# Mobility Services

"Quality Assurance Task Force Meeting"

07/28/2020

### <u>Summary</u>

Provides an overview of the Mobility Services Status Report on Performance and Projects
Americans with Disabilities Act of 1990 ("ADA")

The State of Florida Transportation Disadvantaged Program ("TD")



# **Mobility Services Performance Expectation**

Transportation Disadvantage Service Plan – Overview



- Trip Performance and Analysis
- Provider Performance
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives
- Transportation Disadvantage Program Application

### AccessLYNX Month to Month Analysis - June 2020 - (All Counties)

County Filter

ORANGE

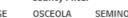
SEMINOLE

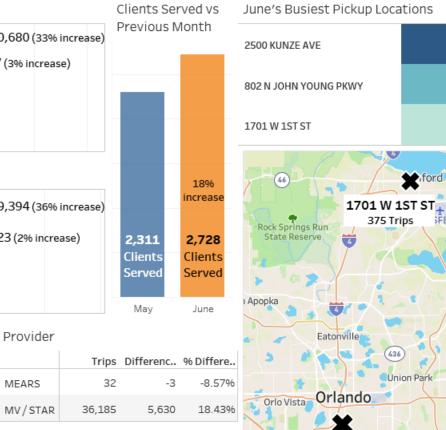
June 2020

506

420

375







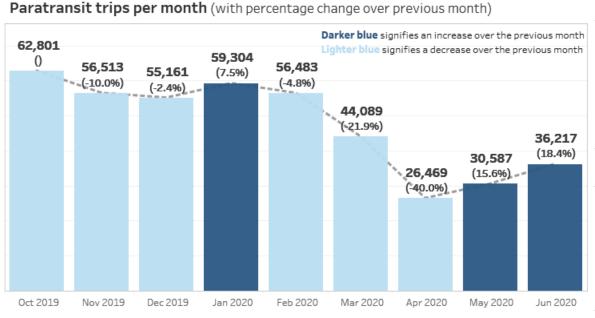
802 N JOHN YOUNG PKWY

420 Trips

192

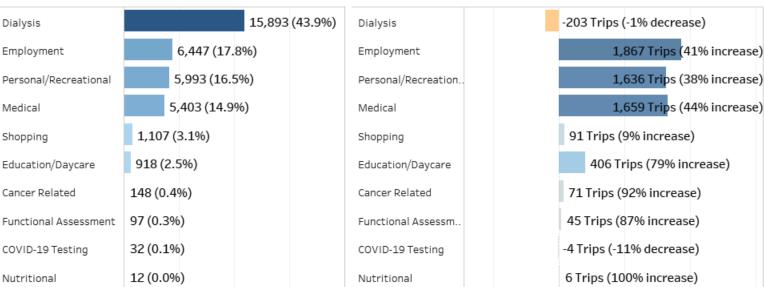
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@ Mapbox @ OSM



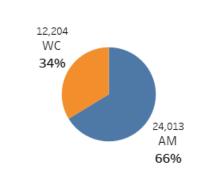
#### Funding Source 20,680 (33% increase) ADX 15,367 (3% increase) TDX FA/TTD 97 (87% increase) OCHS 41 (17% increase) 32 (-11% decrease) COV19 Trip Type 19,394 (36% increase) DEM 16,023 (2% increase) SUB 703 (13% increase) WCL FNC 97 (87% increase)

#### June's Distribution Difference vs Previous Month



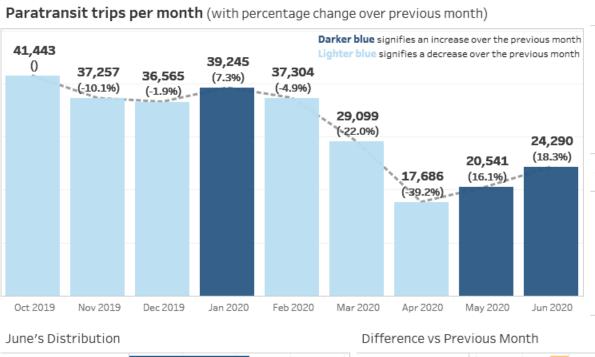
	Trips	Differenc	% Differe
MEARS	32	-3	-8.57%
MV/STAR	36,185	5,630	18.43%

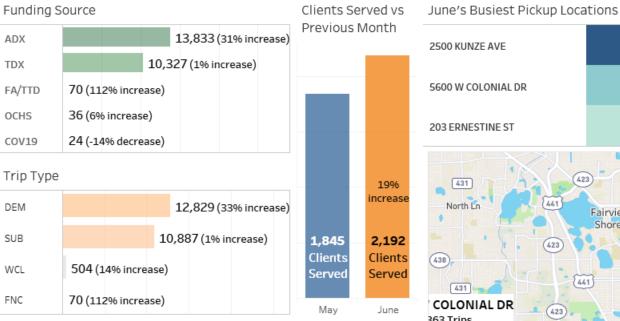
#### Space Types



### AccessLYNX Month to Month Analysis - June 2020 - (Orange County)

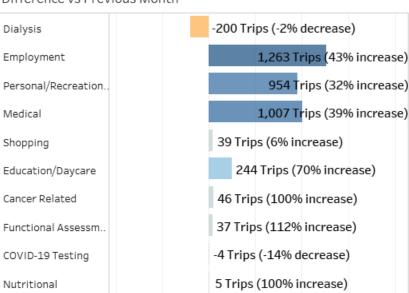




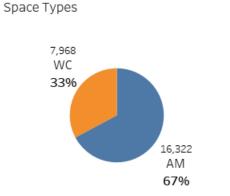


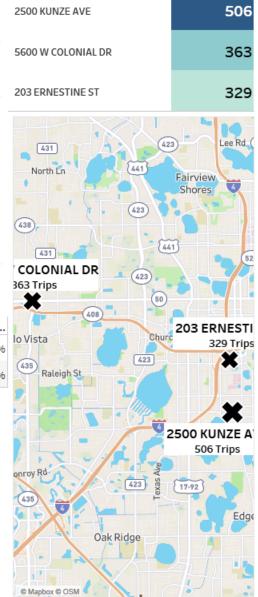
Provider

#### 10,921 (45.0%) Dialysis 4,211 (17.3%) Employment 3,948 (16.3%) Personal/Recreational 3,589 (14.8%) Medical 722 (3.0%) Shopping 592 (2.4%) Education/Daycare Cancer Related 92 (0.4%) 70 (0.3%) Functional Assessment 24 (0.1%) COVID-19 Testing 10 (0.0%)



	Trips	Differenc	% Differe	ı
MEARS	24	-3	-11.11%	Ic
MV/STAR	24,266	3,420	16.41%	(





Nutritional

### AccessLYNX Month to Month Analysis - June 2020 - (Osceola County)

County Filter OSCEOLA ORANGE

802 N JOHN YOUNG PKWY

1002 CYPRESS PKWY

SEMINOLE

June 2020

420

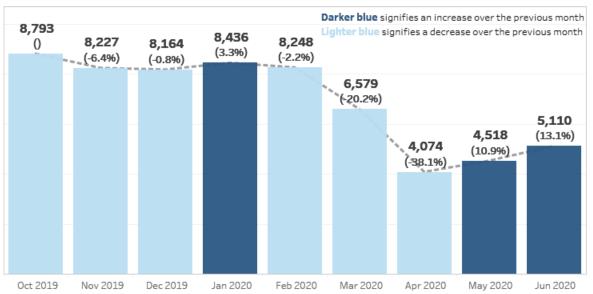
276

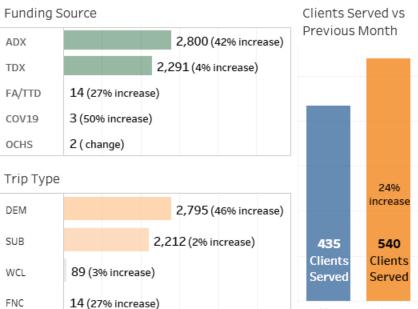
148

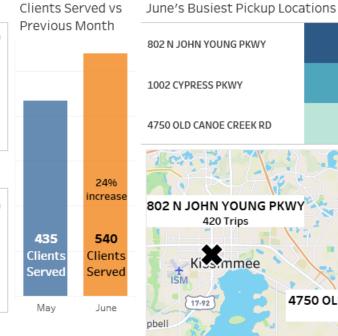
148 Trip

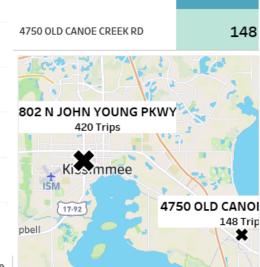
525

Paratransit trips per month (with percentage change over previous month)

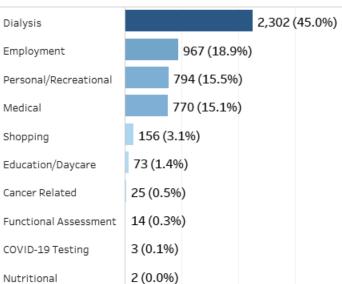








### June's Distribution



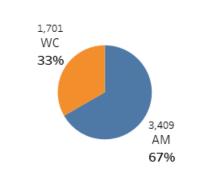
### Difference vs Previous Month

6)	Dialysis	-14 Trips (-1% decrease)
	Employment	339 Trips (54% increase)
	Personal/Recreation	214 Trips (37% increase)
	Medical	294 Trips (62% increase)
	Shopping	20 Trips (15% increase)
	Education/Daycare	52 Trips (248% increase)
	Cancer Related	13 Trips (108% increase)
	Functional Assessm	3 Trips (27% increase)
	COVID-19 Testing	1 Trips (50% increase)
	Nutritional	

#### Provider

	Trips	Differenc	% Differe	
MEARS	3	1	50.00%	
MV/STAR	5,107	927	22.18%	

#### Space Types



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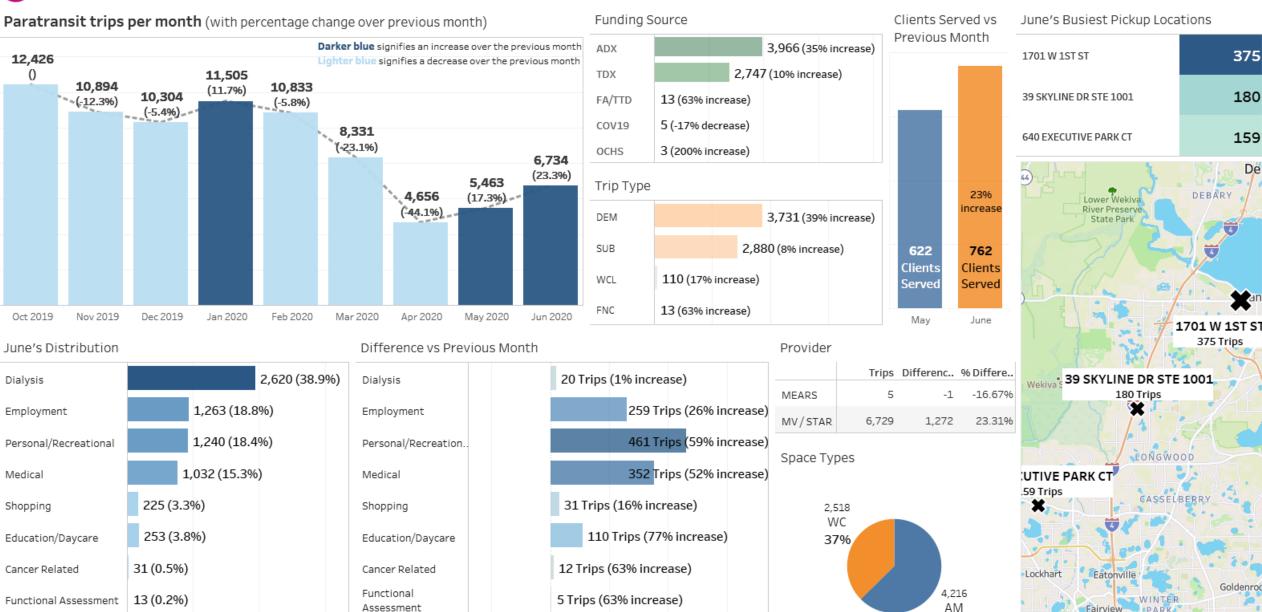
531

### AccessLYNX Month to Month Analysis - June 2020 - (Seminole County)



63%

@ Mapbox @ OSM



-1 Trips (-17% decrease)

COVID-19 Testing

COVID-19 Testing

5 (0.1%)

Provider Performance – May 2020



	Monthly Total		
ОТР			
OTP GOAL			
OTP - Report Calculated - Trapeze	95.20%		
Late to First Pick-Up	68		
First Pick Up OTP	95.00%		
Total Trips			
Total Trips Scheduled (MV & LYNX)	35,287		
Total Trips (MV)	35,253		
Total Trips (LYNX TNC)	34		
Total Trips (LYNX-Percentage)	0.10%		
Productivity			
Scheduled Riders Per Hour			
Riders Per Hour	1.08		
Average Trip Distance	13.34		
Dead Head Percentage Mileage	15.27%		
MV Trips			
Total Stops Made (No Shows and Cancel at Door included)	32,092		
Total Trips Transported (MV)	29,010		
Total Trips Transported by STAR	1545		
Trip Cancelations/Trip Lates			
Same Day Cancel	3,061		
Late Cancels	496		
Cancel At The Door	2		
Cancel Error	560		
No shows	1,527		
Missed Trips	2		
Total Late Trips	1,539		
Late Trips (31+ minutes out of the window)	75		

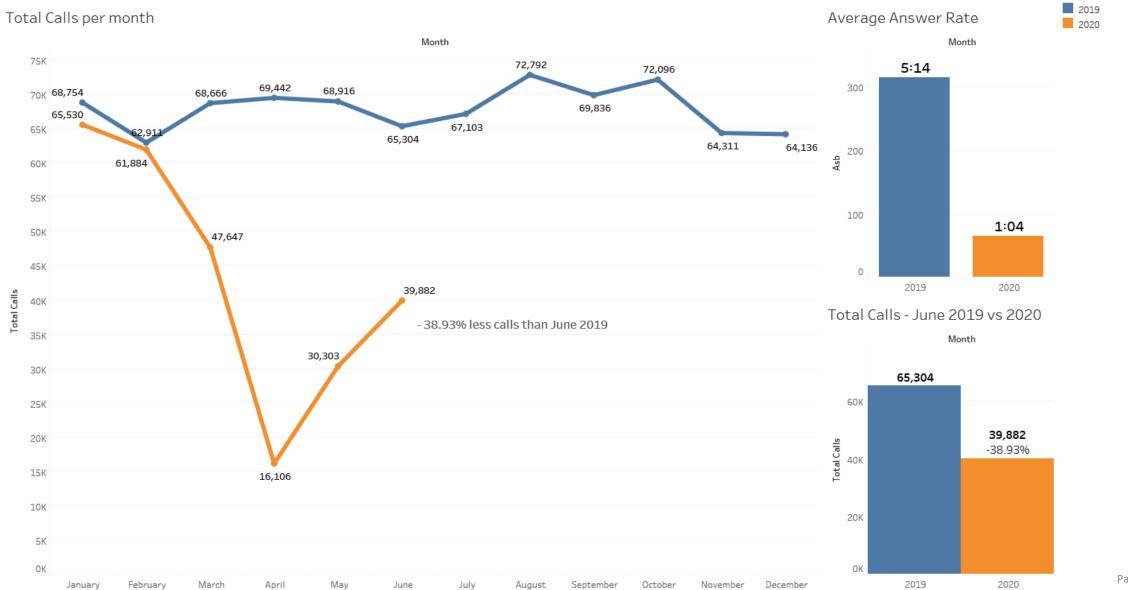
Provider Performance – June 2020



	Monthly Total
ОТР	
OTP GOAL	
OTP - Report Calculated - Trapeze	94.47%
Late to First Pick-Up	100
First Pick Up OTP	96.40%
Total Trips	
Total Trips Scheduled (MV & LYNX)	41,526
Total Trips (MV)	41,481
Total Trips (LYNX TNC)	45
Total Trips (LYNX-Percentage)	0.11%
Productivity	
Scheduled Riders Per Hour	
Riders Per Hour	1.09
Average Trip Distance	13.57
Dead Head Percentage Mileage	14.73%
MV Trips	
Total Stops Made (No Shows and Cancel at Door included)	37,897
Total Trips Transported (MV)	34,570
Total Trips Transported by STAR	1614
Trip Cancelations/Trip Lates	
Same Day Cancel	3,405
Late Cancels	568
Cancel At The Door	6
Cancel Error	875
No shows	1,707
Missed Trips	2
Total Late Trips	2,097
Late Trips (31+ minutes out of the window)	65

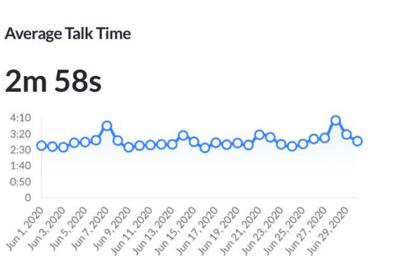
### Call Center Performance





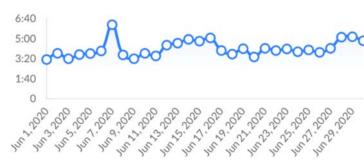


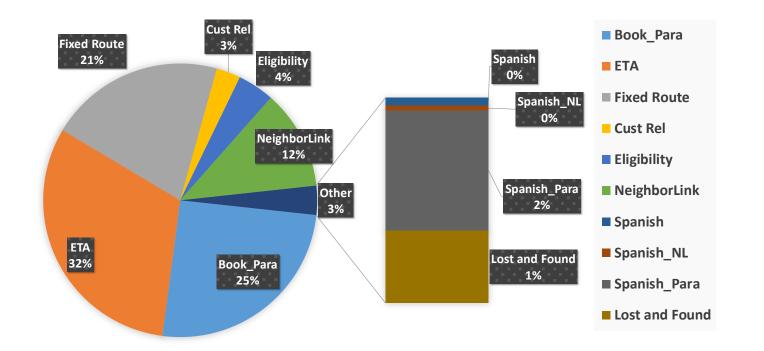
### **Mobility Services** Call Center Statistics – June 2020











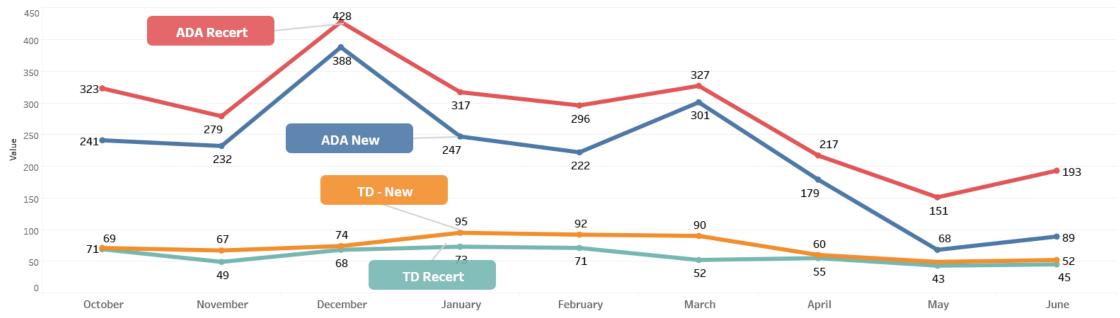
#### **Contact Resolution Totals**

37970
37970
0
1770

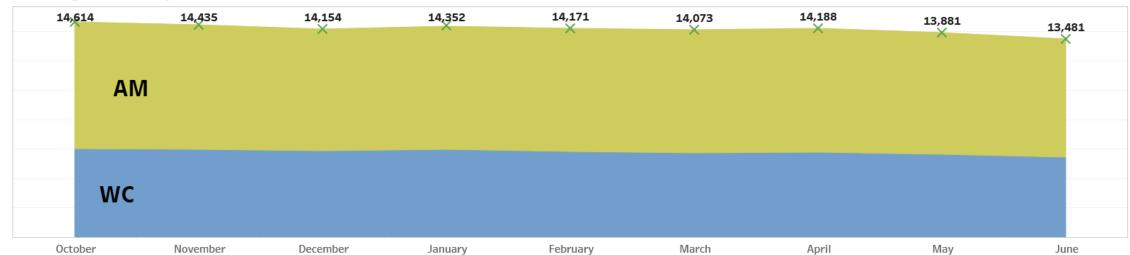


### **Eligibility - ACCESS LYNX Application Processing**

#### **Approved Applications and Recertifications**



#### Total Eligible Clients by month



11

### **Program Status and Initiatives**



- Continuing to schedule all trips on Primary Contractor
- Implemented a "Mask Required" by all individuals on Access LYNX vehicles
- Continuing "Social Distance" scheduling to minimize number of individuals on vehicles at any one time
- Fleet Update
  - 11 New NeighborLink vehicles delivered, 4 now in revenue service
  - 2 new paratransit vehicles in revenue service, 6 in preparation for service
- Special COVID-19 Trip Operations (Mears Taxi):
  - Test facility trips
  - Transportation services to quarantine locations in support of Emergency Operations Center (EOC)
  - Requested to perform additional services for Homeless Population





# Transportation Disadvantage Program Application

### Transportation Disadvantage (TD) Application



- Separate ADA and TD Applications
  - Clear definition of programs
- Clarify instructions for potential clients
  - Eliminate unnecessary doctor verification form
  - Reduce unnecessary information gathering
- Streamline application process
  - Verify client's address within the three counties of Orange, Osceola, and Seminole
  - Verify client's address beyond ¾ mile of fixed route or NeighborLink services
- Create Taskforce
  - Review TD Criteria
- Reduce processing time

### Transportation Disadvantage (TD) Application Schedule



		July	August	September	October	November	December	January
•	Create an Activate Taskforce • Recruit Members from QATF						<b>——</b>	
•	<ul> <li>Criteria Review</li> <li>Review Best Practices (Palm Trained Household Income Verification (Federal Procedure)</li> <li>Financial Resources</li> </ul>	•	l					
•	Finalize TD Application Format Update TD Information Materials LYNX RFP for Printing				<b>→</b>			
•	Implement Access LYNX communication Letter to Clients regarding change Update Website LYNX and Metroplan	on Plan				<b>—</b>	<b>&gt;</b>	
•	Place order for printed Materials Complete printed materials						<b>→</b>	
•	Implement new application process							•