel, Inc.	Sedans, SUVs, and vans; Flat rate fees to and from the Orlando International Airport and attractions and hourly charter service available.	24/7, Rates Vary	850.899.7444 https://www.elitelimotours.com
Comfort Ride Transportation	Wheelchair transportation service within Orlando, Sanford, Winter Park, Lake Mary, Longwood, Maitland, Apopka, Casselberry, Goldenrod, Altamonte Springs, Sanford, DeLand, Debary, Orange City, Leesburg, Mt. Dora, Eustis, Daytona Beach, New Smyrna Beach and Titusville	Taxi or Shuttle, Operates 24/7, Metered Rates	321.804.5233
E&J Medical Transportation Services	Non-Medical Transportation Services. Ambulatory (Car) Services – Wheelchair, Medichair, Stretcher, Automated Defibrillator, Basic Life Support Ambulance	Unavailable	407.223.8829
Kiddie Kab, LLC.	Orange County	7 AM - 7 PM Monday - Friday, Varies based on riders at a monthly or yearly subscription	https://www.kiddiekabllc.com

Company	Services Provided/Service Area	Type/Hours/Fare	Contact
LYFT	Available throughout the three-county service area, private vehicle service. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair. Some markets do offer WAV services; however, Florida does not currently offer it.	24/7, Fare varies and requires computer or smart phone application for cashless payment	https://www.lyft.com/
Maya's Carpool Student Transportation, LLC.	Greater Orlando, school bus service, door-to-door daily transportation and school trips	Bus, Varies	407.485.0473 maya@mayascarpool.com
MCO Luxury Transportation	Orlando, Osceola County, Airport, and Port Canaveral	Luxury Cars, SUV, Vans, or Buses, 24/7, Varies	561.777.5107 mcoluxury@gmail.com
Mears Shuttle Van Service	Central Florida Taxi, Airport Shuttle, Luxury Transportation, Car Services & Bus Transportation. To and from Orlando International Airport and hotels, Mears offers shuttle vans seat up to 11 people and are wheelchair-accessible to accommodate passengers with special needs	Taxi, Shuttle, or Van, Operates 24/7, Metered Rates	407.423.5566 esales@mearstransportation.com
Mystic School Transportation	South Orlando and parts of Kissimmee, door-to-door student transportation	Bus, Varies	407.888.0013 mysticbus@yahoo.com
Orlando Taxi 24	Taxi, Airport, Business, Non-Emergency Medical services in Orlando surrounding area	24/7, Rates Vary	407.529.4848

Company	Services Provided/Service Area	Type/Hours/Fare	Contact
Uber	Available throughout the three-county service area, private vehicle service. Individuals with folding wheelchairs may use any vehicle; however, those with wheelchairs that do not fold may not be able to use the Uber vehicle. Uber has launched UberWAV in the Orlando area with wheelchair accessible vehicles.	24/7, Fare varies and requires computer or smart phone application for cashless payment	https://www.uber.com/
Yellow Car Orlando at Atlas Transportation	Serving the greater Central Florida area, South Florida, and Orlando International Airport. Sedans, buses, shuttles, and vans are available.	24/7, Fixed rate airport service and daily rates, Metered rates vary	407.900.5207 http://www.atlascitycab.com/services.html

4.3.1 Regional Rail Service (SunRail)

SunRail, which is currently operated by the Florida Department of Transportation (FDOT), is a commuter rail system serving Central Florida, operating across 16 stations along a 61-mile corridor connecting DeLand to Poinciana. It offers a cost-effective and convenient option for commuters, with services operating on weekdays and extended hours during special events. SunRail stations are accessible and equipped with ADA-compliant features, such as elevators, ramps, and tactile platform edges, ensuring usability for individuals with disabilities.

For seniors and people with disabilities, SunRail provides discounted fares at 50% off the regular ticket prices. Riders must show appropriate identification, such as a Medicare card or a state-issued ID, to access these discounts. Additionally, stations are designed with accessibility in mind, featuring wide pathways, accessible restrooms, and convenient drop-off areas.

4.3.2 Intercity Rail Services

The Orlando area is served by two intercity rail services, Amtrak and Brightline. Amtrak is the United States' national passenger railroad service, providing long-distance and regional train travel across the country. There are four stations in the Orlando Area: Kissimmee, Central Orlando, Winter Park, and Sanford. These stops are served by the Silver Star and Silver Meteor which travel across Central and South Florida, and northwards into Jacksonville, and across the rest of the East Coast into New York City. They are also served by the new Floridian Route which travels north into Chicago.

Brightline is a high-speed rail service that connects Orlando with cities in South Florida. Both rail services provide accessibility that is ADA-compliant, including dedicated seating, boarding assistance, and support for service animals among other features. Additionally, Brightline provides vouchers for rideshare services for riders who ride its premium services to improve accessibility.

5 PEER REVIEW AND BEST PRACTICES

A peer review was conducted to evaluate transportation providers in Florida and across the U.S. with successful or innovative coordination programs, particularly those related to the Section 5310 program. This section highlights key findings from the review, including best practices.

5.1 Review of LYNX Practices

The review indicated that LYNX has been proactive in establishing processes using technology and other requirements to help improve the overall customer experience. LYNX offers customers mobile fare payment options through smart phone and computer applications and the ability to reserve trips online through the mobile app. LYNX has established zones and on-demand services like NeighborLink routes, provided ridesharing vehicles as alternatives to the fixed route bus, and provided the required oversight and maintenance of the vanpool program.

5.2 Peer Agencies

A selection of peer agencies was compiled to compare to current LYNX practices and examine what innovative approaches LYNX can use to improve its 5310 program. Listed below are the peer agencies reviewed and their location per the National Transit Database:

- Florida Peer Agencies:
  - Pinellas Suncoast Transit Authority (PSTA), Saint Petersburg, Florida
  - Breeze, Sarasota, Florida
  - VOTRAN, Daytona Beach, Florida
  - Miami Dade Transit, Miami, Florida
- Out-of-State Peer Agencies
  - VIA Metropolitan Transit, San Antonio, Texas
  - Kansas City Area Transportation Authority (KCATA), Kansas City, Missouri
  - Regional Transportation Commission (RTC) of Southern Nevada, Las Vegas, Nevada

Table 5-1 shows the selected peers and the criteria used to arrive at the final list of peer agencies.

5.3 Peer Assessment

Table 5-2 presents a detailed assessment of each of the peer agencies' current program practices. The Assessment identified several innovative projects and practices that LYNX may consider implementing to improve mobility.

TABLE 5-1: PEER AGENCY SELECTION

Transit Agency	Location	Service Area Population	Tourism Assessment	5310 Funding	Manage 5310 Subrecipients
LYNX	**Orlando**	**1,882,705**		**Yes, Direct**	**Yes**
Pinellas Suncoast Transit Authority (PSTA)	Saint Petersburg, FL	2,861,173	Tourist destination, similar size to Orlando	Yes, Indirect	N/A
Breeze	Sarasota, FL	825,572	Tourist destination, smaller than Orlando	Yes, Indirect	N/A
VOTRAN	Daytona Beach, FL	424,675	Major tourist destination, too small compared to Orlando	Yes, Indirect	N/A
Miami Dade Transit (MDT)	Miami, FL	2,674,000	Major tourist destination, larger than Orlando	Yes, Indirect	N/A
VIA Metropolitan Transit	San Antonio, TX	2,058,444	Tourist destination, similar size to Orlando	Yes, Direct	Yes
Kansas City Area Transportation Authority (KCATA)	Kansas City, KS	1,689,556	Not a tourist destination, but similar size to Orlando	Yes, Direct	Yes
Regional Transportation Commission (RTC) of Southern Nevada	Las Vegas, NV	2,248,047	Major tourist destination, similar size to Orlando	Yes, Direct	Partnerships

TABLE 5-2: ASSESSMENT OF TECHNOLOGIES AND INNOVATIVE PRACTICES

Peer Agency	Technology and Innovative Practices
Florida Peer Agencies	
Pinellas Suncoast Transit Authority(PSTA), St. Petersburg, Florida	**PSTA Access App –** The Access mobile application for paratransit users provides a format where both PSTA Access rides and mobility on demand (MOD) rides can be reserved, providing a joint platform for two services. **MOD –** PSTA offers MOD services to Access-eligible users which are provided through Uber, Lyft, United Taxi and Wheelchair Transport Service as a flexible alternative to Access trips. **Free Fare –** PSTA provides all approved Access users with a pre-filled Flamingo Fare card to encourage the use of their fixed route services. **Direct Connect –** This voucher program is available for anyone and provides discounted rides on Uber, Lyft, United Taxi, and Wheelchair Transport when going to or from designated locations within the PSTA service area. These rides can be booked through the respective third-party apps or through PSTA's Transit App.
Breeze, Sarasota, Florida	**Breeze Plus Rider App –** The app allows users to book rides, track and manage rider details, including past and upcoming trips, and access real-time ride information. **Breeze OnDemand –** Breeze's MOD service provides rideshare services across three zones. Wheelchair accessible vehicles can be requested when booking a ride.
VOTRAN, Daytona Beach, Florida	**Vo-Call –** This automated call-in/messaging system is offered to paratransit riders. Users can call to check on upcoming trips, cancel trips, and receive trip reminders. **VoRide –** VOTRAN offers an MOD option through VoRide in West Volusia County. Wheelchair accessible vehicles are available and the service honors reduced fares for those who qualify.
Miami Dade Transit, Miami, Florida	**GO Miami Dade Transit App –** The app replaces the Special Transportation Services (STS) Connect App to include it within the broad network app. The app allows users to book trips, track vehicles in real-time, and manage trips. The app also integrates accessibility-focused tools such as elevator and escalator status updates at transit stations. **MetroConnect –** MOD service was implemented in eleven communities throughout Miami-Dade County. Services can be requested through the MetroConnect app or by phone. Wheelchair accessible vehicles are available.

Peer Agency	Technology and Innovative Practices
Out-of-State Peer Agencies	
VIA Metropolitan Transit, San Antonio, Texas	**VOS –** VIA provides an online system called VOS (VIAtrans Online Service), allowing paratransit users to manage reservations, track trips, and receive real-time updates either online or on the phone. **Will-Call Service –** Allows VIAtrans customers flexibility when scheduling in not requiring an exact time for a return trip. Customers who are ready simply call VIAtrans reservations to activate the trip. **Via Link –** MOD service that covers five zones, including downtown San Antonio, at $1.30 per trip. Services can be requested through the VIA Link app to link to fixed routes with a free transfer. **Taxi Subsidy Program –** Provides a subsidy of up to $9 off Yellow Cab taxi fares for registered VIAtrans (paratransit) customers on weekdays. **DNLA Service –** VIA provides the "Do Not Leave Alone" (DNLA) program for customers who have limited awareness or decision-making skills. The DNLA service requires someone to be with the customer at the time of pick-up or drop-off.
Kansas City Area Transportation Authority (KCATA), Kansas City, Missouri	**RideKC Freedom On-Demand –** Regional on-demand service operating throughout a broader area than the RideKC service area. The service offers same-day reservations, however these trips cost more than the traditional RideKC Freedom paratransit service. **Taxi Voucher Program –** KCATA offers a taxi voucher program which is app-based and allows RideKC users to hail a taxi. **Opportunity Pass** - The Opportunity Pass gives clients of non-profits a regional 90-day RideKC pass.
Regional Transportation Commission (RTC) of Southern Nevada, Las Vegas, Nevada	**Mobility Training Center (MTC) –** Facility designed to educate southern Nevadans on how to increase mobility, especially senior residents and persons with disabilities. MTC's facility has two full-sized city buses in a detailed streetscape, which provides an environment that equips residents with the skills to use public transportation throughout Clark County. MTC also features "Angela's House," a fully equipped mock residence to teach the visually impaired critical living skills. **Silver Star Services –** RTC operates 15 community routes that stop at senior centers and facilities while also acting as feeder routes into the larger fixed route network. **Flexible Demand Response –** RTC operates this flexible service in Anthem, Centennial, and Sun City Summerlin as an on-demand service aimed to connect riders to the fixed route network. **Community Mobility Project –** Instead of having typical subrecipients, RTC developed a reimbursement program, called Community Mobility Project, to match eligible transportation expenses using Section 5310 funds for qualified non-profit organizations. The agency currently has partnerships with six organizations.

5.4 Recommended Best Practices

After the peer agency review, a range of best practices implemented by transit organizations were compared to LYNX's current practices. These practices were highlighted and were recommended for consideration for LYNX's own 5310 Program as they have the potential to improve service delivery, enhance accessibility, and promote efficiency in serving diverse populations, including seniors and individuals with disabilities. Below is a list of these best practices that LYNX may consider for implementation.

- Ensure that the paratransit app provides a log for users to track previous trips and manage rider information, as well as have access to real-time data.
- Partner with third-party operators or rideshare companies to offer same-day reservations for paratransit users.
- Implement a taxi/rideshare subsidy program for flexible, on-demand trips to designated locations or activity centers.
- Ensure that MOD services offer wheelchair accessible vehicles.
- Implement one app that accommodates paratransit and MOD trip reservations.
- Adopt a "Do Not Leave Alone" program for low-functioning individuals.
- Consider designating a space on-site for LYNX staff to perform functional assessments on ACCESS LYNX applicants and host travel training sessions.

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

6 PUBLIC OUTREACH

This section highlights the comprehensive approach taken during this update to engage the public and gather meaningful feedback. The plan update incorporated a variety of methods to ensure active community involvement, reflecting LYNX's commitment to inclusive transportation planning. Public input was solicited through two key stakeholder workshops, providing an interactive forum for community representatives and service providers to share insights. Additionally, a NeighborLink rider survey was conducted to gather firsthand perspectives from users, offering valuable data on transportation needs and experiences. These efforts helped ensure that the updated plan reflects the diverse needs of the populations served by LYNX.

The section further details these activities, including how feedback was collected, synthesized, and integrated into the planning process. By engaging stakeholders, riders, and other community members, the outreach process shaped priorities, identified service gaps, and informed strategies for enhancing transportation services for seniors, individuals with disabilities, and other transportation-disadvantaged groups.

6.1 NeighborLink On-board Survey

The NeighborLink on-board survey was provided to riders using tablets linked to an online survey. The survey was administered by qualified personnel who assisted those who participated through the process. The NeighborLink survey, with 152 responses, provides valuable insight into the usage, demographics, and customer satisfaction levels of LYNX's on-demand service. Figures 6-1 through 6-9 present the results from the survey. The route with the most survey responses was the Sanford route, while the one with the lowest number of responses was the Intercession City- Campbell route.

FIGURE 6-1: SURVEY RESPONSES BY ROUTE
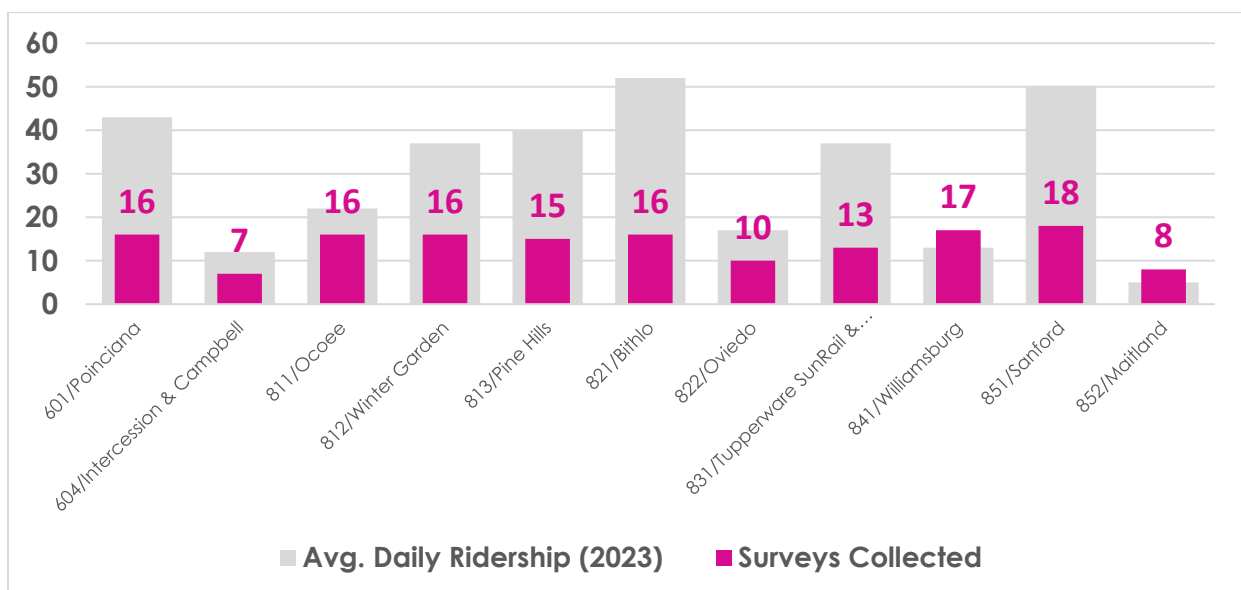
A significant finding is that 55% of respondents have no access to a private vehicle, underscoring the critical role that NeighborLink plays in providing mobility options for its users.

FIGURE 6-2: VEHICLE AVAILABILITY
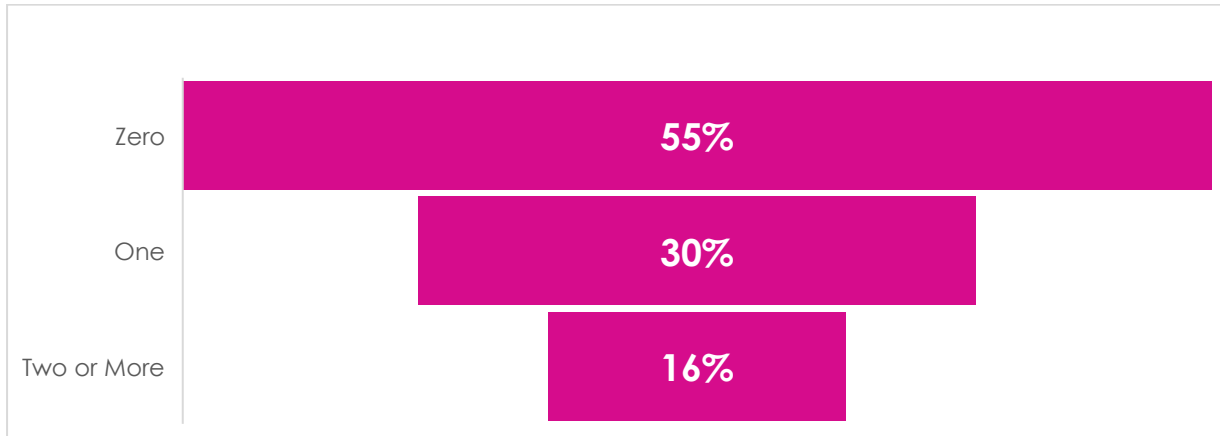
Booking methods vary, with 46% of riders using the app, 23% calling, and 6% relying on other phone methods; 25% did not provide an answer.

FIGURE 6-3: RIDE BOOKING METHODS
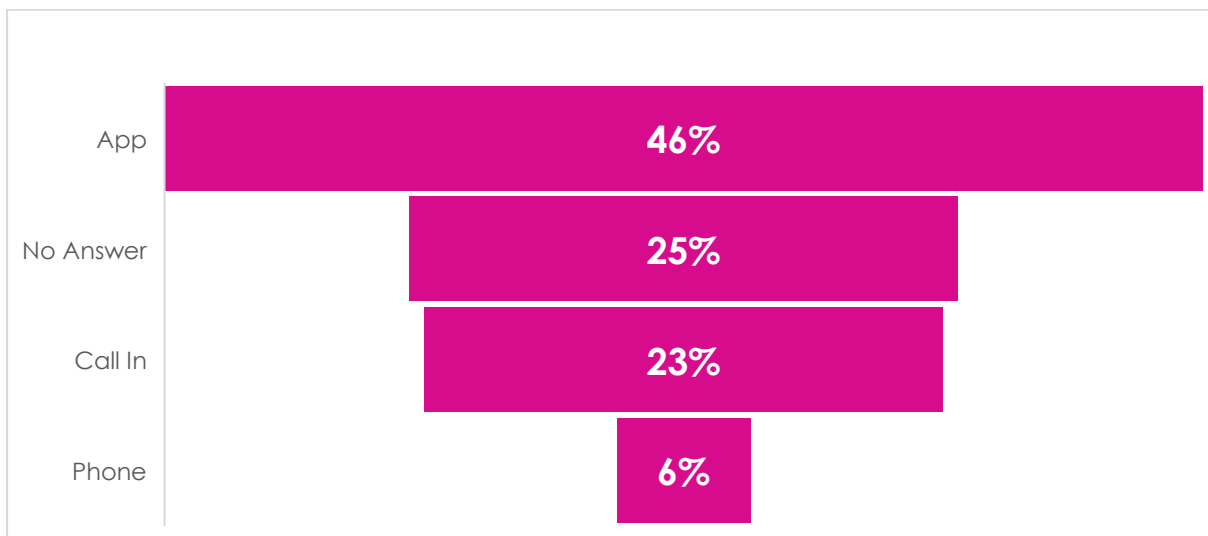
Regarding demographics, 20% of respondents identified as having a disability, and 51% were aged 55 or older, demonstrating that the service is particularly important for seniors and those with mobility challenges.

FIGURE 6-4: SURVEY RESPONDENTS AGE GROUP

Age Group	Percentage
65 +	13.30%
55 to 64	37.77%
45 to 54	10.11%
35 to 44	13.83%
25 to 34	11.17%
18 to 24	8.51%
Under 18	5.32%
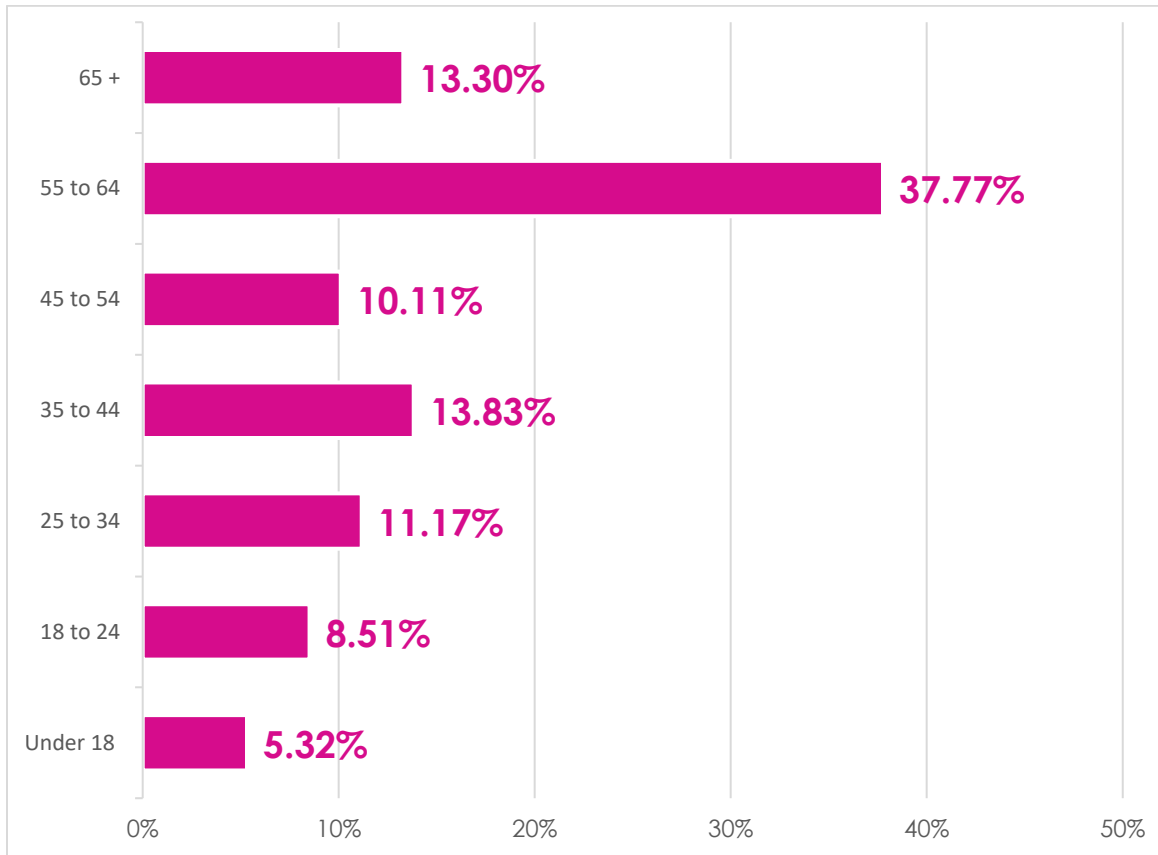
FIGURE 6-5: SURVEY RESPONDENTS DISABILITY STATUS

	No	Yes	Not Sure	
	74%	20%	6%	0%
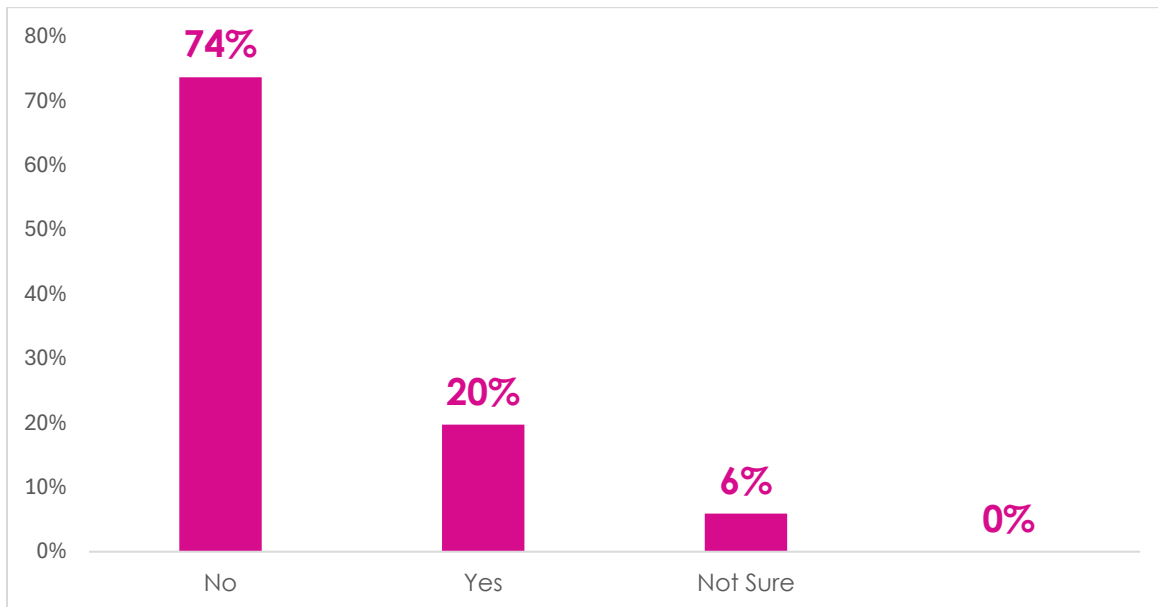
The survey also revealed that 57% of users rely on NeighborLink at least two to three times per week, with 66% using the service to connect to fixed route buses, emphasizing its role as a crucial link in the broader transit network.

FIGURE 6-6: WEEKLY FREQUENCY ON ACCESS LYNX FOR NEIGHBORLINK RIDERS
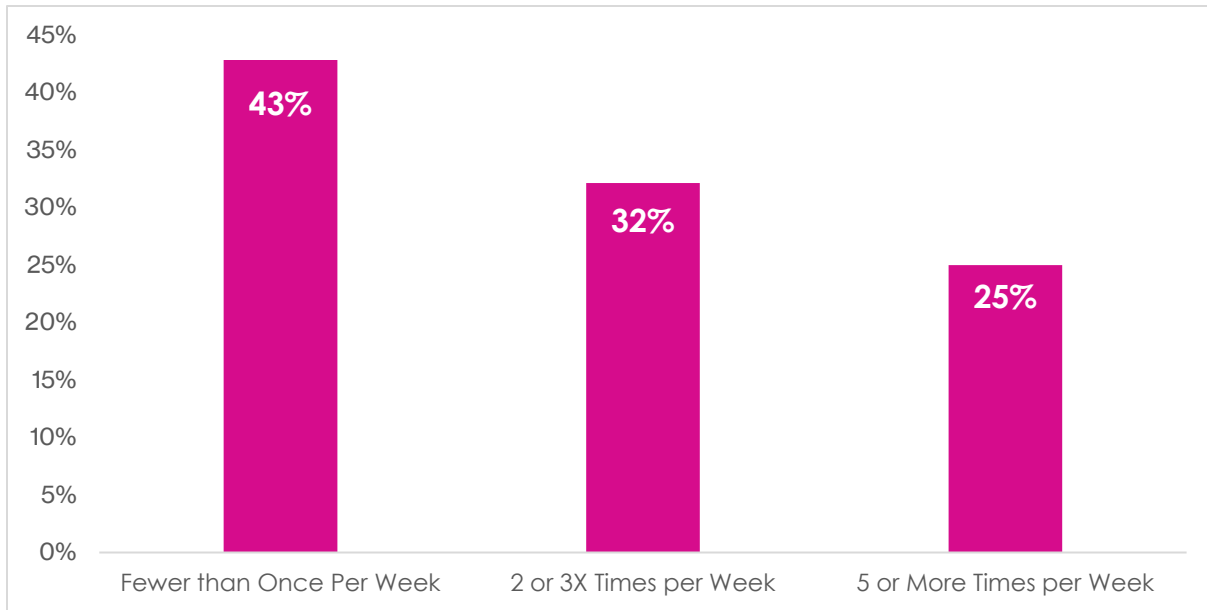
FIGURE 6-7: SURVEY RESPONDENTS THAT USE NEIGHBORLINK TO CONNECT TO LYNX FIXED ROUTE
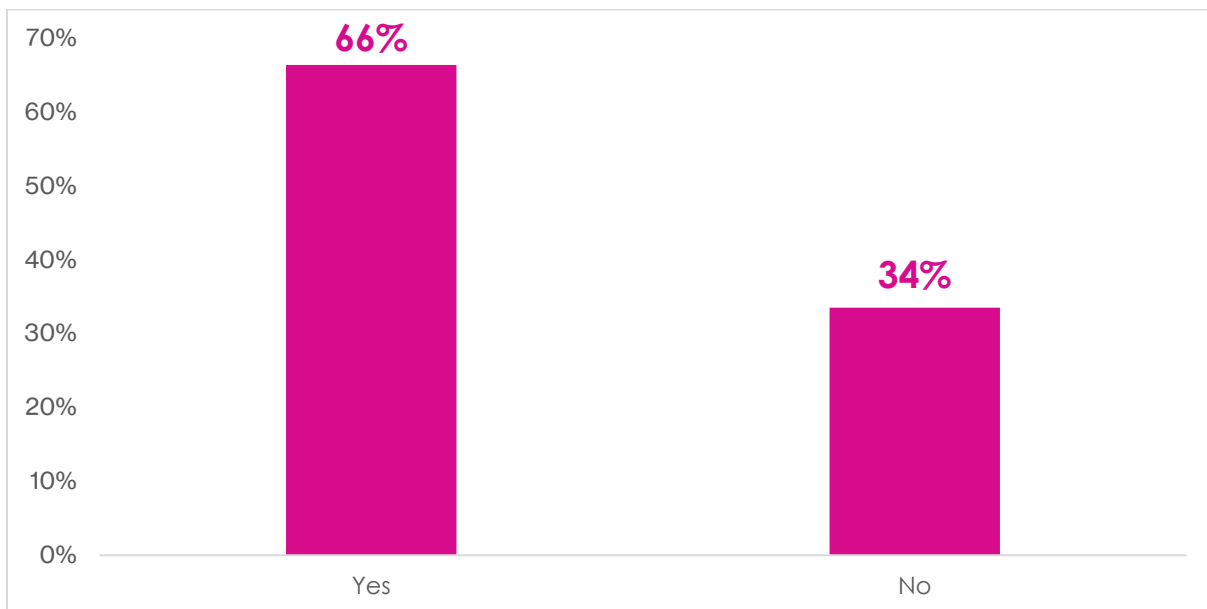
Satisfaction rates are generally high, with 82% expressing overall satisfaction; however, only 60% reported being satisfied with wait times, and 14% expressed dissatisfaction.

FIGURE 6-8: SURVEY RESPONDENTS SATISFACTION WITH NEIGHBORLINK SERVICES
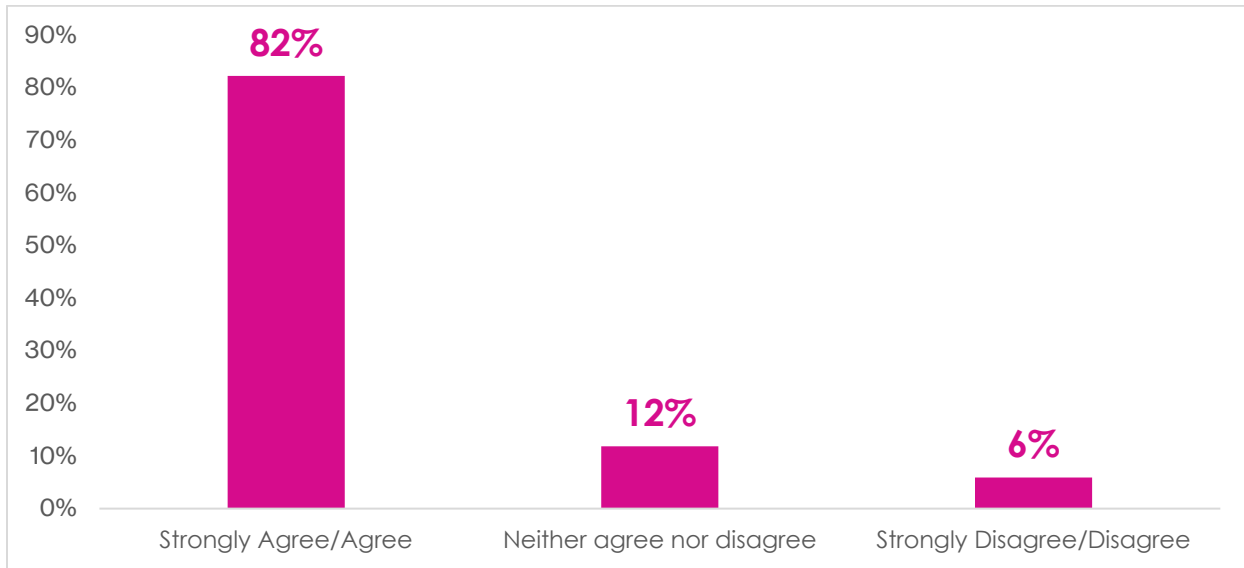
FIGURE 6-9: SURVEY RESPONDENTS SATISFACTOR WITH WAIT TIMES ON NEIGHBORLINK SERVICES
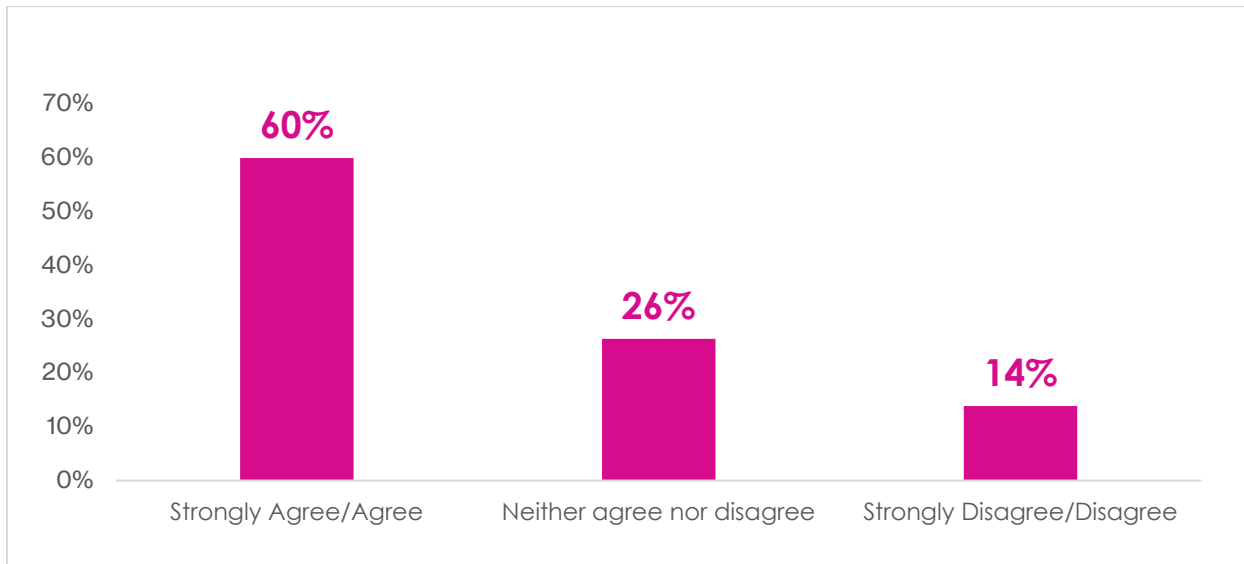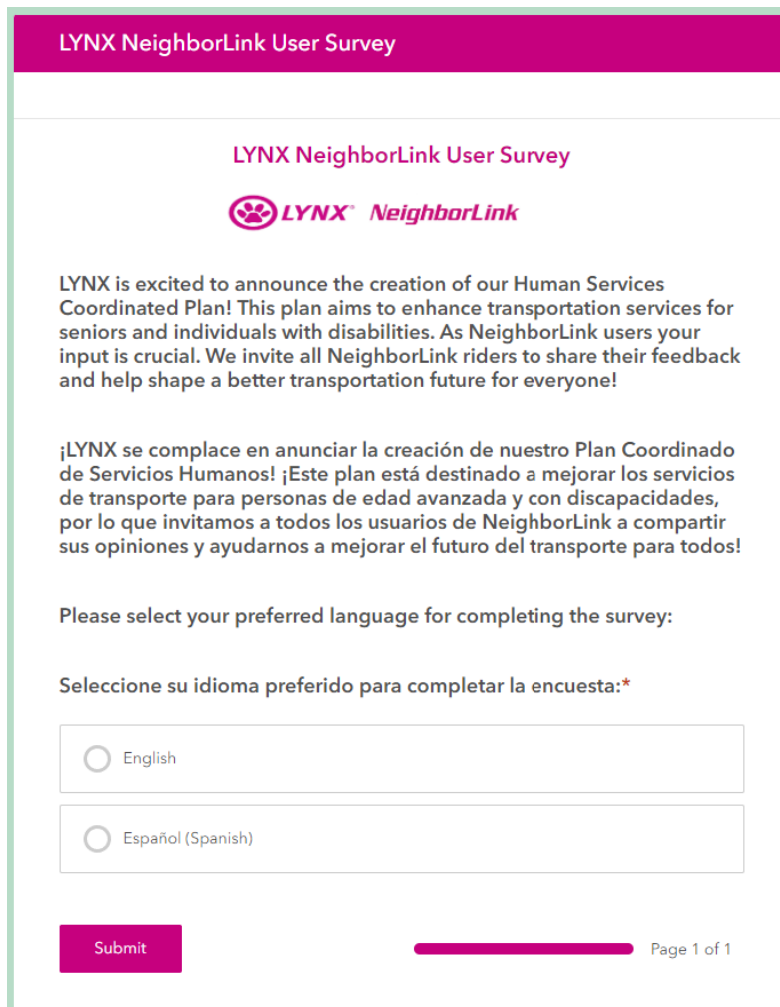
When evaluating the open-ended questions, survey respondents noted issues with long wait times, leading to missed connections and tardiness at job sites, as well as concerns with customer service for trip booking. Riders also requested expanded service hours, particularly in the evenings and on weekends. Despite these challenges, overall satisfaction with the service remains very high.

A deeper evaluation of the service provided by LYNX through NeighborLink is available in Appendix B, which provides information on demographics, activity centers, and other important information regarding service provision.

Figure 6-10 demonstrates the interface of the user survey that was used to record survey data.

FIGURE 6-10: NEIGHBORLINK USER SURVEY INTERFACE

6.2 Stakeholder Outreach

To inform the development of the LYNX HSTP update, a series of workshops and focused interviews with key stakeholders were conducted. The workshops brought together representatives from various organizations, offering a platform to engage with diverse perspectives and prioritize regional transportation needs. Complementing this, two focused interviews provided in-depth insights into specific challenges and opportunities. These discussions played a critical role in shaping actionable strategies and identifying priorities for enhancing transportation access and services for the region's most vulnerable populations.

Stakeholders who participated in these activities represented the following 19 organizations:

Special Hearts Farm	Seniors First
ATTAIN, Inc.	East Central Florida Regional Planning Council
Meals on Wheels	United Way
Osceola Council on Aging	Primrose Center
Quest, Inc.	Orange County Public Schools
Primrose Center	Aspire
Lighthouse Central Florida	Orange County Citizen Resource & Outreach Division
Orange County Government Office on Aging	MetroPlan Orlando
AARP	FDOT District 5
The Opportunity Center	

6.2.1   Stakeholder Meeting #1

The first Stakeholder Working Group Meeting for the LYNX HSTP Update took place on November 6, 2024. The purpose of the meeting was to inform stakeholders about the coordinated regional planning process and to gather input based on client needs. Following introductions, participants were provided an overview of the LYNX HSTP, emphasizing its goal of addressing the transportation needs of Central Florida's seniors, individuals with disabilities, low-income residents, and veterans.

Key presentations included demographic insights, highlighting populations such as seniors, individuals with disabilities, low-income households, and veterans. Activity 1 focused on identifying Central Florida's points of interest, particularly in relation to asset limited, income constrained, employed (ALICE) households defined by the United Way as working households that are not able to meet basic financial needs; senior and health services; business and employer locations; and veteran support services. This exercise helped stakeholders pinpoint areas of high demand within the region. Insights from this exercise include the following:

- The west side of Orlando needs better connectivity to points of interest, especially since that region contains a higher population with limited access to vehicles.
- Cities outside of Orlando tend to have limited transportation services readily available.
- There is limited service in Apopka, St. Cloud, and outside of Poinciana.

FIGURE 6-11: ACTIVITY 1 – POINTS OF INTEREST

In Activity 2, stakeholders engaged in a project prioritization exercise. Participants were provided with virtual "currency" to allocate funding toward potential initiatives, such as mobility-on-demand implementation, technology improvements, and safety and security enhancements. This interactive activity facilitated a better understanding of stakeholder priorities and the perceived value of proposed projects. The priority projects identified by the group are presented below in order of priority:

- New/more vehicles for Vanpool
- Expanding ACCESS LYNX operations
- More door-to-door assistance for riders
- Improvements to technology
- Better marketing of services LYNX offers
- Partnering with Uber/LYFT to further expand services for the elderly and people with disabilities
- Bus stop improvements, specifically amenities

FIGURE 6-12: ACTIVITY 2 – PROJECT PRIORITIZATION

6.2.2   Stakeholder Meeting #2

The second Stakeholder Working Group Meeting was held on December 4, 2024. The session began with introductions, followed by an overview of the LYNX HSTP.

The outreach summary highlighted several critical areas of interest and unmet transportation needs. Points of interest with high demand for connections included health centers, with noted service gaps in areas such as Apopka, St. Cloud, and locations outside of Poinciana. Additionally, stakeholders emphasized the need for enhanced connectivity on the west side of Orlando.

Key activities included discussions on project prioritization, where stakeholders suggested several strategies to address transportation challenges. Proposals included acquiring more vehicles for vanpooling, expanding ACCESS LYNX services, investing in technology improvements, enhancing marketing of available services, and upgrading bus stops and related infrastructure. Stakeholders also identified gaps in the current transportation network and proposed strategies such as same-day scheduling for ACCESS LYNX, service expansion to key points of interest, and reliable, on-time services.

In terms of capital and infrastructure needs, participants emphasized the importance of acquiring more vehicles and operators and enhancing bus stop amenities. Technology-based solutions like real-time tracking and advanced fare systems were prioritized, alongside policy-driven initiatives like affordable transportation options and expanded marketing efforts.

The group established strategic priorities to guide the plan, including expanding access to reliable and accessible fleets, improving service efficiency and coordination, leveraging technology to enhance operations, and increasing financial accessibility. Additional priorities focused on improving the customer experience, delivering new or extended services, increasing infrastructure accessibility, enhancing marketing and outreach, and identifying alternative funding opportunities.

6.2.3 Stakeholder Interviews

The stakeholder interviews were conducted to gather insights from key organizations providing services to vulnerable populations, such as Aspire and Special Hearts Farm. These interviews explored challenges, barriers, and unmet needs in transportation, aiming to inform updates to LYNX's HSTP. The discussions emphasized the operational, funding, and technological hurdles faced by these organizations, providing valuable perspectives on enhancing transportation services and accessibility for their clients.

Challenges Identified by Aspire

Aspire, a provider of behavioral health and opioid treatment services, highlighted several transportation challenges, including a lack of wheelchair-accessible vehicles in the Aspire fleet and difficulties managing reporting requirements for funding. The agency faces significant administrative burdens, especially with FTA Section 5310 data collection and reporting, which detracts from their focus on client care. Additionally, Aspire's clients who frequency use LYNX services often face lengthy travel times, impacting appointment punctuality. Funding constraints and the need for improved technology to streamline data collection were noted as top priorities.

Challenges Identified by Special Hearts Farm

Special Hearts Farm serves individuals with disabilities across five Central Florida counties, relying heavily on ACCESS LYNX and FTA Section 5310 vehicles. The organization identified operational challenges, including late or early arrivals of ACCESS LYNX services, which disrupt their programs. Expanding services requires hiring additional drivers, a hurdle due to funding limitations. They also raised concerns about the administrative complexity of managing separate rural and urban grant applications, which deters expansion. Suggestions included simplifying grant processes and introducing app-based trip booking solutions for clients to support their ability to book trips independently and improve service reliability.

Key Takeaways

- Both stakeholders emphasized administrative and operational barriers related to funding and reporting requirements.
- The need for technological solutions, such as vehicle-based data collection systems and app-based trip scheduling, was a common theme.
- Timeliness and reliability of transportation services were identified as critical areas for improvement.
- Simplifying funding applications and offering additional support for weekend and rural transportation services emerged as significant opportunities to enhance service accessibility.

These findings underscore the importance of addressing systemic challenges and technological gaps to improve transportation equity and service efficiency for vulnerable populations.

6.3 ACCESS LYNX Customer Survey

Results from a survey distributed to ACCESS LYNX customers by MetroPlan in early 2024 were reviewed to gain insight into the needs of ACCESS LYNX eligible users. The survey received 155 responses and asked customers about user-friendliness of the service, call hold times, customer experience, trip efficiency, application experience, using WebACCESS, and overall service satisfaction. Respondents were also able to provide comments on most questions to provide more context for their responses.

In reviewing the survey responses and comments, several key themes were identified. Respondents expressed the following:

- Concern over long wait times to be picked up
- Being picked up late by ACCESS LYNX several times
- Vehicle GPS is not accurate enough to avoid high traffic routes
- Long hold times when calling the reservation system
- The WebACCESS site is difficult to use

7   STRATEGIES FOR ADDRESSING UNMET NEEDS

A clear understanding of the service area and unmet transportation needs was established to create meaningful strategies to address unmet transportation needs. These strategies are focused on seniors and individuals with disabilities in accordance with the Section 5310 program but may also benefit the broader public.

7.1   Geographic Assessment

A geographic assessment was conducted using data collected and analyzed during the demographic assessment and public outreach effort. The geographic assessment identified a number of gaps within the LYNX service area. Generally, several points of interest west of Orlando are difficult to reach by fixed-route vehicles. While this area is supplemented by NeighborLink Routes, there are additional areas that lack full transit services. It is also observed that there is significantly less transit available in developing areas outside of Orlando, such as St. Cloud, and between Casselberry and Oviedo. It was also observed that there is a high population of households without access to vehicles between Winter Garden and Apopka that are largely underserved.

Similar observations were made by stakeholders during the outreach process. Stakeholders indicated that service is limited west of Orlando, Apopka, St. Cloud, and outside of Poinciana where households have limited transportation services available, particularly where a higher proportion of households without access to personal vehicles.

NeighborLink Routes were also assessed by comparing the existing route with block and block group census data. This assessment determined that 10 of the 11 NeighborLink Routes had coverage that could potentially be modified to better serve higher numbers of seniors and individuals with disabilities. Suggestions for each route include specific locations of block groups where the target demographics were high. Detailed route-level analyses can be found in Appendix B.

This analysis provided input on which areas surrounding NeighborLink Routes would be the most ideal for being prioritized as the service expands. It also spots activity centers that are just out of reach for certain routes. These include:

- Dialysis centers by routes 804, 811, 813, 821, 822, 831, and 851.
- Community centers by routes 813, 821, and 852.
- Hospitals by routes 821 and 831.

7.2   Unmet Needs

Unmet transportation needs were identified through public input, including a NeighborLink rider survey and two stakeholder workshops, data analysis, geographic assessment, and review of existing transportation services. Funding limitations were not considered when identifying unmet needs.

The following describes the unmet needs identified through this process with consideration for geographical service gaps where needed:

- **Same-Day Scheduling** – Enhance convenience of service by allowing ACCESS LYNX users to schedule trips less than 24 hours in advance.
- **Expand Service Area** – Increase geographic coverage of LYNX services to serve or connect to key points of interest that are currently underserved.
- **Reliable/On-Time Service** – Increase on-time performance of ACCESS LYNX services.
- **Extend Service Span** – Extend weekday and weekend operating hours on all LYNX services.
- **Accessible Vehicle Procurement/Replacement** – Acquire new vehicles or replace vehicles that are past their useful life.
- **Bus Stop Implementation and Improvement** – Install new bus stops or enhance existing infrastructure by adding shelters, benches, and accessibility features.
- **Applicable Technology Systems** – Implement technology systems like real-time tracking, mobile apps for scheduling, and passenger information services to enhance the efficiency and convenience of service.
- **Affordable Transportation** – Ensure fares are reasonable and affordable to the community.
- **Marketing/Outreach** – Increase visibility of services offered by LYNX.

7.3 Strategies to Address Unmet Needs

7.3.1 Status of 2022 HSTP Strategies

Within the 2022 HSTP update, near, intermediate, and long-term strategies were identified to address service and coverage gaps within the LYNX system. For this 2025 update, it was important to review the previous strategies to determine what had been completed, what can be carried over, and what can be eliminated due to changes in needs. Table 7-1 below shows the strategies that have been completed since the 2022 HSTP was adopted. A full list of the 2022 HSTP strategies and their statuses can be found in Appendix C.

TABLE 7-1: 2022 HSTP COMPLETED STRATEGIES

Responsible Department	Strategies
Near-Term (1-3 Years)	
Planning	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
	Review and update LYNX website to ensure accurate 5310 program information is provided.
Mobility Services	Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
	Develop a "welcome packet" or revised "How to Ride Guide" for new ACCESS LYNX clients informing them on how to schedule trips, the riders code of conduct, and other LYNX services available to them.
	Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.

Responsible Department	Strategies
	Coordinate operator training with Human Services Agencies that use ACCESS LYNX service to transport their clients with special needs.
Operations	Upgrade scheduling software to improve trip wait times and on time performance.
	Increase pays and other incentives to address operator shortages.
	Leverage the use of TNCs (shared ride services) where practical for ACCESS LYNX trips.
Customer Service	Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.
	Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
	Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.
Intermediate-Term (4-6 Years)	
Planning	Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
Mobility Services	Work to identify solutions that improve coordination among various providers either through software interface, improvements to scheduling software, or phone systems to maximize transportation resources.
	Improve trip scheduling with healthcare providers to gain efficiencies, particularly for dialysis centers to offer an alternative to public transportation option.
Long-Term (7+ Years)	
Mobility Services	Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs.
Operations	Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience.

Table 7-2 below shows which 2022 strategies LYNX identified as being applicable and crucial to addressing the current needs identified through this plan process, as many of the needs are similar to what was found during the previous HSTP effort. These strategies were carried over and incorporated into the 2025 HSTP strategies.

TABLE 7-2: 2022 HSTP STRATEGIES CARRIED OVER TO 2025

Responsible Department	Strategies
Near-Term (1-3 Years)	
Planning	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
	Review and update LYNX website to ensure accurate 5310 program information is provided.
Mobility Services	Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
	Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.
Operations	Allow ACCESS LYNX customers to select their preferred means of communication.
Customer Service	Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
	Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.
Intermediate-Term (4-6 Years)	
Planning	Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.
	Automate the Section 5310 grant application process to be submitted through a web portal/grant management web application.
Mobility Services	Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
	Encourage the sharing of vehicles among sub-recipients to leverage the resources available.

7.3.2   Strategies Developed for the 2025 HSTP

Strategies to address unmet transportation needs were developed by incorporating the needs of seniors and individuals with disabilities with input from stakeholders and the public. The strategies address the identified needs effectively and benefit seniors and individuals with disabilities by enhancing accessibility, increasing service options, and improving the overall transit experience.

As summarized below, nine high-level strategies were developed, and specific actions were identified for each one.

1. Expand access to reliable and accessible fleets.

Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.

Allow human services transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.

Encourage the sharing of vehicles among subrecipients to leverage the resources available.

2. Improve service efficiency and coordination.

Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.

Increase flexibility of scheduling ACCESS LYNX trips by leveraging the use of transportation network companies (TNCs) where practical.

3. Improve efficiency through technology.

Enhanced ACCESS LYNX app to provide access to reliable real-time tracking data.

Allow ACCESS LYNX customers to select their preferred means of communication.

Automate Section 5310 grant application process to be submitted through a web portal/grant management web application.

4. Increase financial accessibility to services.

Create a sponsorship or donation program to allow other entities to provide bus passes at no or low cost to individuals or non-profit agencies.

5. Enhance customer service experience.

Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.

6. Deliver new or extended services.

Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.

Increase frequency of fixed route services.

Increase span of service for NeighborLink and fixed route services.

7. Increase accessible infrastructure.

Support and advocate for local and county governments to increase accessible infrastructure.

Enhance amenities at existing stops near senior communities/medical facilities.

Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.

8. Increase marketing and distribution of information.

Review and update LYNX website to ensure accurate 5310 program information is provided.
Continue to promote travel training information to human service agencies and notify the public that the service is available, if needed.
Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.

9. Identify other funding opportunities.

Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
Explore the CTD's Innovative Service Development Grant as a potential funding opportunity to provide on-demand services for TD-eligible individuals for medical appointments, employment, education, etc.

7.4 Prioritization of Strategies

After the strategies to address unmet needs were derived, an evaluation framework was developed to help ensure that the strategies are prioritized in a logical and actionable way.

7.4.1 Evaluation Criteria and Methodology

A qualitative-quantitative hybrid methodology was developed to prioritize the improvements previously presented. The six evaluation categories identified to prioritize the improvements are shown below.

Public Support
Findings from public outreach efforts and input from stakeholders were reviewed to gauge public interest.

Financial Feasibility
The estimated cost of implementation assessed together with the likelihood of policy support.

Quality of Life Improvement
Assesses strategy's ability to improve the well-being and satisfaction of current and potential riders.

Ease of Implementation
The level of simplicity and feasibility associated with implementing a strategy.

Connectivity
Potential connectivity to new points of interest reviewed to measure the level of connectivity.

Impact on User Safety
The impact of a strategy to improve user safety, with an emphasis on seniors and individuals with disabilities, were evaluated.

Each strategy is evaluated using the six criteria shown above and assigned a score. The following is the three-tier scoring system used, indicating the scale of support for each strategy by criterion:

○	◐	●
Supportive	**More Supportive**	**Most Supportive**
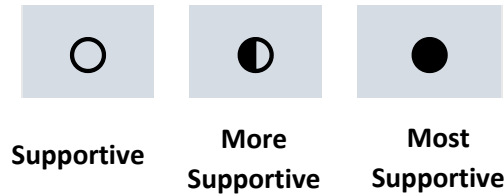
7.4.2   Strategy Prioritization

Table 7-3 below shows the strategies ranked by their priority level – high, medium, or low. These priorities will be valuable in developing an action plan for LYNX to improve coordination and advance the transportation strategies identified in the near-term, intermediate-term, and long-term.

TABLE 7-3: PRIORITIZED STRATEGIES

Strategy	Public Support	Quality of Life	Connect.	Financial Feasibility	Ease of Implement.	User Safety	Priority Level
Weight	15%	25%	20%	10%	15%	15%	
Improve service efficiency and coordination	◐	●	●	○	◐	◐	High
Enhance customer service experience	○	●	○	●	●	●	High
Deliver new or extended services	◐	●	●	○	◐	◐	High
Increase accessible infrastructure	○	●	●	◐	◐	◐	High
Expand access to reliable and accessible fleets	●	●	◐	◐	◐	○	Medium
Improve efficiency through technology	●	◐	◐	◐	◐	◐	Medium
Increase financial accessibility to services	●	●	◐	◐	◐	○	Medium
Increase marketing and distribution of information	○	◐	○	●	●	○	Low
Identify other funding opportunities	◐	◐	◐	●	◐	○	Low

8 ACTION PLAN & IMPLEMENTATION

This section presents recommended actions for LYNX to take to meet near-term (1-3 years), intermediate-term (4-6 years), and long-term (7+ years) strategies. An implementation schedule was developed to include information such as the department responsible for implementation, implementation timeframe, and anticipated costs. This implementation schedule can be found in Tables 8-1 through 8-3 below.

TABLE 8-1: NEAR-TERM STRATEGIES (2025-2027)

Responsible Department	Action Item	Strategy	Relative Cost*
Planning	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.	Improve service efficiency and coordination	$
	Establish partnerships with local and county governments to increase accessible infrastructure.	Increase accessible infrastructure	$
	Enhance amenities at existing stops near senior communities/medical facilities.	Increase accessible infrastructure	$$
	Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.	Increase accessible infrastructure	$
Operations	Increase flexibility of scheduling ACCESS LYNX trips by leveraging the use of TNCs where practical.	Improve service efficiency and coordination	$$$
	Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.	Deliver new or extended services	$$$
	Increase frequency of fixed route services.	Deliver new or extended services	$$$$
	Increase span of service for NeighborLink and fixed route services.	Deliver new or extended services	$$$
Mobility Services	Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.	Improve service efficiency and coordination	$
Customer Service	Develop a formal sensitivity training program for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.	Enhance customer service experience	$

*$ = Least Costly; $$$$ = Most Costly

TABLE 8-2: INTERMEDIATE-TERM STRATEGIES (2028-2030)

Responsible Department	Action Item	Strategy	Relative Cost
Planning	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.	Expand access to reliable and accessible fleets	$
	Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.	Expand access to reliable and accessible fleets	$
	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.	Improve efficiency through technology	$$
	Create a sponsorship or donation program to allow other entities to provide bus passes at no or low cost to individuals or non-profit agencies.	Increase financial accessibility to services	$
Operations	Increase flexibility of scheduling ACCESS LYNX trips by leveraging the use of TNCs where practical.	Improve efficiency through technology	$$
	Increase affordability of transit for seniors and individuals with disabilities.	Increase financial accessibility to services	$$
Mobility Services	Encourage the sharing of vehicles among subrecipients to leverage the resources available.	Expand access to reliable and accessible fleets	$
	Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.	Improve efficiency through technology	$$

*$ = Least Costly; $$$$ = Most Costly

TABLE 8-3: LONG-TERM STRATEGIES (2031+)

Responsible Department	Action Item	Strategy	Relative Cost
Planning	Review and update LYNX website to ensure accurate 5310 program information is provided.	Increase marketing and distribution of information	$
Mobility Services	Continue to promote travel training information to human service agencies and notify the public that the service is available, if needed.	Increase marketing and distribution of information	$
	Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.	Identify other funding opportunities	$
	Explore CTD's Innovative Service Development Grant as a potential funding opportunity to provide on-demand services for TD-eligible individuals for medical appointments, employment, education, etc.	Identify other funding opportunities	$
Customer Service	Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.	Increase marketing and distribution of information	$

*$ = Least Costly; $$$$ = Most Costly

APPENDIX A: 5310 PROGRAM GRANT APPLICATION

Central Florida Regional Transportation Authority dba LYNX

SECTION 5310 GRANT APPLICATION FISCAL YEAR 2025-2026

Enhanced Mobility of Seniors and Individuals with Disabilities
In accordance with 49 U.S.C. Section 5310 – Fast Act Section 3006

CHECKLIST FOR APPLICATION ASSISTANCE

Name of Applicant: _____

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

Application:
- ☐ Checklist for Application Assistance
- ☐ Applicant's Cover Letter (Use Template Provided)
- ☐ Agency Information
- ☐ Current System Description
- ☐ Budget Considerations
- ☐ Proposed Project Description
- ☐ Service Area Maps (LYNX provided maps)

Annual Operating Data:
- ☐ Form 1: Sections 1-4
- ☐ Form 2: Funding Request
- ☐ Form 3: Local Match Requirement
- ☐ Form 4: Fact Sheet
- ☐ Form 5: Vehicle Inventory

Required Forms:
- ☐ Application for Federal Assistance (Standard Form 424)
- ☐ Federal Certifications and Assurances
- ☐ Exhibit A: CTC Coordination Contract
    - ☐ CTC Required Meeting Date   _____
    - ☐ Previous AOR submitted to CTC (if current coordinating agency)
- ☐ Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act
- ☐ Exhibit C: Coordinated Public Transit – Human Services Transportation Plan
- ☐ Exhibit D: Governing Board's Resolution
- ☐ Exhibit E: Certification of Equivalent Service

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GRANT APPLICATION

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

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

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

This Application is submitted on this _____ day of _____ 2024, with an original resolution or certified copy of the original resolution authorizing _____ _____ (Name, Title) to sign this Application.

_____ (agency name)

_____ (name & title of authorized person)

_____   _____

(Signature of authorized person) *[blue ink]*   (Date)

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

AGENCY INFORMATION

1. Type of Applicant: (Select applicable box)

   ☐ New   ☐ Existing

2. Have you had a Section 5310 project funded by LYNX? (Select applicable box)

   ☐ Yes   ☐ No

   If YES, briefly describe your previously funded Section 5310 project and summarize project outcomes for the clients/populations served by your agency: (Max 200 words)

3. Have you had a Section 5310 project funded by the Florida Department of Transportation (FDOT)? (Select applicable box)

   ☐ Yes   ☐ No

   If YES, briefly describe your previous Section 5310 project funded by FDOT: (Max 100 words)

4. Did your agency receive $750,000 in Federal Funds last fiscal year? (Select applicable box)

   ☐ Yes   ☐ No

5. Did your agency receive federal assistance funds under 49 U.S.C. §§ 5307, 5309, or 5311? (Select applicable box)

   ☐ Yes   ☐ No

   If YES, briefly describe your previously funded Section 5307, 5309, or 5311 projects: (Max. 120 words)

6. Does the subrecipient have or previously had any lawsuit(s) filed against them? (Select applicable box) (Obtain all necessary documentation if answer is yes. Do not submit until requested)

   ☐ Yes   ☐ No

7. Does the subrecipient have a financial management system in place to track and record program expenditures (Examples: QuickBooks, Visual Bookkeeper, Peachtree, or a Customer Proprietary System)? (Select applicable box)

   ☐ Yes   ☐ No

   If YES, please describe system used (Max 100 words):

CURRENT SYSTEM DESCRIPTION

Describe your current system or program. Please, limit your responses to the space provided.

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

Organization Overview	Description
Mission	
Program Goals	
How transportation fits into the overall organization mission	

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

Organizational Structure	Description
Type of Operation	
Total Number of Employees	
Total Number of Transportation Employees	
Other Organizational Information	

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

Position	Number of employees	Average # of years of experience
Drivers		
Schedulers		
Dispatchers		
Transportation Administrator		
Transportation Supervisor		
Transportation Manager		
Other (explain)		

4. Does your agency require CDL certifications, etc.? (Select applicable box)

☐ Yes ☐ No

5. Who is responsible for?

Categories	Description
Insurance	
Training - **How often?**	
Administration of the Transportation Program	

6. Who provides maintenance of the vehicles? How often is maintenance provided? (Max. 100 words)

7. Provide a detailed description of:

	Description
Service Route / Area	
Number of Ridership per route	
Monthly Trips per month	
Unduplicated Passenger per month	
Software or method of data collection for accuracy reporting	

8. Does your agency provide non-urbanized transportation services? (Select applicable box)

☐ Yes ☐ No

BUDGET CONSIDERATIONS

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

1. Provide a detailed description of how grant funds will be used. Description below should be an explanation of the Form 2: Funding Request (Max 200 words)

2. Describe the source of match including potential issues in meeting match requirements: (Max 100 words)

PROPOSED PROJECT DESCRIPTION

The proposed project description should be thorough as the evaluation committee will rely heavily on the narrative in reviewing and ranking a grant application.

1. This project will:

		Explain
☐ **Maintain existing services**	Will the quality or efficiency of service improve?	
☐ **Expand existing services**	How does this project achieve expansion (i.e. through increased service hours, increased number of vehicles in service, coordination with other transportation providers, expanded service area, etc.)?	
☐ **Provide a new service**	What is the demand for such a project (what factors led to this project's development; what analysis was conducted to verify need/demand)?	

2. How will the project improve mobility for Seniors and Individuals with disabilities? How will the project remove barriers to transportation services? How will the project expand the transportation mobility options currently available? (Max 200 words)

3. Is your agency coordinating with other federally assisted programs and services? (Select applicable box)

☐ Yes   ☐ No

If yes, which program? (Max 100 words)

4. How does the proposed project fit into the coordinated transportation system in the LYNX service area? (*The required meeting with CTC will help with answering this question*) (Max 250 words)

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

   a. If services span both urban and non-urbanized areas, please explain the methodology used to determine if this project will predominately serve the urbanized areas.

b. Provide a map marked up clearly (in color) to show the proposed service areas and included in the grant application. (http://lynx.maps.arcgis.com/apps/webappviewer/index.html?id=90bfdab26dc2438a93ea0b751394a851)

(Please Insert Map)

6. What priorities does the project address in the LYNX Transportation Disadvantaged Service Plan (TDSP)? TDSP can be found under the Human Services Transportation Plan tab in the following link: FTA 5310 Program | Public Transportation in Orange, Seminole & Osceola (golynx.com)

    a. Are unmet needs or gaps (time-based or geographic) addressed by this project? (Select applicable box)

        ☐ Yes   ☐ No

Unmet Needs or Gap	Cite pages and specific references from TDSP

7. If this project helps realize service (operational) efficiencies; what are those efficiencies? How does the project help realize those efficiencies? (Max 100 words)

8. What population(s) will the project serve (elderly, disabled, other transportation disadvantaged groups, general population)? (Max 100 words)

9. How does the project provide a service that the CTC cannot, or at a more efficient rate than the CTC? (Max 100 words)

10. Will the project:
   a. be sustainable after the initial award? (Select applicable box)

      ☐ Yes   ☐ No

   b. only be feasible to provide the service(s) with the support of these funds? (Select applicable box)

      ☐ Yes   ☐ No

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

SECTION 1: Cover Sheet

Period Covered:	**July 1, 2023, to June 30, 2024**
Report Date:	
Provider Name:	
Address:	
City	
Zip code	

Contact Information

Contact Person:	
Title:	
Phone:	
Fax:	
Email:	

Applicant Certification

I, _____, as an authorized Representative of this company, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

_____   _____

Authorized representative signature   Date

ANNUAL OPERATING DATA: FORM #1

SECTION 2: Trip Information

One-Way Passenger Trips by Passenger Type

Elderly	_____
Disabled	_____
Other	_____
Total:	_____

Unduplicated Passenger Head Count

Elderly	_____
Disabled	_____
Other	_____
Total:	_____

One-Way Passenger Trips by Purpose

Medical	_____
Employment	_____
Education/Day Training	_____
Nutritional	_____
Life Sustaining/Other	_____
Total:	_____

Unmet Trips Requests

Medical	_____
Employment	_____
Education/Day Training	_____
Nutritional	_____
Life Sustaining/Other	_____
Total:	_____

Trip & Vehicle Data

_____	Total Fleet Vehicle Miles
_____	Total Fleet Vehicle Revenue Miles
_____	Total Square Miles of Transportation Service
_____	Number of Days in Service Per Year
_____	Total Amount of Posted Hours of Operating Monday - Friday
_____	Total Amount of Posted Hours of Operating Saturday
_____	Total Amount of Posted Hours of Operating Sunday
_____	Vehicle Hours per Year
_____	Vehicle Revenue Hours per Year
_____	Total Number of Vehicles
_____	Total Number of Vehicles Operated in Max Service
_____	Total Number of Wheelchair Accessible Vehicles

Best Practice:

Insert the information from the Required Excel Forms to avoid mathematical mistakes.

SECTION 3: Transportation Department

Drivers:	Number	Annual Hours
Full Time		
Part Time		
Volunteer		
Sub-Total		

Other Employees:	Number	Annual Hours
Maintenance		
Dispatchers/Schedulers		
Customer Service		
Administrative		
Management		
Other Employees		
Sub-Total		

	Total Drivers & Other Employees	Total Annual Hours
Total:		

* If an employee serves in multiple roles in the organization, place the appropriate percentage for each category. For example: Driver 0.5, Maintenance 0.25, Management 0.25 = 1 Employee.

Best Practice:
Insert the information from the Required Excel Forms to avoid mathematical mistakes.

ANNUAL OPERATING DATA: FORM #1

SECTION 4: Annual Program Revenue & Expenses

Revenue Type	Amount
Local non-government*	
Local Government	
Commission for the Transportation Disadvantaged	
Department of Transportation	
LYNX FTA Section 5310	
Agency for Healthcare Administration	
Department of Children and families	
Agency for Persons with Disabilities	
Department of Education	
Department of Elder Affairs	
Department of Community Affairs	
Agency for Workforce Innovation	
Department of Juvenile Justice	
Fares/User Fees	
Other**	
Total:	

Include donations, pledges, and fundraising activities in this line.
Please specifically list Source and Dollar Amount.

Expense Type	Amount
Labor	
Fringe Benefits	
Services	
Materials and Supplies Consumed	
Utilities	
Casualty and Liability	
Taxes	
Miscellaneous	
Interest	
Leases and Rentals	
Vanpool Lease (Section 5310)	
Capital Purchases	
Contributed Services/Other:	
Total:	

Net Program Cost	
Total Program Revenue	
Total Program Expenses –	
Net Program Cost:	

Best Practice:

Insert the information from the Required Excel Forms to avoid mathematical mistakes.

Funding Request

I. Vanpool

Complete this section ONLY if you are applying for the Vanpool program.

Vehicle Type	Quantity	Cost	Months	Sub-total
12 Passenger Vehicle with Wheelchair		$		$
10 Passenger Van without Wheelchair		$		$
15 Passenger Van without Wheelchair		$		$
Turtle Top Bus with Wheelchair		$		$
Total Estimated Vanpool Expenses				

Program Cost *(Please, select one)*
$690* Monthly cost if using LYNX provided insurance.
$525* Monthly cost of providing your own insurance (prior approval required).
*Rate subject to change at any time during the award period.

Vanpool Request and Contribution Subtotals	
Federal Request (50% of Vanpool expense)	$
Local Cash Contribution (50% of Vanpool expense)	$
Total:	

Please, identify if the vehicles requested are intended for replacement or expansion.

Vehicle Type	# of vehicles for Replacement	# of vehicles for Expansion
10 Passenger Van without Wheelchair Access		
12 Passenger Van without Wheelchair Access		
15 Passenger Van without Wheelchair Access		
Passenger Van with Wheelchair Access		
Turtle Top Bus with Wheelchair Access		
Total Vehicles:		

II. Vehicle Transfers

Complete this section ONLY if you are applying for the vehicle transfer program.

Vehicle Type	Quantity
10 Passenger Van without Wheelchair Access	
12 Passenger Van without Wheelchair Access	
15 Passenger Van without Wheelchair Access	
Passenger Van with Wheelchair Access	
Turtle Top Bus with Wheelchair Access	
Total Vehicles requested for transfer:	

Best Practice:
Insert the information from the Required Excel Forms to avoid mathematical mistakes.

ANNUAL OPERATING DATA: FORM #2

III. Operating Assistance

Complete this section ONLY if you are applying for Operating Assistance.

Project Related Operating Expenses:
Expenses for all services proposed in this application. Please be sure to add additional lines as necessary and specify what is included in the "Other" and "Misc." lines if applicable.

Number of Trips if Grant is Awarded	Expected Expenses if Grant is Awarded (Less Vanpool lease cost*)	Cost per Trip	Total:
	$	$	$
Project Operating Expenses		Amount Requested	$

*Calculation of estimated expenses if grant is awarded:

Category	Expenses Amount
Labor & Fringe Benefits	
Services	
Materials and Supplies Consumed	
Utilities	
Casualty and Liability	
Miscellaneous	
Interest	
Leases and Rentals	
Vanpool Lease (Section 5310)	
Other	
Total:	

IV. Total Project Grant Request and Contribution

Grant Request and Contribution	
Federal Request (Vanpool Subtotal + Operating Assistance Subtotal)	$
Local Cash Contribution (Vanpool Subtotal + Operating Assistance Subtotal) +	$
Total Project Cost:	$

Best Practice:
Insert the information from the Required Excel Forms to avoid mathematical mistakes.

Local Match Requirement

Please complete the Local Match Requirement form and identify the specific sources of funds (public and private) to be used as local contributions. Applicants may provide local match from other federal programs that are eligible to be expended for transportation, with the exception of USDOT/FTA programs. In addition, state the dollar amount associated with each local match funding source.

Source	Amount
Sub-total Match (50% of total project cost)	$
Sub-total (required Local Match from Form #2)	$
Total Project Cost:	$

Attach documentation of match funds, which may consist of, but not be limited to:
- Transportation Disadvantaged (TD) allocation

- Written statements from county commissions, state agencies, city managers, mayors, town councils, organizations, accounting firms, financial institutions, among others

_____   _____

Authorized representative signature   Date

_____

Authorized representative name & title

Best Practice:
Insert the information from the Required Excel Forms to avoid mathematical mistakes.

ANNUAL OPERATING DATA: FORM #4

Fact Sheet

	Previous FY*	Calculations (if grant is awarded)	If Grant is awarded
1 Total number of one-way passenger trips served by the agency PER YEAR (for all purposes)			
2 Number of one-way passenger trips provided to elderly and persons with disabilities PER YEAR			
3 Number of unduplicated Persons with Disabilities and Elderly served PER YEAR			
4 Urbanized Operating Cost per Trip (Total Expenses - Vanpool Lease 5310 ÷ Total Passenger Trips)			
5 Operating Cost per Hour of Service (Total Expenses ÷ Total Revenue Hours)			
6 Operating Cost per Mile of Service (Total Expenses ÷ Total Revenue Miles)			
7 Total number of days that vehicles are regularly in operation to provide elderly and disabled persons service PER YEAR			
8 Total number of regular operation hours to provide elderly and disabled person's service: Monday - Friday			
Saturday			
Sunday			
Total hours:			

The data included in this form should match the information provided in Form 1, associated to the Annual Operating Report from the previous fiscal year.

Best Practice:
Insert the information from the Required Excel Forms to avoid mathematical mistakes.

LYNX Section 5310 GRANT APPLICATION
FORM 1: ANNUAL OPERATING DATA

Section 1: Agency Information

Report Date:		**Period Covered:**	**July 1, 2023 - June 30, 2024**
Agency Name:		**Address:**	
Contact Person:		**Email:**	

As an authorized Representative of this company, I hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

Section 2: Trip Information

One-Way Passenger Trips by Passenger Type

Elderly	
Disabled	
Other	
Total	**0**

Unduplicated Passenger Head Count

Elderly	
Disabled	
Other	
Total	**0**

One-Way Passenger Trips by Purpose

Medical	
Employment	
Education	
Nutritional	
Life Sustaining	
Other	
Total	**0**

Unmet Trip Requests

Medical	
Employment	
Education	
Nutritional	
Life Sustaining	
Other	
Total	**0**

Trip/Vehicle Data

Total Fleet Vehicle Miles	
Total Fleet Vehicle Revenue Miles	
Total Square Miles of Transportation Service	
Number of Days in Service Per Year	
Total Amount of Posted Hours of Operating Monday - Friday	
Total Amount of Posted Hours of Operating Saturday	
Total Amount of Posted Hours of Operating Sunday	
Vehicle Hours per Year	
Vehicle Revenue Hours per Year	
Total Number of Vehicles	
Total Number of Vehicles Operated in Max Service	
Total Number of Wheelchair Accessible	

Section 3: Transportation Department

Drivers*

	Number	Annual Hours
Full Time		
Part Time		
Volunteer		
Sub-total	**0.00**	**0.00**

Other Employees*

	Number	Annual Hours
Maintenance		
Dispatchers/schedulers		
Customer Service		
Administrative		
Other Employees		
Sub-total	**0.00**	**0.00**

*If an employee serves in multiple roles in the organization, place the appropriate percentage for each category. For example: Driver 0.5, Maintenance 0.25, Management 0.25 = 1 Employee

	Drivers & Employees	Total Annual Hours
Total:	**-**	**-**

Section 4: Annual Program Revenue & Expenses

Program Revenue

Local Non-Government (include donations & pledges)	
Local Government	
Commission for the Transportation Disadvantaged	
Department of Transportation	
LYNX FTA Section 5310	
Agency for Healthcare Administration	
Department of Children and families	
Agency for Persons with Disabilities	
Department of Education	
Department of Elder Affairs	
Department of Community Affairs	
Agency for Workforce Innovation	
Department of Juvenile Justice	
Fares/User Fees	
Other: (Please type answer here)	$ -
Total Revenue:	**$ -**

Program Expenses

Labor	
Fringe Benefits	
Services	
Materials & Supplies Consumed	
Utilities	
Casualty & Liability	
Taxes	
Miscellaneous	
Interest	
Leases & Rentals	
Vanpool Lease (Section 5310)	
Capital Purchases	
Contributed Services	
Other: (Please type answer here)	$ -
Total Expenses:	**$ -**

Net Program Cost

Total Program Revenue	$ -
Total Program Expenses -	$ -
Net Cost	**$ -**

LYNX Section 5310 GRANT APPLICATION
FORM 2: FUNDING REQUEST

I. Vanpool Program Request

*Complete this section **ONLY** if you are applying for the Vanpool program.*

Monthly Vanpool rates are: **$690** if using LYNX provided insurance *(rate subject to change)*

           $525 if providing own insurance* *(rate subject to change)*

           Own insurance must be approved by the leasing company.

Vehicle Type	Quantity	Cost*	Months	Sub-total
12 Passenger Van with Wheelchair access			12	$ -
10 Passenger Van without Wheelchair access		$ -	12	$ -
15 Passenger Van without Wheelchair access			12	$ -
Turtle Top Bus with Wheelchair access			12	$ -
Total Estimated Vanpool Expenses	**0**	**$ -**	**12**	**$ -**

Vanpool Request & Contribution		
Federal Request (50% of Vanpool Expenses)	$	-
Local Match Contribution (50% of Vanpool Expenses) **+**	$	-
Total Vanpool Cost	**$**	**-**

Please, identify the purpose of your vehicle requests: the agency intends to (1) extend your current lease (maintain current inventory), (2) replace your current inventory, or (3) add an additional vehicle to expand your transportation services.

Vehicle Type	Extend the current Lease	Vehicles for Replacement	Vehicles for Expansion
12 Passenger Van with Wheelchair access			
10 Passenger Van without Wheelchair access			
15 Passenger Van without Wheelchair access			
Turtle Top Bus with Wheelchair access			
Vehicles Requested	**0**	**0**	**0**

II. Vanpool Transfer Program

*Complete this section **ONLY** if you are applying for the Vanpool Transfer Program.*

Vehicle Type	Quantity
Passenger Van with Wheelchair access	
10 Passenger Van without Wheelchair access	
15 Passenger Van without Wheelchair access	
Turtle Top Bus with Wheelchair access	
Total Estimated Vanpool Expenses	**0**

III. Operating Assistance Request

*Complete this section **ONLY** if you are applying for Operating Assistance.*

Project Related Operating Expenses:

Expenses for all services proposed in this application. Please be sure to add additional lines as necessary and specify what is included in the "Other" and "Misc." lines if applicable.

Number of Proposed Trips if grant is Awarded	Expected Expenses if Grant is Awarded less Vanpool lease cost*	Cost per Trip	Total
	$ 1.00	#DIV/0!	#DIV/0!

*Calculation of estimated expenses, if grant is awarded.

Category	
Labor & Fringe Benefits	
Services	
Materials & Supplies	
Utilities	
Casuality & Liability	
Miscellaneous	
Leases & Rentals	
Interest	
Vanpool Lease	
Other	$ 1.00
Estimated Total:	**$ 1.00**

Operating Assistance Request & Contribution	
Federal Request (50% of Operating Assistance)	
Local Match Contribution (50% of Operating Assistance)	$ -
Total Operating Assistance Cost	**$ -**

IV. Total Project Request & Contribution

Funding	Subtotal
Federal Request (Vanpool Subtotal + Operating Assitance Subtotal)	$ -
Local Cash Contribution (Vanpool Subtotal + Operating Assitance Subtotal) **+**	$ -
Total Project Cost:	**$ -**

LYNX Section 5310 GRANT APPLICATION
FORM 3: LOCAL MATCH REQUEST

Local Match Requirement

Please, identity the Local Match Requirement form and identify the specific resources of funds (public and private) to be used as local contributions. Applicants may provide local match from other federal programs that are eligible to be expended for transportation, *with the exception of USDOT/FTA programs*. In addition, the dollar ammount associated with each local match funding source.

Source	Amount
Local Match Commitment	$ -

Total Project Cost		
Federal Request (50% of Vanpool & Operating)	$	-
Local Match Commitment (50% of Vanpool & Operating)	$	-
Total Cost	**$**	**-**

Please, attach documentation of match funds. Proof may consist of, but not be limited to:
- Transportation Disadvantaged (TD) allocation,
- Written statements from county commissions, state agencies, city managers, mayors, town councils, organizations, accounting firms and financial institutions.

Completed by: _____

Date: _____

Please, insert this information in the application and SIGN the .pdf form.

LYNX Section 5310 GRANT APPLICATION
FORM 4: FACT SHEET

FACT SHEET

	Previous Fiscal Year*	Calculations (If Grant is Awarded)	Projection if Grant is Awarded
Number of total one way passenger trips served by the agency PER YEAR (for all purposes)	0		0
Number of one way passenger trips provided to elderly and persons with disabilities PER YEAR	0		0
Number of unduplicated Persons with Disabilities and Elderly served PER YEAR	0		
Urbanized Operating Cost per Trip *Formula: Total Expenses - Vanpool Lease 5310 ÷ Total Passenger Trips*	#DIV/0!		#DIV/0!
Operating Cost per Hour of Service *Formula: Total Expenses ÷ Total Revenue Hours*	#DIV/0!		#DIV/0!
Operating Cost per Mile of Service *Formula: Total Expenses ÷ Total Revenue Miles*	#DIV/0!		#DIV/0!
Normal number of days that vehicles are in operation to provide elderly and disabled persons service PER YEAR	0.0		

Posted hours of normal operations to provide elderly and disabled persons service PER WEEK (please insert total of hours, for example 45, 60).	**M-F:**	-		**M-F:**	
	Sat:	-		**Sat:**	
	Sun:	-		**Sun:**	
	Total:	-		**Total:**	-

*Data from previous Fiscal Year (FY) is automatically populated from the Annual Operating Report (Form 1)

LYNX Section 5310 GRANT APPLICATION
FORM 5: VEHICLE INVENTORY

I. Vehicle Inventory

Please, list all the Vehicles currently used by agency/organization

Model Year	Make / Size / Type	FDOT Control # or VIN #	Wheelchair Ramp or Lift (specify)	Seats & W/C Positions (i.e. 12+2)	Avg. Miles Per Year	Current Mileage	Expected Retirement Date	Other Equipment (GPS, onboard computer)	Funding Source Used to Purchase Vehicle	Urban Service Area (Y/N)

II. Anticipated/Requested Vehicles

Please, list all the Vehicles requested through this grant, other funding sources, or already purchased but not yet in service.

Purpose	FDOT Control # or VIN of Vehicle Replacing*	Make / Size / Type	Wheelchair Ramp or Lift (specify)	Seats & W/C Positions (i.e. 12+2)	Expected Avg. Miles/Yr.	Expected Retirement Date	Reson for Retirement or Replacement	Other Equipment (GPS, onboard computer)

*If requesting a capital vehicle replacement, a vehicle must be identified for replacement here.

Standard Form 424

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

Standard Form 424 - SF424_4_0-V4.0 (3).pdf
Standard Form 424 Sample - See Section 5310 Grant Manual
https://www.golynx.com/corporate-info/doing-business/fta-5310-program.stml

Federal Certifications and Assurances

All applications must include the most recent signed copy of the FTA Certifications and Assurances. These can be found at the following link: FY2024 Annual List of Certifications and Assurances for FTA Grants and Cooperative Agreements (dot.gov)

Exhibit A: CTC Coordination Contract

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

The CTC Coordination Contract is only required for new agencies or agencies proposing a project different to what the previous CTC Coordination Contract stated. If the agency does not have a current Coordination Contract with the CTC, a letter of intent to do so is required in place of the contract. Grant awards will not be made without an appropriate coordination agreement.

CTC Required Meeting

Applicants must meet with the CTC prior to applying and **must include the date of the meeting on the checklist of this application**. The period to meet with the CTC is between **July 15 and July 26, 2024**. To schedule a meeting with the CTC please contact Selita Stubbs at SStubbs@golynx.com or (407) 254-6039.

Single Audit Act, or Certification of Exemption from Single Audit Act

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

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

IT IS HEREBY CERTIFIED THAT the Applicant:

1. Will not receive $750,000 or more for the current Fiscal Year from all federal sources combined, and is, therefore, exempt from the Single Audit Act as described in OMB A-133; and

2. In the event the applicant does receive $750,000 or more in total from all federal sources during the current fiscal year, the applicant will comply with the Single Audit Act and submit LYNX a copy of its most recent audit conducted in compliance with the Act within 90 days of audit completion.

_____

Name & title of authorized person

_____   _____

Signature of authorized person   Date

Exhibit C
Coordinated Public Transit – Human Services Transportation Plan

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

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

This grant request is derived from a coordinated plan compliant with Federal Transit Administration Circular 9070.iG.

1. The name of this coordinated plan is:

   _____

   _____

2. The agency that adopted this coordinated plan was:

   Central Florida Regional Transportation Authority dba LYNX _____

3. The date the coordinated plan was adopted was:

   _____

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

   _____

_____

Name & title of authorized person

_____   _____

Signature of authorized person   Date

Exhibit D

Governing Board's Resolution
Please complete the template form included below:

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

WHEREAS _____ (Agency name) has the authority to apply for and accept grant awards made by LYNX as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended.

NOW, THEREFORE, BE IT RESOLVED BY THE _____
_____ (Governing Body) in _____ (City), FLORIDA:

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

DULY PASSED AND ADOPTED THIS _____, 2024.

By: _____
Signature, Chairperson of the Board *[blue ink]*

_____
Typed name & Title

ATTEST:

_____(seal)

Certificate of Equivalent Service

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

CERTIFICATION OF EQUIVALENT SERVICE

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

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

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

_____ (Name & title of authorized person)

_____   _____
Signature of authorized person   Date

APPENDIX B: NEIGHBORLINK ROUTE PROFILES

An analysis conducted for each of the eleven NeighborLink routes shows the distribution of traditionally transportation disadvantaged populations and will be used to identify where the routes' coverage meets expectations and where gaps can be identified.

First, population density was calcluated at the Census block level to show which areas are more densely populated compared to areas with fewer residents. On the following maps, each shade of pink is categorized as follows:

- Lightest Pink: <1,000 residents/sqmi
- Light Pink: 1,001-3,500 residents/sqmi
- Medium Pink: 3,501-7,500 residents/sqmi
- Dark Pink: >7,501 residents/sqmi

Next, household data for seniors, income status, and disability status were analyzed at the block group level. The results of the demographic analysis for each block group was compared to the service area by calculating the number of standard deviations away from the service area mean for each of the three demographic indicators. Once the three z-scores were calculated, they were added together. This creates a variable that equally weights the three demographic indicators and shows which block groups have higher-than-average distribution. The block groups are symboloized as follows:

- Lightest Blue: <0 std's below mean (min -4.34)
- Light Blue: 0-1 std's above mean
- Medium Blue: 1-2 std's above mean
- Dark Blue: >2 std's above mean

Therefore, if a census block group is any shade of blue, it indicates there is a higher distribution of transportation disadvantaged populations than the mean of the demographic for the entire five county region including Lake, Orange, Osceola, Polk, and Seminole counties. The means' for the target demographics within the five counties is:

- 16.2% Senior Households
- 12.1% Household Poverty
- 26.3% Households with at Least One Disability

It should be noted that these numbers are different from the individual demographics, since the U.S. Census Bureau only accounts for individididuals in the American Community Survey at block group levels. Those demographics within the LYNX service area are:

- 16.2% Senior (same as individual demographics)
- 12.8% Individual Poverty
- 12.8% Individuals with a Disability

As shown in Map B-1, the eleven NeighborLink routes are spread throughout the three-county region, mostly located just outside of the fixed route service area. The areas encompassed by NeighborLink routes mainly include suburban Orlando and several small towns or developments surrounding the metropolitan area.

MAP B-1: NEIGHBORLINK ROUTE OVERVIEW MAP

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
- Population Density
- Target Demographics
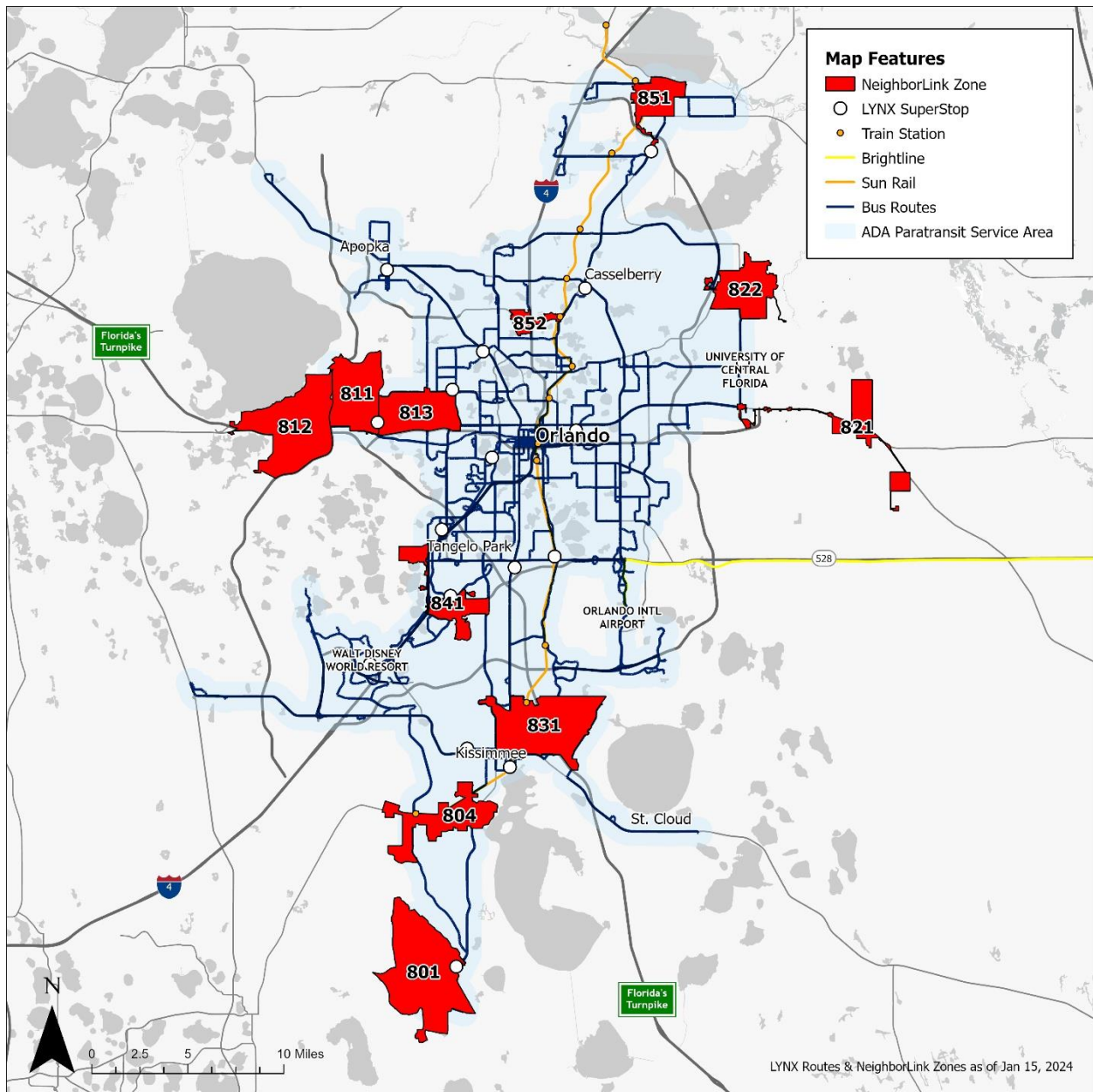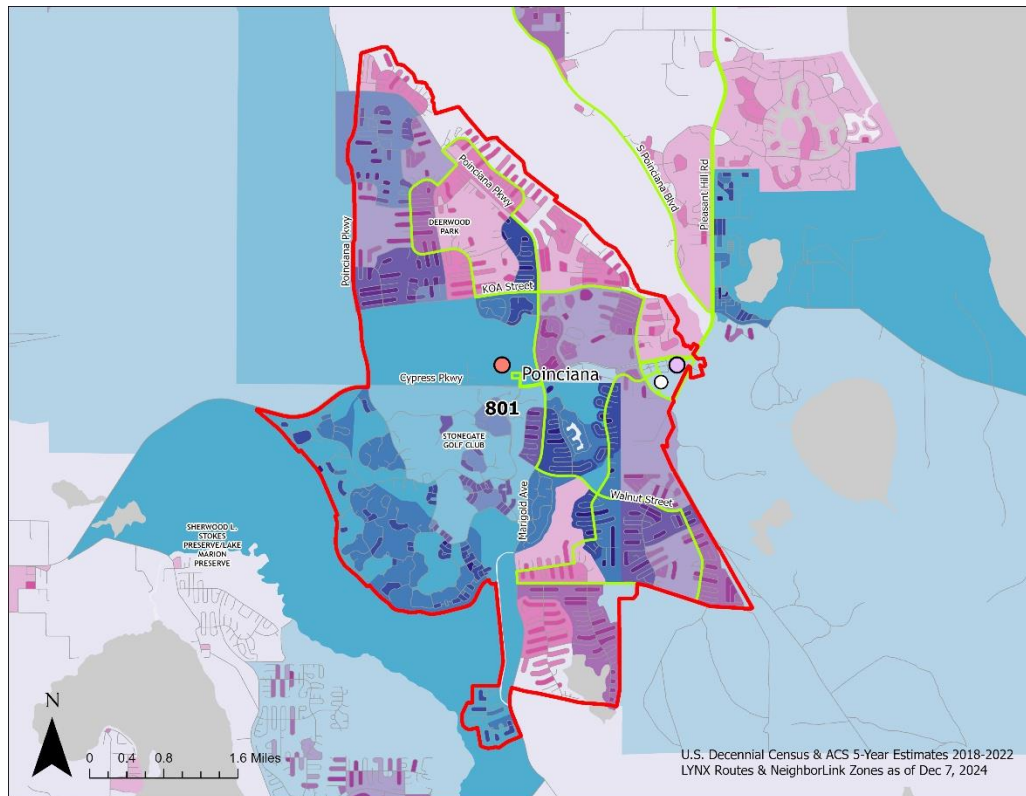
801 – Poinciana

Poinciana's NeighborLink (route 801) covers the extent of many suburban developments surrounding the area. This NeighborLink route may be characterized as suburban residential developments with main corridors home to low-density commercial and office spaces. The route has a LYNX SuperStop and is served by three fixed routes (26, 306, and 426).

When it comes to the demographics of the entire NeighborLink route, it is observed that out of the estimated 50,709 residents within it, the rate of seniors and persons with a disability is higher than the LYNX service area average. Poverty rates in this area are observed as lower than average.

Areas outside of route 801 with notable population densities and/or target demographics are not very prevalent. The corridor of Pleasant Hill Rd has several developments a portion of blocks see as above average in these characteristics but does not achieve the intensity of the rest of route 801.
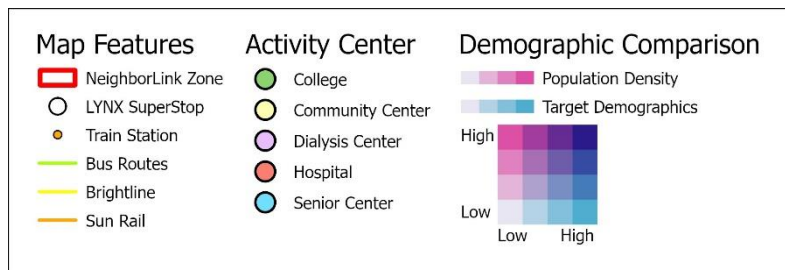
Estimated Demographics		
Total Population	50,709	
Population Density	2,660/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
21.6%	10.7%	16.1%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
+5.4%	-2.1%	+3.3%
Avg. Daily Riders (FY24)	40	

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features
- ▭ NeighborLink Zone
- ○ LYNX SuperStop
- ● Train Station
- ━ Bus Routes
- ━ Brightline
- ━ Sun Rail

Activity Center
- ● College
- ● Community Center
- ● Dialysis Center
- ● Hospital
- ● Senior Center

Demographic Comparison
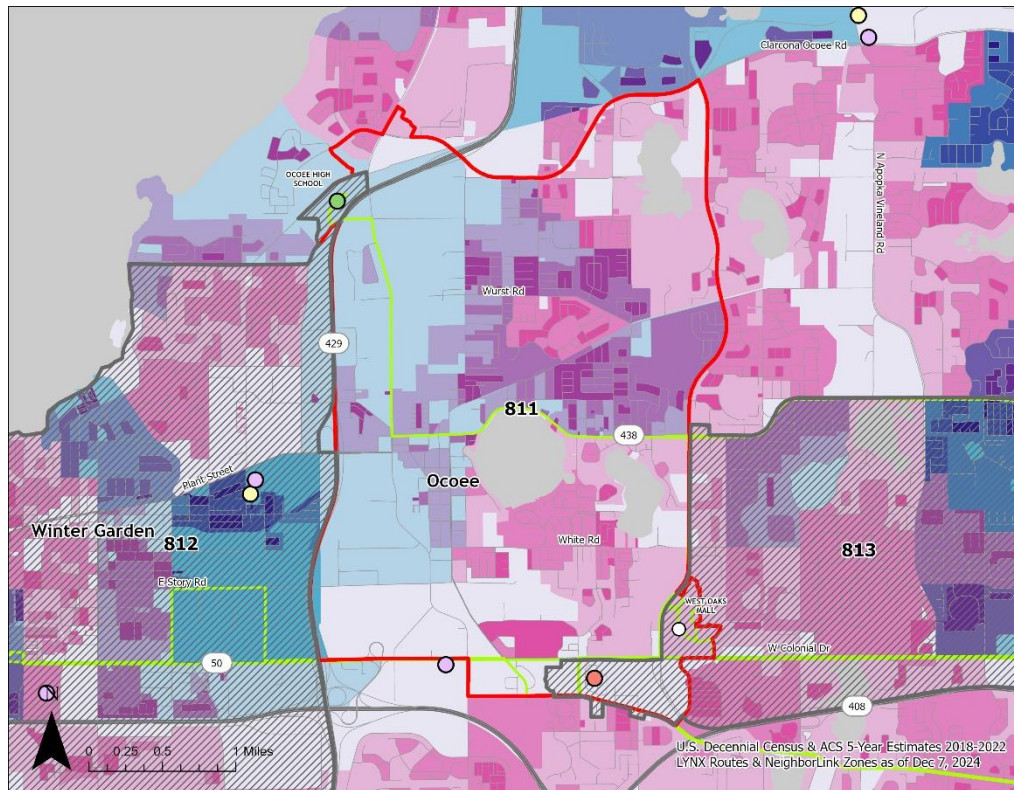- Population Density
- Target Demographics
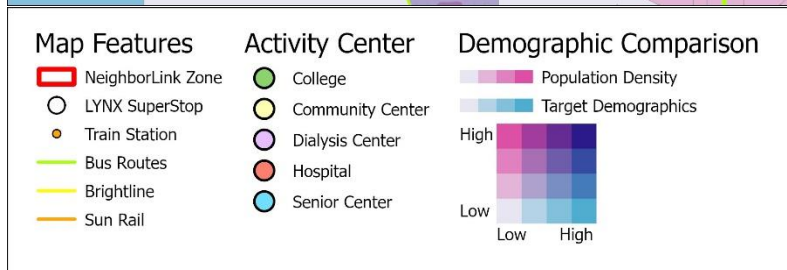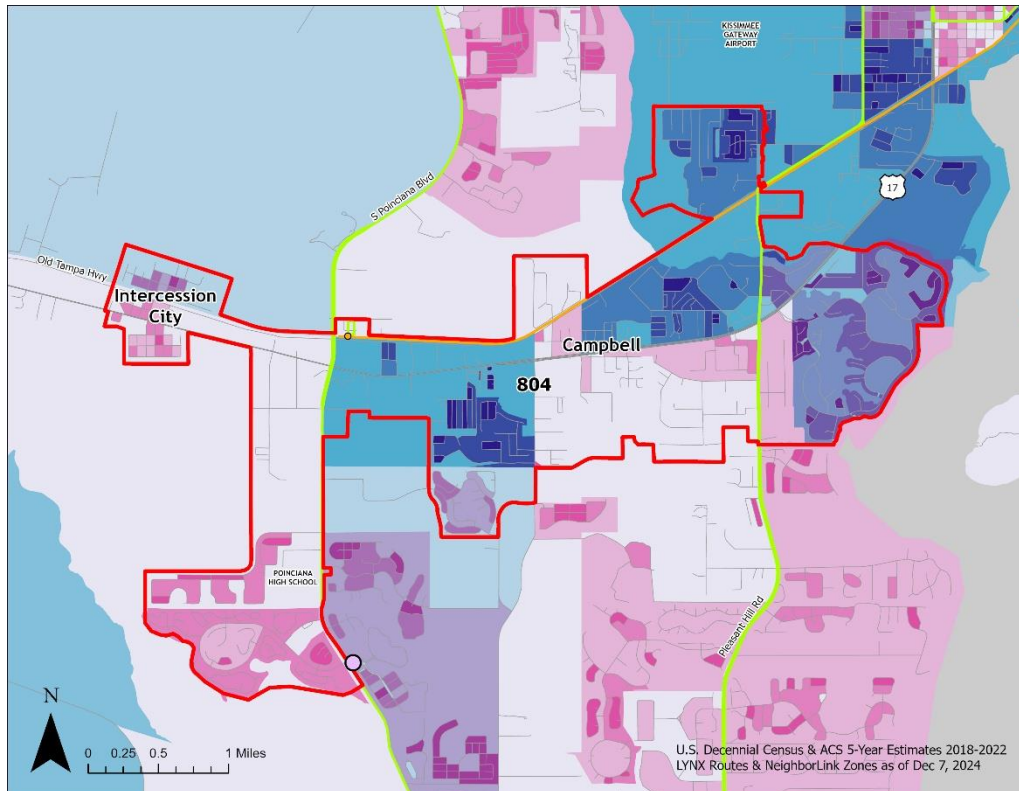
804 – Intercession and Campbell Cities

Intercession City and Campbell's NeighborLink (route 804) covers the extent of Campbell, Intercession City, and extends to Poinciana High School. This route is low-density suburban in parts but has areas in between the main population centers with little development. The route is served by a SunRail train station and two LYNX fixed routes (26 and 306).

When it comes to the demographics of the entire NeighborLink route, it is observed that out of the estimated 17,486 residents within it, the number of low-income poulations and persons with a disability is higher than the LYNX service area average. However, this area has a lower-than-average senior population.

Route 804 generally includes the census blocks that include areas with the highest target demographics. These areas include the north side of Campbell, east of Pleasant Hill Road, and the neighborhood in the most central point of the route.

Estimated Demographics		
Total Population		17,486
Population Density		2,111/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
15%	14.6%	15.7%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-1.2%	+1.8%	+2.9%
Avg. Daily Riders (FY24)		13

Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
- Population Density
- Target Demographics

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
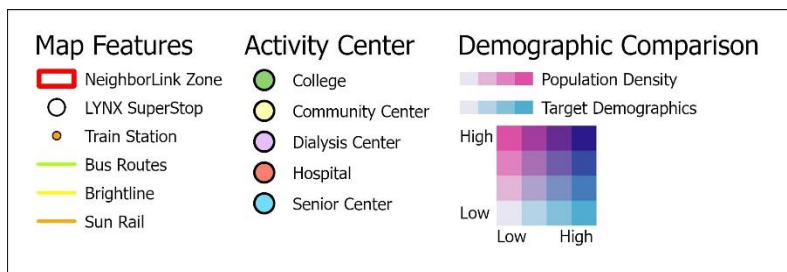LYNX Routes & NeighborLink Zones as of Dec 7, 2024

811 – Ocoee

Ocoee's NeighborLink (route 811) is situated between two other NeighborLink routes, covering the neighborhoods surrounding Ocoee. This area would be characterized as mainly low-density suburban residential developments with higher density commercial corridors. The route has a LYNX SuperStop and is served by five fixed routes (54, 105, 125, 701, and 705).

Route 811 has an estimated 20,658 residents and has overall target demographics of seniors, low-income populations, and persons with a disability at lower levels than the rest of the LYNX service area average.

Route 811 generally includes the census blocks that have areas with the highest target demographics around Ocoee. However, these areas are observed as having lower numbers than the other two NeighborLink routes surrounding it. Central Ocoee has higher than average target demographics but is not as dense as other NeighborLink routes.

Estimated Demographics		
Total Population	20,658	
Population Density	2,169/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
11.6%	12.7%	11.4%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-4.6%	-0.1	-1.4%
Avg. Daily Riders (FY24)		26

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
- Population Density
- Target Demographics
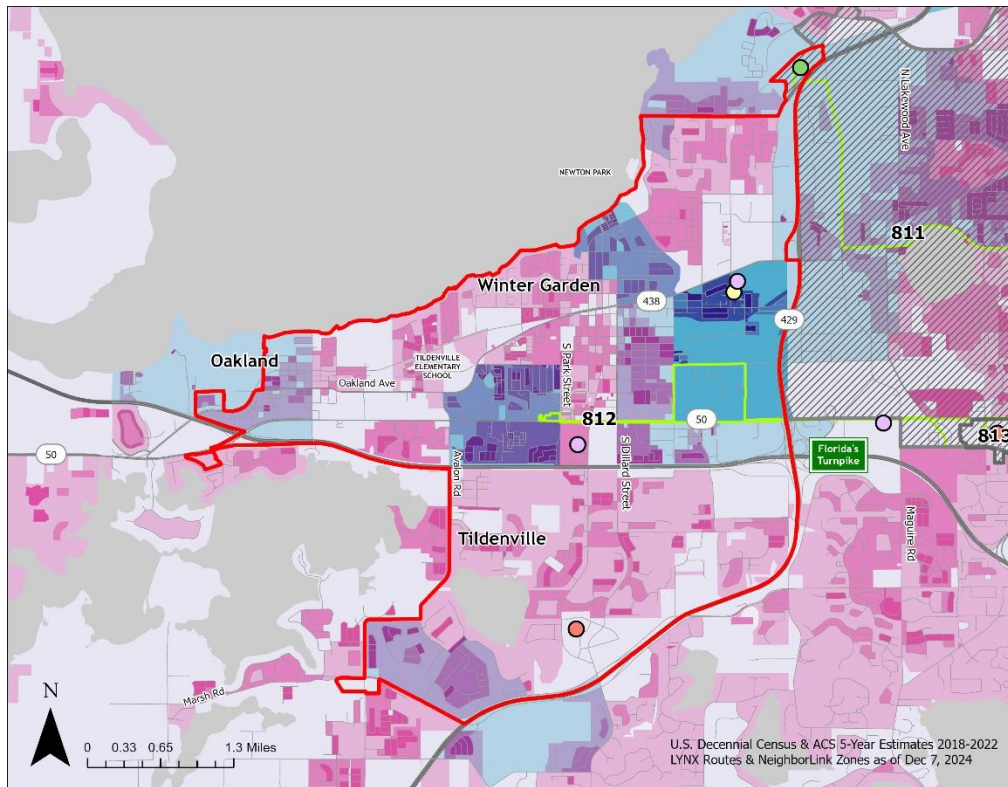
812 – Winter Garden

Winter Garden's NeighborLink (route 812) is situated directly to the west of the Ocoee NeighborLink route. This route includes low and medium density housing developments as well as suburban commercial and a downtown commercial district. This route is served by only one LYNX fixed route (705), which ends in the central portion of the route on S.R. 50.

Route 812 has an estimated 39,691 residents and has overall target demographics of seniors, low-income populations, and persons with a disability at significantly lower levels than the rest of the LYNX service area average.

Route 812 generally includes the census blocks that include areas with the highest target demographics around Winter Garden. Within this route, the most important areas for coverage are around south Winter Garden (along SR-50) and east Winter Garden (south of SR-438). While this route also includes some blocks with lower-than-average demographics, these are generally located between some areas that either have medium to high population densities or higher-than-average target demographics.

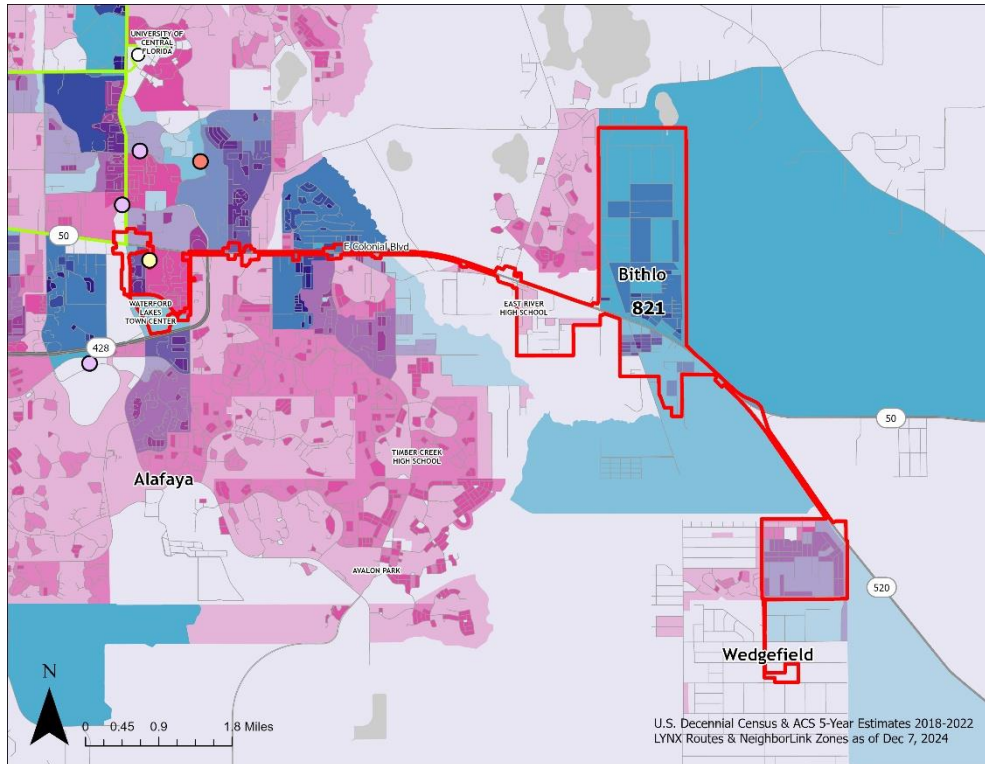| Estimated Demographics		
Total Population	39,691	
Population Density	2,588/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
13.2%	9.7%	9%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.0%	-3.1%	-3.8%
Avg Daily Riders (FY24)	39	
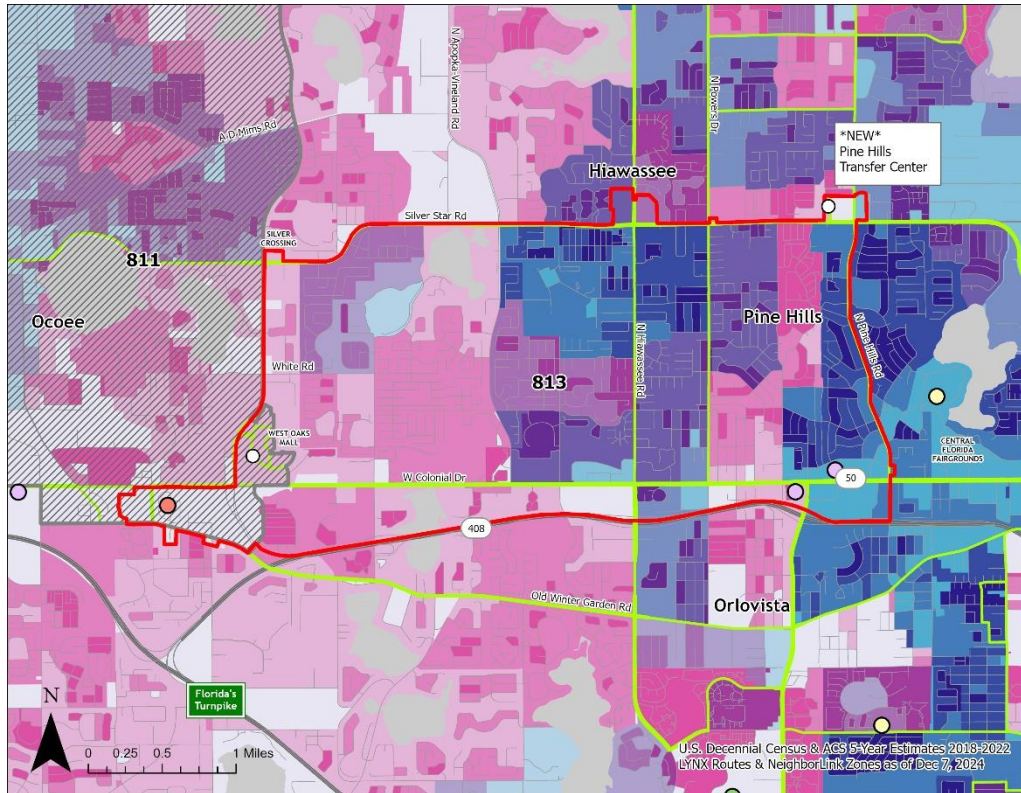
813 – Pine Hills

Pine Hill's NeighborLink (route 813) is situated directly to the east of, slightly overlapping with the Ocoee NeighborLink route. This route sees a transition from suburban, lower density developments to the west while higher density developments exist to the east. This route includes a LYNX SuperStop at West Oaks Mallas well as the Pine Hills Transfer Center at Silver Star Rd. and Belco Dr. 10 fixed routes (37, 44, 48, 49, 54, 105, 125, 301, 43, and 701), which run throughout much of the route.

Route 813 has an estimated 41,429 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 813 generally includes the census blocks that include areas with the highest target demographics around Pine Hills. Within this route, the most important areas for coverage are in and around Pine Hills, on the east side of the route. These are the areas between North Apopka-Vineland Road and the eastern edge of the route.

Estimated Demographics		
Total Population	41,429	
Population Density	4,772/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
11.5%	20.7%	14.6%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-4.7%	+7.9%	+1.8%
Avg. Daily Riders (FY24)	2	38

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features

- ⬚ NeighborLink Zone
- ○ LYNX SuperStop
- ● Train Station
- — Bus Routes
- — Brightline
- — Sun Rail

Activity Center

- ● College
- ● Community Center
- ● Dialysis Center
- ● Hospital
- ● Senior Center

Demographic Comparison
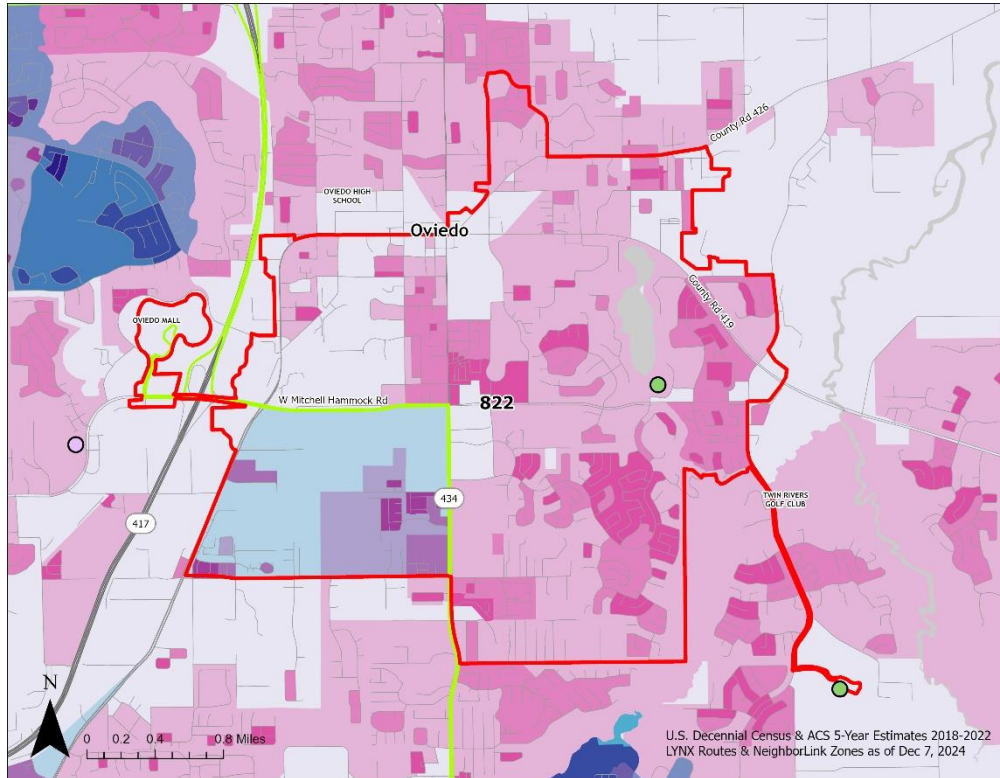
- Population Density
- Target Demographics

821 – Bithlo

Bithlo's NeighborLink (route 821) is situated in eastern Orange County, spread across several neighborhoods around the SR-50 corridor. This route covers the suburban, exurban, and rural developments FL-520 east of Orlando. This route is served by one fixed route (104) and one flex route, 821, which is also the bus providing NeighborLink service to the route.

Route 821 has an estimated 7,223 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 821 includes many census blocks that encompass areas with the highest target demographics around Bithlo, but also covers those in Wedgefield. These are also the two most crucial portions of the route in terms of target demographics. The route also covers SR-50 heading into the Orlando metro area, but potentially misses some neighborhoods left uncovered by LYNX on the north side of SR-50 before reaching Alafaya Trail and UCF.

Estimated Demographics	
Total Population	7,223
Population Density	1,167/sqmi
Key Target Demographic Rates	
Senior	In Poverty	Disability
14.5%	15.3%	13%
Compared to Service Area Mean	
16.2%	12.8%	12.8%
-1.7%	+2.5%	+0.2
Avg. Daily Riders (FY24)	57

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
- Population Density
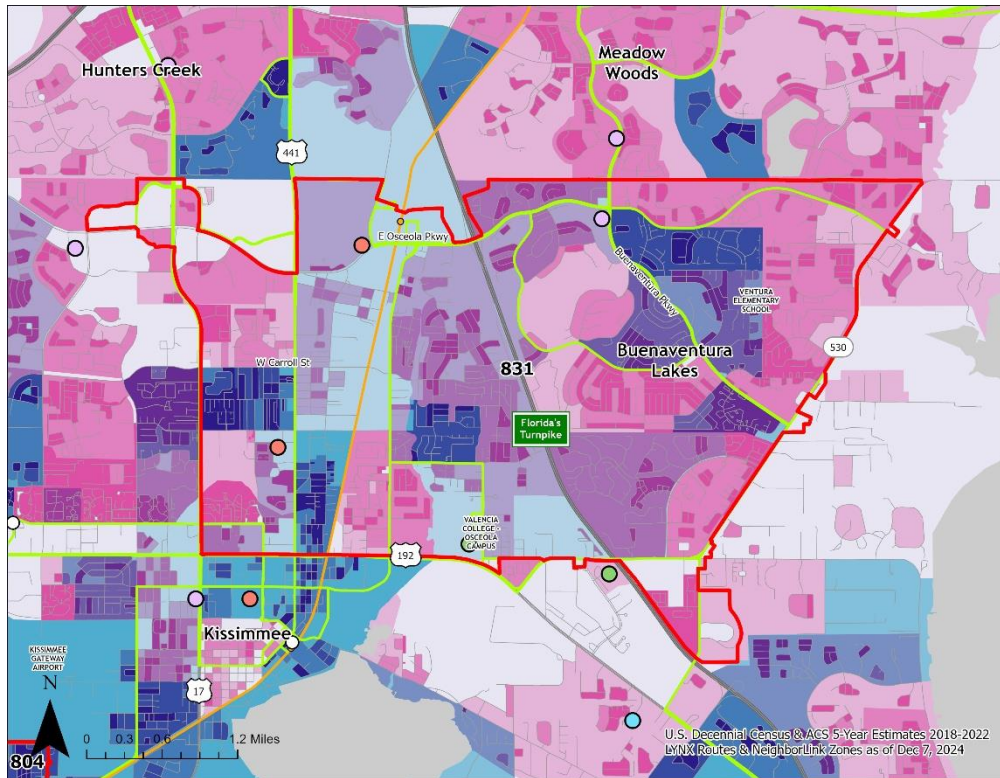- Target Demographics

822 – Oviedo

Oviedo's NeighborLink (route 822) is situated to the east of SR-417 in south central Seminole County. Oviedo has many low-density suburban developments and may be seen as an edge in the Orlando built area. This route includes one LYNX fixed route (434), which runs through the southwestern portion of the route.

Route 822 has an estimated 21,214 residents and has overall demographics of seniors, low-income populations, and persons with a disability at lower levels than the rest of the LYNX service area average.

Route 822 covers areas with lower-than-average target demographics and medium to low levels of density. The areas that exhibit target demographics and density are found in the southwestern portion of the route. Some areas of higher density and higher-than-average levels of target demographics are seen throughout the eastern portion of the route. In relation to other routes, target demographics and density in route 822 are observably lower than in many others.

Estimated Demographics		
Total Population	21,214	
Population Density	2,893/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.9%	9.6%	9.9%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.3%	**-3.2%**	**-2.9%**
Avg. Daily Riders (FY24)		**12**

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U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
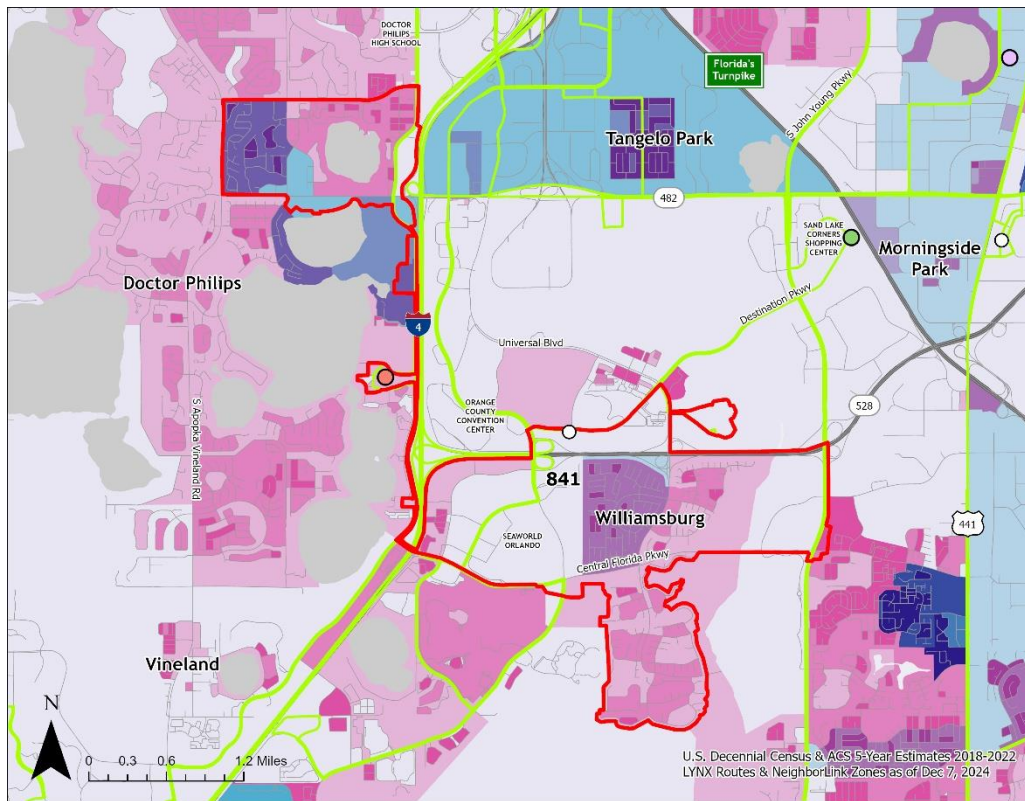- Population Density
- Target Demographics

831 – Buenaventura Lakes/ N. Kissimmee

Buenaventura Lakes and North Kissimmee's NeighborLink (route 831) is situated in north central Osceola County. This route includes medium to high density developments within north Kissimmee and central Buenaventura Lakes, while hosting suburban and commercial developments around its edge and between those centers. This route includes a SunRail train station as well as seven LYNX fixed routes (10, 18, 55, 56, 108, 407, and 441), which run throughout much of the route.

Route 831 has an estimated 66,614 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 831 generally includes the census blocks that include areas with the highest target demographics around north Kissimmee and central Buenaventura Lakes. These are also the areas with the highest need for service when exploring the target demographics and population density.

Estimated Demographics		
Total Population	66,614	
Population Density	4,591/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.8%	14.5%	13%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.4%	+1.7%	+0.2%
Avg. Daily Riders (FY24)	35	

U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features

| NeighborLink Zone |
| LYNX SuperStop |
| Train Station |
| Bus Routes |
| Brightline |
| Sun Rail |

Activity Center

- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison

Population Density
Target Demographics
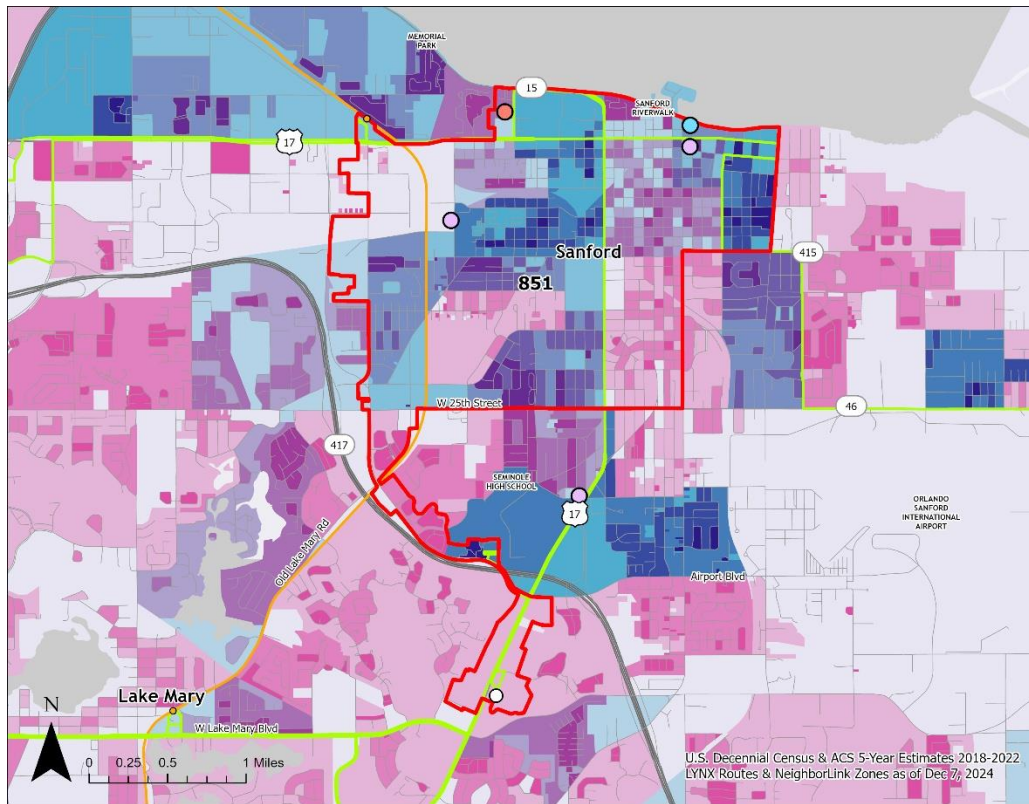
High / Low

Low — High

841 – Williamsburg

Williamsburg's NeighborLink (route 841) is located directly south of Orlando to the east of I-4. The route includes the suburban developments within Williamsburg and portions of Doctor Philips, connected by Turkey Lake Road as well as higher density developments around SeaWorld. This route has one LYNX SuperStop near the Orange County Convention Center and is served by five LYNX fixed routes (8, 21, 38, 42, 57, 311, and 350), which covers express routes to both downtown Orlando and Disney World Resort, and local routes.

Route 841 has an estimated 13,907 residents and has overall demographics of low-income and senior populations at lower levels than the rest of the LYNX service area average, while the low-income population is higher than the average.

Route 841 includes block groups within Williamsburg and Doctor Philips. Within this route, the most important areas for coverage are in and around the Doctor Philips section as well as the most central neighborhood in Williamsburg. Many areas with higher-than-average target demographics are covered within Williamsburg and Doctor Philips.

Estimated Demographics	
Total Population	13,907
Population Density	2,115/sqmi
Key Target Demographic Rates		

Senior	In Poverty	Disability
12.8%	14.4%	9.1%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.4%	+1.6%	-3.7%
Avg. Daily Riders (FY24)		15

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U.S. Decennial Census & ACS 5-Year Estimates 2018-2022
LYNX Routes & NeighborLink Zones as of Dec 7, 2024

Map Features

- 🔲 NeighborLink Zone
- ◯ LYNX SuperStop
- 🔴 Train Station
- —— Bus Routes
- —— Brightline
- —— Sun Rail

Activity Center

- 🟢 College
- 🟡 Community Center
- 🟣 Dialysis Center
- 🔴 Hospital
- 🔵 Senior Center

Demographic Comparison

Population Density
Target Demographics

High / Low — Low / High

851 – Sanford

Sanford's NeighborLink (route 851) covers much of downtown and southern Sanford. The route hosts most of Sanford's residential housing, which may be described as mostly single-family except for the higher density downtown. This route includes a SunRail train station as well as five fixed routes (34, 45, 46E, 46W, 103), which run throughout much of the route.

Route 851 has an estimated 14,016 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 851 generally includes the census blocks that include areas with the highest target demographics around Sanford. The areas within Sanford to the west of US-17 are often seen as having higher target demographics and are mainly covered by route 851.

Estimated Demographics		
Total Population	12,700	
Population Density	3,181/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
14.3%	14.7%	15.2%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-1.9%	+1.9%	+2.4%
Avg. Daily Riders (FY24)	65	
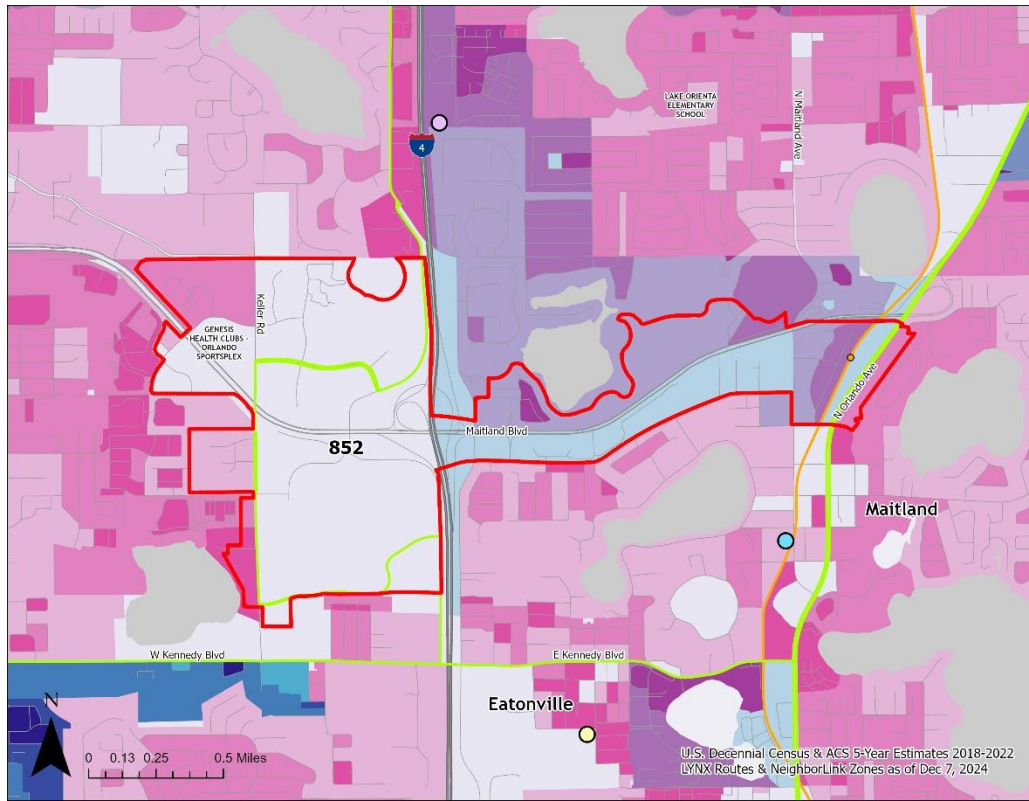
852 – Maitland

Maitland's NeighborLink (route 852) covers the extent of Maitland Boulevard between Keller Road and N Orlando Avenue. This is a high density commercial and office corridor, home to very little housing. This area is also supported by a SunRail train station and two LYNX fixed routes (1 and 102), and one flex route,852, which also serves as the NeighborLink bus.

In terms of demographics, this is mainly a commercial and office district, so its population is very low (at 1,751 residents). Of these, seniors and persons with disabilities are lower than the rest of the LYNX service area while low-income residents are higher than the service area.

Specifically, areas to the east of I-4 demonstrate areas with target demographics that are higher-than-average, although not built up at a high intensity/density. Maitland Boulevard east of I-4 is the most important area covered in this route, but the route does not necessarily cover the entire census block group with these higher-than-average demographics.

Estimated Demographics		
Total Population	1,751	
Population Density	3,265/sqmi	
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.7%	15.3%	10.3%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.5%	+2.5%	-2.5%
Avg. Daily Riders (FY24)		8

Summary

Table B-1 below summarizes the various statistics associated with each of the NeighborLink routes that were analyzed, including the average daily ridership numbers for each route.

Upon analyzing each of the eleven NeighborLink routes within the LYNX network, there are a few patterns that emerge when comparing the several attributes explored with each route's average daily ridership. First, the top three performing NeighborLink routes include 3 out of the top 4 highest senior populations and 3 out of the top 5 disabled populations. This would indicate that two (out of three) target demographics positively correlate with the ridership of a route. However, poverty rates across NeighborLink routes appear to not impact ridership as much, unless the ridership figure is very low.

Another pattern that was observed indicates that while population density alone did not positively correlate to ridership, pairing population density with several other factors was able to suggest as to why specific routes had higher or lower ridership. For example, while the densest routes (813 and 831) should theoretically produce the best ridership for a typical transit system, these routes also had the highest number of fixed routes, which ultimately held back their use compared to other routes with less access to transit, but lower population density numbers. Furthermore, once the population density was paired with the number of fixed routes, those routes with lower target demographics (such as routes 812 and 822) showed lower ridership than may have been expected.

TABLE B-2: NEIGHBORLINK SUMMARY BY ROUTE

NeighborLink Route	Estimated Population	Population Density (sq. mi.)	Senior Population (%)	Population in Poverty (%)	Population with a Disability (%)	# of LYNX Fixed Routes	Average Daily Riders (FY24)
801	50,709	2,660	21.6%	10.7%	16.1%	3	40
804	17,486	2,111	15.0%	14.6%	15.7%	2 + SunRail	13
811	20,658	2,169	11.6%	12.7%	11.4%	5	26
812	39,691	2,560	13.2%	9.7%	9.0%	1	39
813	41,429	4,772	11.5%	20.7%	14.6%	10	38
821	7,223	1,167	14.5%	15.3%	13%	1	57
822	21,214	2,893	12.9%	9.6%	9.9%	1	12
831	66,614	4,591	12.8%	14.5%	13%	7 + SunRail	35
841	13,907	2,115	12.8%	14.4%	9.1%	7	15
851	14,016	2,864	14.6%	15.6%	15.7%	5 + SunRail	65
852	1,751	3,265	12.7%	15.3%	10.3%	2 + SunRail	8

Gaps in Existing NeighborLink Routes

Given the geospatial factor of each of the statistics explored in this analysis, there are patterns noticed within the LYNX service area that may warrant updating each route's boundaries.

801 – Poinciana: Coverage is sufficient within much of Poinciana for NeighborLink and fixed routes. However, northeast of the route, neighborhoods along Pleasant Hill Road, while having fixed route service, may warrant NeighborLink access due to high target demographics.

804 – Intercession and Campbell Cities: Neighborhoods east of Poinciana High School have pockets of high population density, not within the route. Neighborhoods east of the Kissimmee Gateway Airport have high population density and target demographic statistics, not within the route.

811 – Ocoee: Coverage across Ocoee is well managed as routes 812 and 813 cover much of its surroundings. Ocoee High School and its surrounding hold density and target demographics higher than average, which are largely uncovered. One activity center within route 812 is not covered.

812 – Winter Garden: Coverage is sufficient.

813 – Pine Hills: Many neighborhoods surrounding the eastern size of the route in all directions (except west) have areas of high population density and target demographics. Hiawassee and Orlovista may warrant coverage. There are also two activity centers uncovered to the southeast.

821 – Bithlo: Neighborhoods along East Colonial Boulevard are seen to have high population density and target demographics, largely not covered.

822 – Oviedo: Neighborhoods north of the Oviedo Mall have high population density and target demographics but are not within coverage.

831 – Tupperware SunRail and Valencia College: Neighborhoods in central Kissimmee, not within the route, have high population density and target demographics. Neighborhoods along US-192, southeast of the route also have these stats. Furthermore, three activity centers near the route are not within coverage.

841 – Williamsburg: While neighborhoods of high population density and target demographics are spread out outside of this route, potential for those neighborhoods (off US-441 and Tangelo Park) may be expanding into.

851 – Sanford: Several neighborhoods to the east of the route with high population density and target demographics are largely uncovered. These extend from east of downtown to Airport Boulevard.

852 – Maitland: Coverage for areas north of Maitland Boulevard between I-4 and North Orlando Avenue does not include many of the homes for higher target demographics. There are two activity centers southeast of the route that are not within coverage, also including areas of high population density.

APPENDIX C: 2022 HSTP STRATEGIES AND STATUS

Human Services Transportation Plan 2025 Update
Strategies for Addressing Service and Coverage Gaps

Near-Term Strategies (1-3 Years)			
Department	**Strategies Identified**	**Goal completed**	**Describe the Status**
Planning	1. Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses.	No	LYNX is not pursuing this strategy at this time. The agency still works with FDOT if there is an issue with any agency that crosses boundaries. Meetings are held to have a better understanding as of which agency they must apply for funding and also work with the agency to discuss the methodology that will be used to split the mileage and trip expenses.
	2. Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.	Yes	LYNX continues to provide ADA accessible vehicles to Human Services Agencies. The procurement of new vehicles was delayed due to not having a state contract in place to acquire the vehicles. LYNX started the process of procuring the new vehicles once the state contract was signed in October of 2023.
	3. Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.	No	This is an ongoing effort as new facilities open. When making changes to an existing NeighborLink zone or adding a new NeighborLink zone, major points of interest, including dialysis centers, are taken into consideration. Changes include expanding zones to newer activity centers and reducing low ridership areas to improve efficiency. The service planning team will map out these points of interest and make sure that nearby dialysis centers are included in the proposed service area. LYNX has not added a new NeighborLink zone in the past three years; however, the organization has been adjusting each zone, doing a few every service change since April 2022. So far, LYNX has adjusted the following routes: NL 811 Ocoee, NL 812 Winter Garden, NL 813 Pine Hills, NL 821 Bithlo, NL 822 Oviedo, NL 831 Buenaventura Lakes/N. Kissimmee, NL 841 Williamsburg, NL 851 Sanford, NL 852 Maitland.
	4. Review and update LYNX website to ensure accurate 5310 program information is provided.	Yes	The 5310-program information is revised yearly and immediately updated when there are changes to the program. Information regarding the new Competitive Selection Process is updated every year during the summer.

Mobility Services	1. Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.	Yes	This is done on an ongoing basis. Mobility Services has implemented new training on technology (paratransit vehicle tracking) with dialysis centers.
	2. Develop a "welcome packet" or revised "How to Ride Guide" for new ACCESS LYNX clients informing them on how to schedule trips, the riders code of conduct, and other LYNX services available to them.	Yes	The new ACCESS LYNX "How to Ride Guide" for new and existing paratransit clients was updated and published in May of 2023. https://www.golynx.com/plan-trip/riding-lynx/access-lynx/how-ride-access-lynx.stml
	3. Encourage the use of Fund Braiding to provide for the local match for 5310 programs.	No	The Commission for Transportation Disadvantage allocates funds for the TD eligible clients and FTA funds the ADA program. Mobility Services is not aware of any existing opportunities for Fund Braiding and believes this is an issue that needs to be coordinated with the Finance Department, as they are the responsible department for budget allocation.
	4. Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.	Yes	Implementing new webpage availability with Dialysis Centers to help track and status paratransit trips that are picking up and dropping off at their specific location. "My Agency Portal".
	5. Coordinate operator training with Human Services Agencies that use ACCESS LYNX service to transport their clients with special needs.	Yes	Although there are other agencies that have been identified with certain needs, Mobility Services has been able to work with Lighthouse Central Florida to support operator training for the visually impaired. The Department is looking forward to continuing to provide services to other agencies as well.
Operations (Access LYNX)	1. Upgrade the ACCESS LYNX telephone system to better communicate with passengers regarding pick up, drop off, and other information via text messages, phone calls, or email.	No	The phone system has been upgraded. Access LYNX does not have personnel resources or the budget for text messaging.
	2. Allow ACCESS LYNX customers to select their preferred means of communication.	No	Not provided yet, as no funding is available for the necessary technology to allow clients to utilize the Interactive Voice Response (IVR) communication system. Additionally, there is no budget for dedicated personnel to staff the text messaging system 24/7.

	Strategies	Goal completed	Status
	3. Upgrade scheduling software to improve trip wait times and on time performance.	Yes	Software upgrade complete.
	4. Increase pays and other incentives to address operator shortages.	Yes	Completed.
	5. Leverage the use of TNCs (shared ride services) where practical for ACCESS LYNX trips.	Yes	Completed.
Customer Service (Access LYNX)	1. Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.	Yes	This is an ongoing process.
	2. Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.	Yes	Done through customer contact system software. Comment pertaining to fixed route schedules are submitted to Planning.
	3. Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.	Yes	Mobility Services is continuously training its Representatives on customer service matters and improvements. Currently it is informal; however, now that training is a part of Operations, ACCESS LYNX will be expanding and formalizing the training program.

Intermediate-Term Strategies (4-6 Years)			
Department	**Strategies Identified**	**Goal completed**	**Describe the Status**
Planning	1. Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.	No	Through LYNX's 5310-Program, Human Services Agencies (HSAs) can apply for operating funds to subsidize the lease of Vanpool vehicles as well as operating expenses. Although LYNX has not yet provided the HAS the ability to procure their vehicles, LYNX is currently working on establishing a methodology and updating the Program Management Plan (PMP) to provide Capital Awards to HSAs. The PMP will be submitted to the FTA for approval. This goal is expected to be moved to the Near-term strategy category.

	2. Rebrand the agency Vanpool program to eliminate confusion between the requirements of the agency Vanpool and the commuter Vanpool programs and promote Vanpool as a transportation option, particularly during Mobility Week.	No	LYNX do not foresee pursuing this goal soon. According to Title VI, vehicles must be rotated among the agencies that are participating in the Vanpool program; therefore, they can't be rebranded in a way that will limit the possibility of moving/rotating vehicles between agencies. Agencies are allowed to use a "magnet" type of logo, but no stickers or items that will damage the paint of the vehicle.
	3. As new service areas are identified, consider the geographic service areas identified in this plan for future NeighborLink service or "feeder" service provided by taxis or Vanpools to assist target populations with the "first mile, last mile" to the fixed-route stop.	No	I think this is fine for NL, but don't like the idea of supporting/funding taxis or TNC trips. Vanpool does not seem to be the appropriate solution. Though, if there were neighborhood associations or community organizations that went through the Agency Vanpool program, I could see this as a possible solution to some of these short, first/last mile, and on-demand trips. Let them operate as a "sorta jitney"/NL service. Would require some new oversight by LYNX potentially; and help with reporting.
	4. Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.	Yes	LYNX was not able to procure new vehicles for a few years. Now that the State Contract has been signed, LYNX is procuring new Vanpool Turtle Top vehicles to replace vehicles that have exceeded their useful life. In addition, an FTA waiver allowed LYNX to procure new vans as well. Once the new Vanpool vehicles are received, LYNX will be able to have enough vehicles to increase the spare ratio.
	5. Automate the Section 5310 grant application process to be submitted through a web portal/grant management web application.	No	LYNX 5310 application still requires manual signatures and submission of all documents to a secured portal, where documents are downloaded for review. LYNX is currently working on the implementation of a new Financial Management System that will support a completely digital application. This system is expected to be implemented in October 2024, so this goal can be moved to the Near-Term Strategy category.
Mobility Services	1. Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.	No	Continue as an intermediate-term goal. New Trapeze software allows paratransit and Rides-On-Demand trips to be scheduled within same Representatives.
	2. Work to identify solutions that improve coordination among various providers either through software interface,	Yes	This has been completed with the installation of Trapeze Version 21 PASS software. Controls both paratransit and Rides-On-Demand modes of services.

	improvements to scheduling software, or phone systems to maximize transportation resources.		
	3. Improve trip scheduling with healthcare providers to gain efficiencies, particularly for dialysis centers to offer an alternative to public transportation option.	Yes	Implementing new webpage availability with Dialysis Centers to help track and status paratransit trips that are picking up and dropping off at their specific location. "My Agency Portal"
	4. Coordinate with FDOT to identify passengers/agencies in need of transportation split between urban and rural and make use of taxi vouchers to offer an alternative to public transportation option.	No	Mobility Services does not utilize Taxi Vouchers, and do not anticipate adding them.
	5. Encourage the sharing of vehicles among sub-recipients to leverage the resources available.	No	We will need to address this goal to determine the best methodology.
	6. Coordinate the sub-recipient review process with FDOT and the CTC to reduce the duplication in oversight and processes.	No	The requirements and regulations of the CTC are determined by the Commission for the Transportation Disadvantaged and serve a different purpose than the requirements from the FDOT. Therefore, both oversight procedures are necessary to ensure compliance with both programs and will have to continue. FDOT inspects only FDOT vehicles, while CTC performs the inspection for the vehicles and drivers' records participating in the coordination system (including LYNX 5310 and vehicles owned by the agencies) at least once a year.

Long-Term Strategies (Over 7 Years)			
Department	**Strategies Identified**	**Goal completed**	**Describe the Status**
Mobility Services	1. Coordinate with other private and non-profit transportation providers and agencies to develop a system for the coordination of shared vehicles.	No	This goal needs to be revised to: "Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules." "Paratransit and Rides-on-Demand with rail.
	2. Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs.	Yes	Working with Metroplan on quarterly basis through the Transportation for Disadvantage Local Coordinating Board. Need to explain with Community Advisory Committees/counsels.
Operations (Access LYNX)	1. Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience.	Yes	This has been completed with the installation of Trapeze Version 21 PASS software. Controls both paratransit and Rides-On-Demand modes of services.