

THE TRANSPORTATION DISADVANTAGED PROGRAM



Bringing
Mobility to Orange,
Osceola, and Seminole
Residents Who Need
Transportation
Assistance



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP



ACCESS•LYNX
PARATRANSIT PARTNERSHIP

WHO ARE THE TRANSPORTATION DISADVANTAGED?

People who are unable to transport themselves or purchase needed transportation because of physical or mental disability, income status or age are considered transportation disadvantaged.

WHAT IS PARATRANSIT?

Paratransit service in Central Florida is provided through ACCESS LYNX, for persons who are not able to use regular LYNX fixed-route service because of disability or other limitations. Paratransit is a shared-ride service in specially equipped vehicles. However, many disabled or disadvantaged customers are able to use fixed-route service, and LYNX staff can provide training to assist with that, if requested.

WHAT IS THE TRANSPORTATION DISADVANTAGED PROGRAM?

The Transportation Disadvantaged Local Coordinating Board (TDLCB) was created to identify local service needs and serve as an advisory body on service in Orange, Osceola, and Seminole counties. Members represent state agencies and groups of people who are transportation disadvantaged.

MetroPlan Orlando — through the TDLCB — provides regional information and direction regarding transportation disadvantaged services in Central Florida to LYNX, which is the local Community Transportation Coordinator and provides transportation services in the three-county region through ACCESS LYNX.

The Florida Commission for the Transportation Disadvantaged coordinates services statewide.

HOW TO GET ON BOARD WITH ACCESS LYNX



ELIGIBILITY

Individuals who want to use the region's paratransit service must make a written application, so that ACCESS LYNX can determine eligibility.



RESERVATIONS

Once approved, you can reserve a ride using the customer service line between 8 a.m. and 5 p.m., 7 days a week. Call 407-423-TRIP (8747), option 4. You can cancel or check on your trip 24 hours a day, by calling 407-423-TRIP, option 3.

You also can reserve, confirm, cancel or change a trip online. Go to www.golynx.com and click on ACCESS LYNX, then click on WebACCESS. This will take you to a secure website for managing trips.

Subscription requests are available for riders with regular appointments, who will travel at the same time on the same day(s) of the week.



FARES

The reservations department will tell you the amount of your fare when scheduling your trip, and the driver will collect it when you board the vehicle. Drivers are not able to make change.

Prepaid fare tickets — in 50-cent and \$1 increments — are available online (golynx.com/buy-tickets), by phone (407-254-6077), or at LYNX Central Station.



OPERATION HOURS

ACCESS LYNX service is available any time the LYNX bus system is in operation.



RIDER POLICIES

ACCESS LYNX is a shared ride service and has policies concerning lateness, no-shows, cancellations and changes. Riders should familiarize themselves with these policies, which are covered in the ACCESS LYNX How to Ride Guide that is available at www.golynx.com.

HOW TO REPORT CONCERNS OR SUGGESTIONS

If you have a concern about ACCESS LYNX services, your first step is to call Customer Relations: 407-423-TRIP (8747), option 5. ACCESS LYNX attempts to handle most issues within a few days.

If, after filing your concern with ACCESS LYNX, your concern has not been adequately addressed, you may contact the Transportation Disadvantaged Local Coordinating Board (TDLCB), which provides a public forum to address concerns and share suggestions. The TDLCB meets quarterly and may be contacted through MetroPlan Orlando, 407-481-5672. The TDLCB's approved Grievance Procedure appears in the Transportation Disadvantaged section of the website: www.MetroPlanOrlando.org.

As a final step, you may call the state's Transportation Disadvantaged Hotline at 800-983-2435.





NUMBERS TO KEEP HANDY

FOR RESERVATIONS

407-423-TRIP (8747), option 4

TDD: 407-858-5612
(Telephone Device for the Deaf)

TO CHECK ARRIVAL TIME

407-423-TRIP (8747), option 3

FOR ELIGIBILITY

407-423-TRIP (8747), option 6

FAX: 407-849-6759
(For eligibility documents)

FOR FIXED ROUTE INFORMATION

407-841-LYNX (5969)

FOR COMPLIMENTS & CONCERNS

407-423-TRIP (8747), option 7

FOR EMERGENCY SITUATIONS

ACCESS LYNX cannot provide same-day service
or assume liability in a distress situation.
Please call 911 instead.

ACCESS LYNX MAIN NUMBER

407-423-TRIP (8747)

HOW TO HELP EVERYONE RIDE

Anyone can help the Transportation Disadvantaged Trust Fund by checking the box to donate \$1 or more when purchasing auto, truck, or boat tags. Donated funds help provide transportation locally.