
LYNX Human Services Transportation Plan (HSTP) Update

MetroPlan TDLCB

August 8, 2019

Background

- On April 23, 2019 LYNX presented a Draft TDSP Update to the QATF
- Draft TDSP Update included the 2016 5310 Human Services Transportation Plan Update (2016 Community Connector Plan)
- May 2019 the LCB Adopted the TDSP Update submitted to the Commission for the Transportation Disadvantaged
- June 2019 LYNX completed the 5310 Human Services Transportation Plan (HSTP) Update

Updates

- Highlights from the 5310 Human Services Transportation Plan (HSTP) Update will be presented
- A final copy of the 2020 5310 Human Services Transportation Plan Update is provided
- LYNX will request the CTD to amend the adopted TDSP to incorporate the 2020 Human Service Transportation Plan Update, replacing the 2016 HSTP Update

Overview of Plan Update Process

Demographic Analysis & Needs
from Public/Stakeholder Outreach

Compared to Existing Services
Available

Gaps and Overlaps





Overview of Plan Update Process



I. Review of Existing Conditions

- Review of Existing Plans/Programs
- Review of Existing Transportation Services

II. Public Involvement

- Public Workshops – March 11, 12, and 13
- Stakeholder Meetings – March 8 and 25
- Public Outreach Survey

III. Peer Review

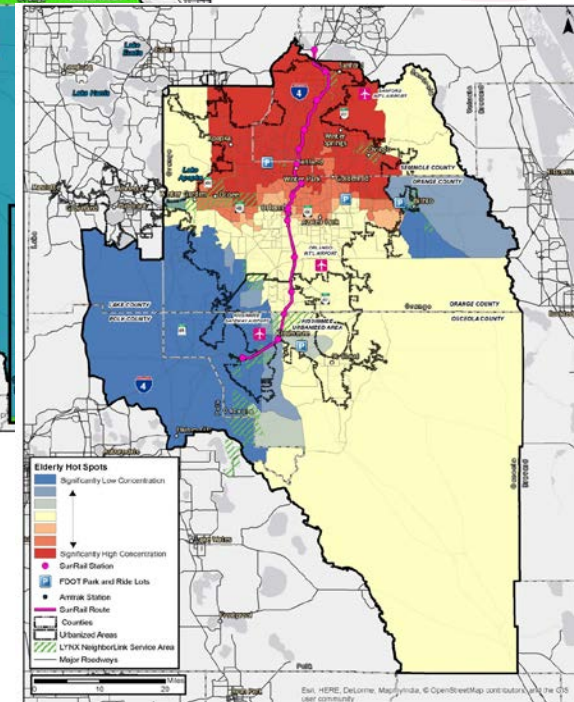
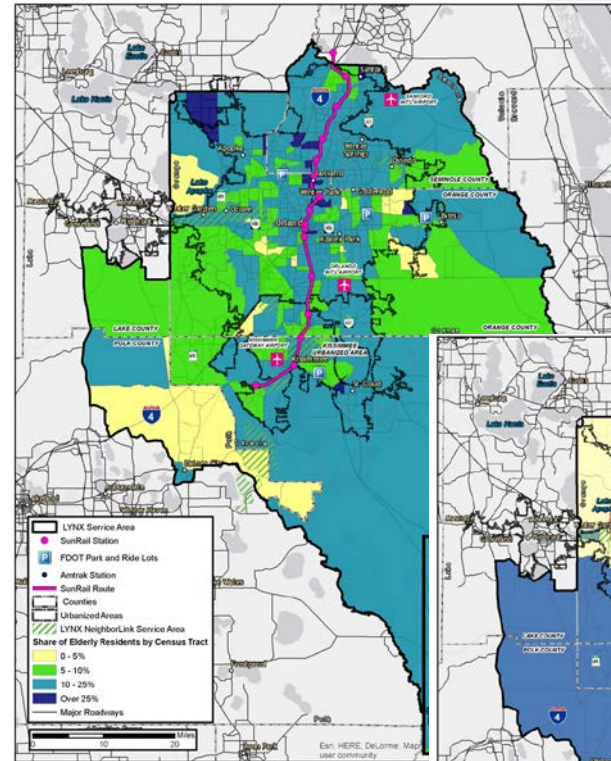
- Best Practices
 - 4 Agencies from Florida and 4 Agencies Outside of Florida

IV. Final Report

- Gap Analysis
- Prioritization of Service Needs
- Strategies for Addressing Service/Coverage Gaps
- Project Selection Process

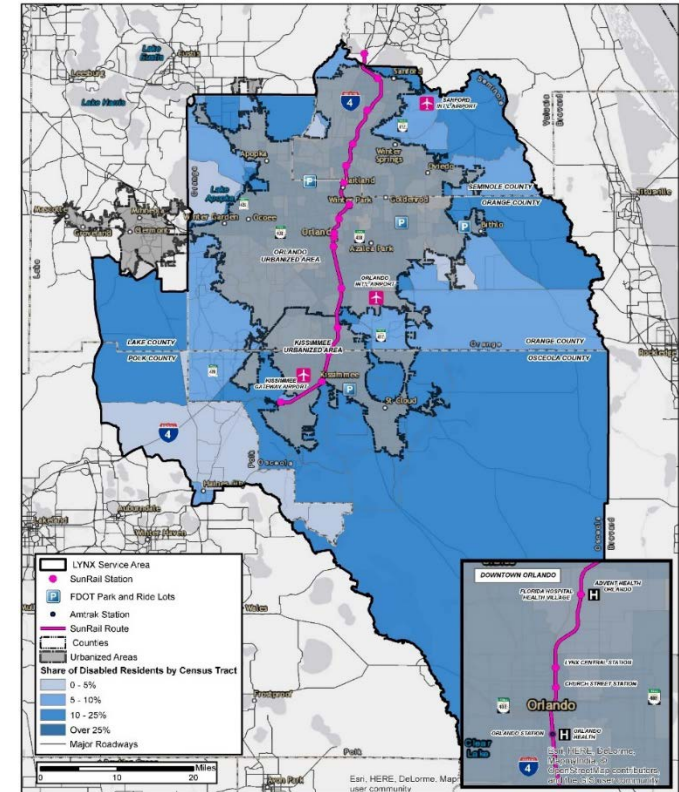
Existing Conditions

- Demographic and “Hot Spot” Analysis of Target Populations
 - Elderly Population
 - Individuals with Disabilities
 - Veteran Population
 - Low-Income Population
 - Minority Population



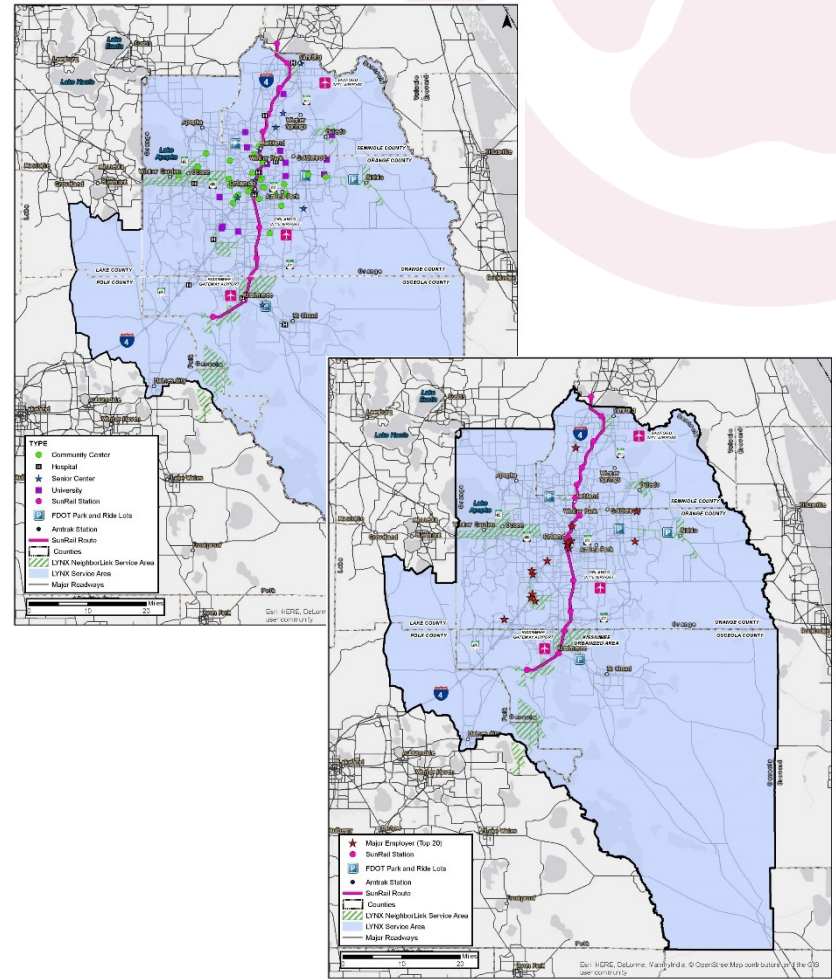
Existing Conditions

- Urban/Rural Analysis of Target Populations
 - Elderly Population
 - Individuals with Disabilities
 - Veteran Population
 - Low-Income Population
 - Minority Population



Existing Conditions

- Major Employers
 - 20 Major employers identified
- Activity Centers
 - Colleges/Universities
 - Community Centers
 - Senior Centers
 - Hospitals



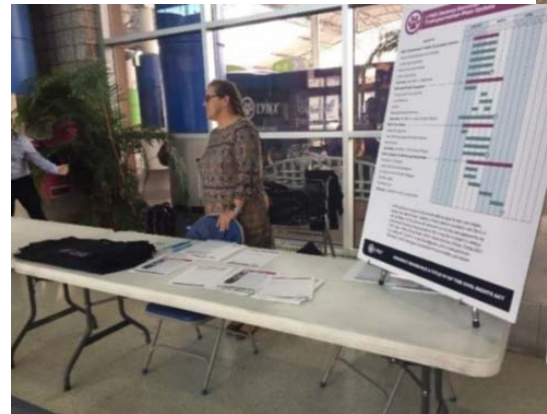
Public Outreach

- Stakeholder

- Meeting #1 – March 8
- Meeting #2 – March 25

- Public Workshops

- Kissimmee Intermodal – March 11
- LYNX Central Station – March 12
- Sanford Seminole SuperStop – March 13



Public Outreach

- Survey Questionnaire



LYNX Human Services Transportation Plan Update



The Central Florida Regional Transportation Authority, d.b.a LYNX, is in the process of updating its Human Services Transportation Plan (HSTP), which identifies transportation projects that address any gaps or overlaps in transportation services for older adults and persons with disabilities. Please answer the questions in the following survey, which will help LYNX better plan transportation services for seniors and persons with disabilities in the Orlando and Kissimmee urbanized areas.

You're invited to attend one of our three **Public Workshops** to provide your input on the transportation needs of seniors and persons with disabilities.

Public Workshops

March 11 from 3:30 - 6:00 pm at Kissimmee Intermodal Center (520 Pleasant Street, Kissimmee, FL)

March 12 from 3:30 - 6:00 pm at LYNX Central Station (455 N. Garland Ave., Orlando, FL)

March 13 from 3:30 - 6:00 pm at Seminole Towne Center SuperStop (3717 S. Orlando Drive, Sanford, FL)

If you need this survey provided in an accessible format or in another language, or if you have questions, please contact Trish Whitton (patricia.whitton@wsp.com) or 407-587-7899, or Belinda Balleras (bballeras@golynx.com) or 407-254-6115.

1. What town do you live in? (You may also list zip code or nearest intersection)

2. What is your age?
 Under 18
 18-24
 25 to 44
 45 to 64
 65 to 84
 Over 85
3. Are you currently employed?
 Yes
 No
4. Do you have access to a vehicle?
 Yes
 No
5. Do you use any of the following mobility devices? (Check all that apply):
 Cane
 White Cane (For Visually Impaired)
 Walker
 Crutches
 Manual Wheelchair
 Electric Wheelchair
 Other (please specify): _____
 Electric Scooter
 Service Animal
 Personal Care Attendant
 Portable Oxygen
6. Do you receive any of the following benefits? (Check all that apply):
 Medicaid
 Medicare
 VA (Veterans Affairs) Health Benefits
 Other (please specify): _____
 Supplemental Security Income (SSI)
 Social Security Disability Insurance (SSDI)
7. If your employer, human service agency, or any other organization provides transportation assistance, what form(s) do they provide? (Check all that apply):
 Bus Passes
 Directly Pays Full Costs Owed to the Transportation Provider
 Directly Pays Partial Costs Owed to the Transportation Provider
 Other (please specify): _____
 Taxi Vouchers/Other Vouchers
 Reimbursement for Personal Travel
 Transportation Stipend



LYNX

SURVEY QUESTIONNAIRE



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Public Outreach

- Developed Summary of Needs from all Public Outreach
 - Service Coverage
 - Expanded Service hours on the fixed-route system
 - Increased Frequency on the fixed-route system
 - New Vehicles (without stairs and less steep ramps) on the NeighborLink Service
 - Infrastructure
 - Installation of additional bus shelters and benches
 - Bus stop accessibility, improvements to sidewalks, curbs cuts, signals, etc.
 - Technology
 - Develop Smart Phone Applications for ACCESS LYNX Vehicle Arrival Notifications
 - Improve the fixed-route app to show all available route options



Public Outreach

- Developed Summary of Needs from all Public Outreach
 - Mobility Management
 - Voucher Programs for Human Service Agencies
 - Coordination between healthcare and transportation providers to avoid long wait times and will call status for patients
 - Service Quality / Operations
 - Better route planning / scheduling for ACCESS LYNX trips to reduce wait times and amount of travel time
 - Improved customer service in the ACCESS LYNX reservation process, including sensibility and call hold times

Peer Review

- **State of Florida Peer Agencies**

- Pinellas Suncoast Transit Authority (PSTA), St. Petersburg, Florida
- Jacksonville Transportation Authority (JTA), Jacksonville, Florida
- Miami-Dade Transit (MDT), Miami, Florida
- Broward County Transit (BCT), Plantation, Florida

- **Out of State Peer Agencies**

- Regional Transportation Commission (RTC), Washoe County, Reno, Nevada
- VIA Metropolitan Transit (VIA), San Antonio, Texas
- New Jersey Transit (NJ Transit), Newark, New Jersey
- Dallas Area Rapid Transit (DART), Dallas, Texas





Peer Review

- **Assessment of Technologies and Innovative Practices**
 - The review makes it evident that transit agencies will need to move toward technology solutions to improve coordination among various providers.
 - Many transit agencies have been awarded grants to improve trip scheduling with healthcare providers.
 - Moving forward LYNX should pursue grant opportunities to use on-demand information and real-time data for transportation solutions.
- **Existing 5310 Van Operation**
- **Recommended Best Practices (Table 4)**

Final Report

- **Gap Analysis**

- Provided a geographic assessment (Table 21) including:

- Existing services and local demographics
- Major Destinations with Limited Transportation Service
- Identified Need based on the comments and input provided by stakeholders and the public.

- St. Cloud / Longwood / Forest City / Clarcona / Ocoee / Winter Garden / Oakland / North Apopka / Wekiva Springs / Kissimmee / Winter Spring / Oviedo / Rural Seminole, Osceola and East Orange Counties



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Final Report

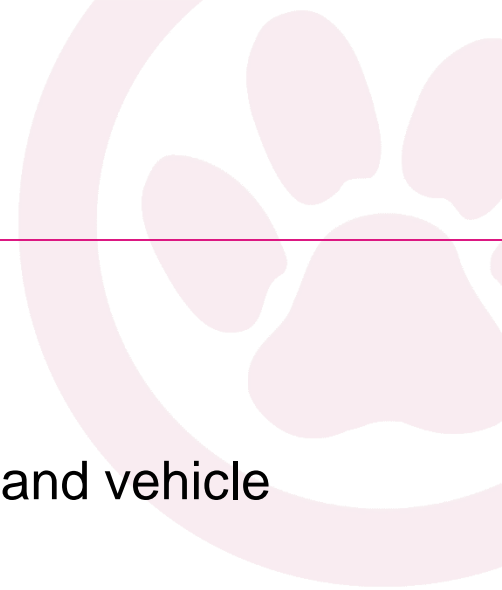
Prioritization of Service Needs (Table 22)

- **Service Coverage**

- Continue agency vanpool program (lease program and vehicle purchases for use in program and spares)
- New and expanded NeighborLink service areas
- Vehicle acquisition for expansion or replacement (transit agency or human services agencies)

- **Infrastructure**

- Installation of bus shelters and benches
- Bus stop accessibility improvements to sidewalks and curb cuts, signals, etc.
- Repair and make accessible crosswalk buttons at intersections





Final Report

Prioritization of Service Needs (Table 22)

- **Technology**

- Smart phone application for ACCESS LYNX vehicle arrival notifications
- Automatic phone call technology for ACCESS LYNX vehicle arrival notifications

- **Service Coverage**

- Develop public service announcements with transportation options for older adults and individuals with disabilities
- Develop an accessible format ACCESS LYNX recertification process and application

- **Mobility Management**

- Mobility management software/ staff to coordinate transportation among all providers, including healthcare



Final Report

- Planning, Mobility Services, Operations, and Customer Service Strategies for Addressing Service/Coverage Gaps
 - Near-Term Strategies (1-3 Years)
 - Intermediate-Term Strategies (4-6 Years)
 - Long-Term Strategies (Over 7 Years)



Questions

