

# Mobility Services

## “Quality Assurance Task Force Meeting”

07/28/2020

### Summary

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

---

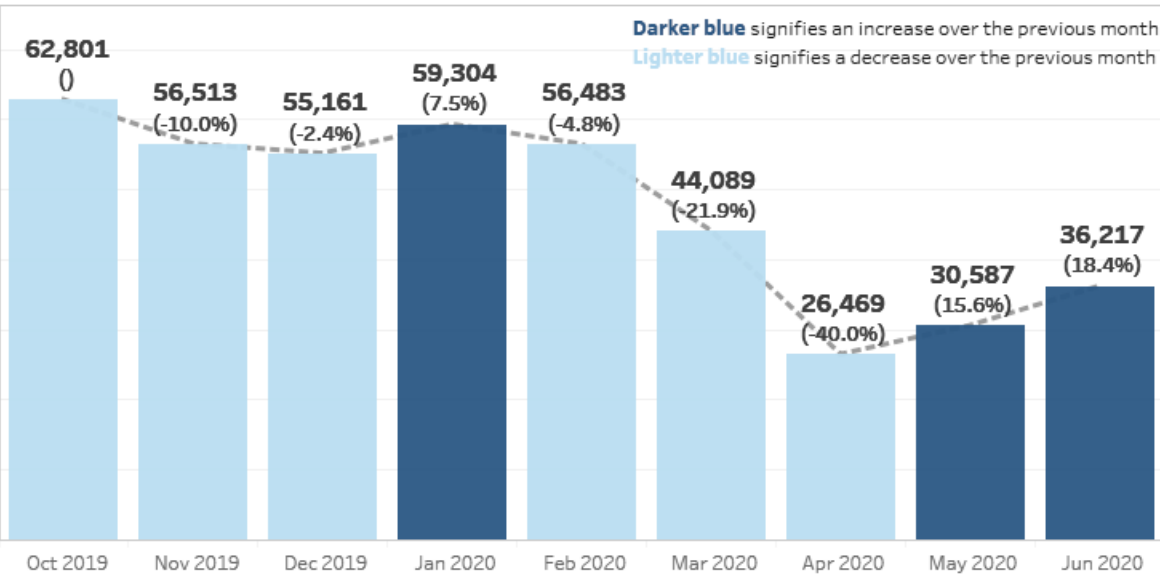


- Trip Performance and Analysis
- Provider Performance
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives
- Transportation Disadvantage Program Application

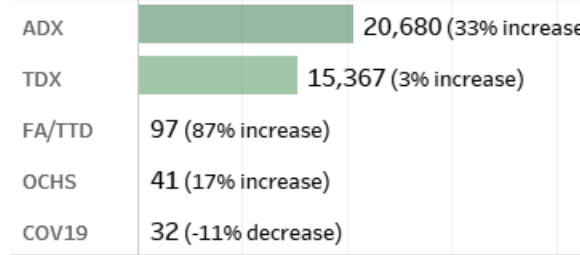


# AccessLYNX Month to Month Analysis - June 2020 - (All Counties)

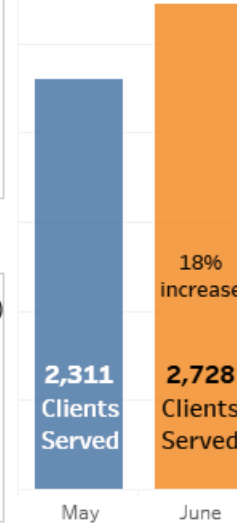
## Paratransit trips per month (with percentage change over previous month)



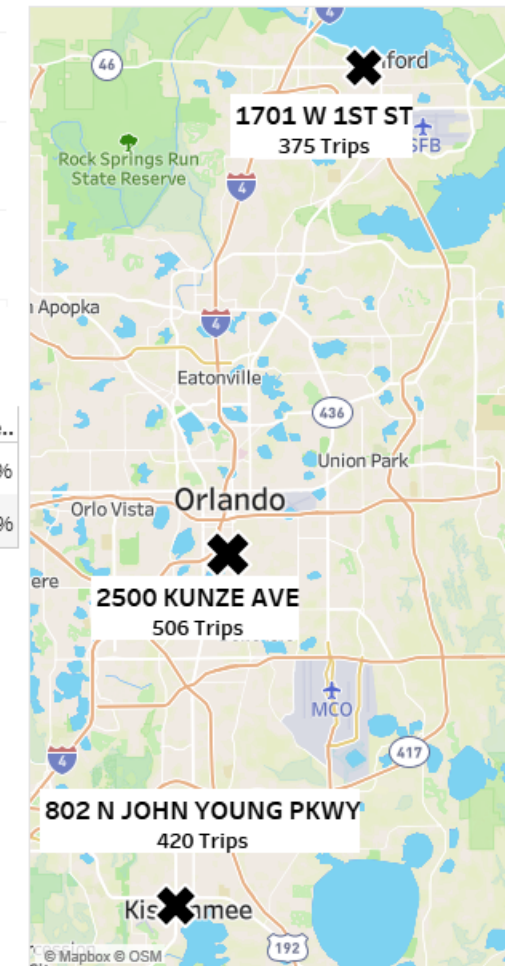
## Funding Source



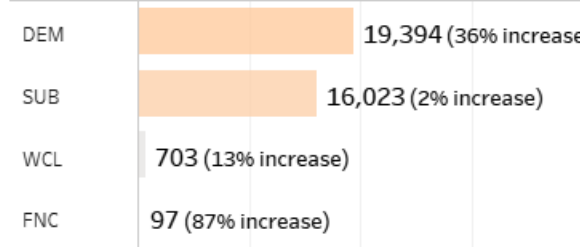
## Clients Served vs Previous Month



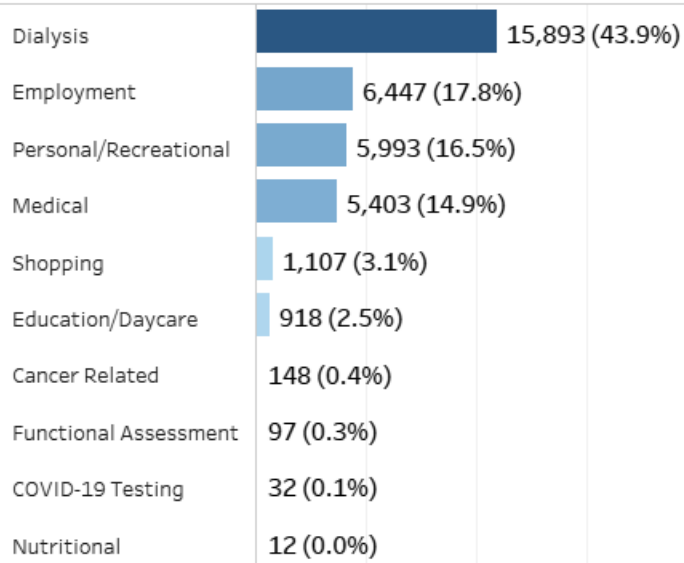
## June's Busiest Pickup Locations



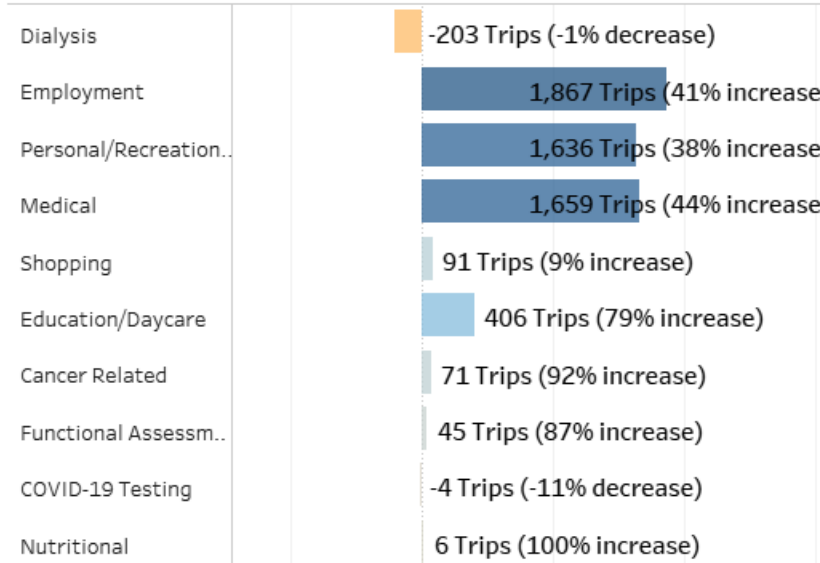
## Trip Type



## June's Distribution



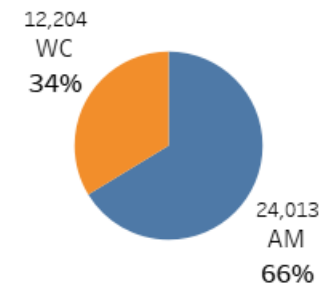
## Difference vs Previous Month



## Provider

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

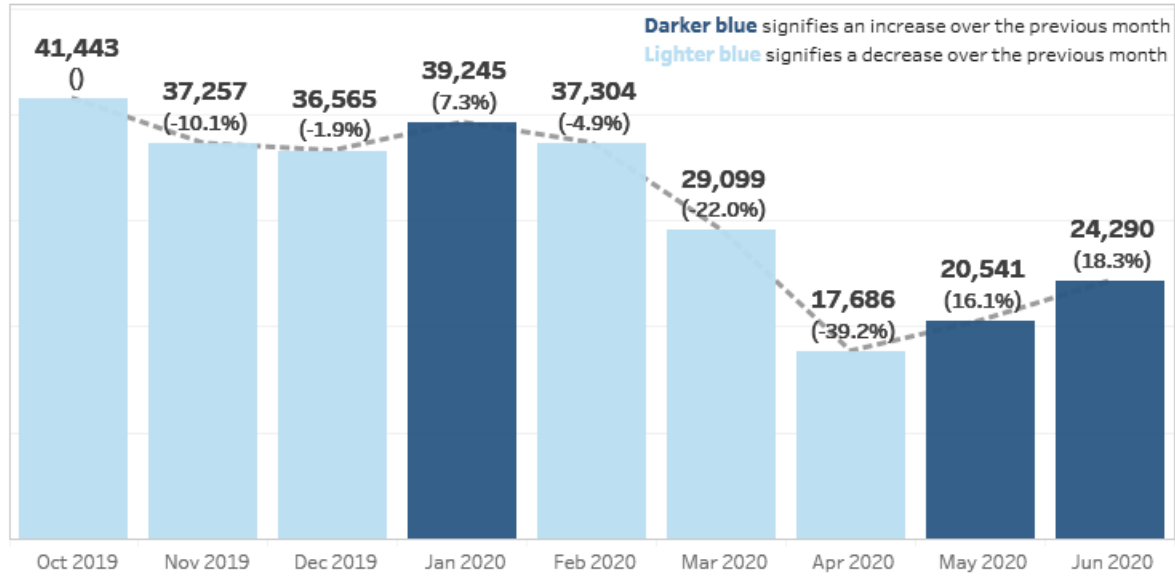
## Space Types



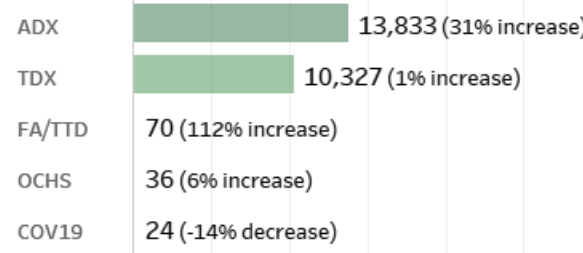


# AccessLYNX Month to Month Analysis - June 2020 - (Orange County)

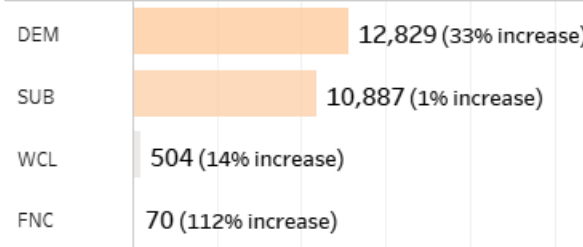
## Paratransit trips per month (with percentage change over previous month)



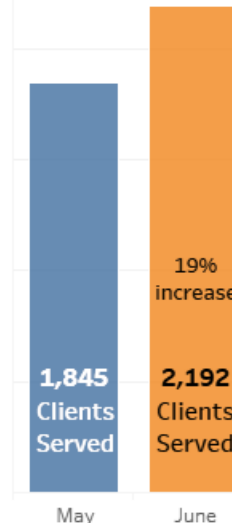
## Funding Source



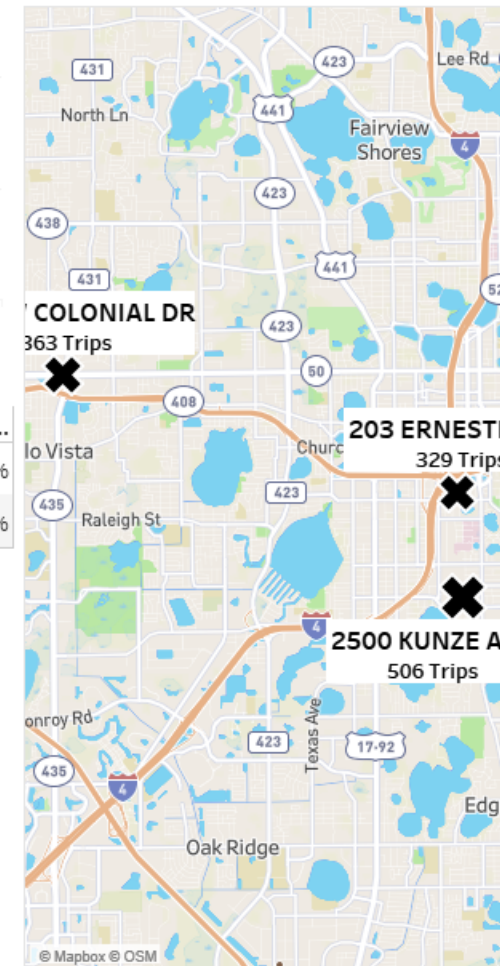
## Trip Type



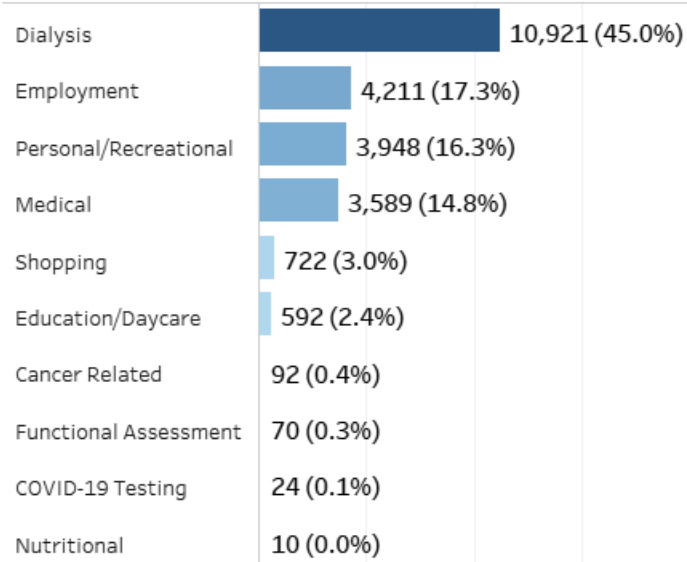
## Clients Served vs Previous Month



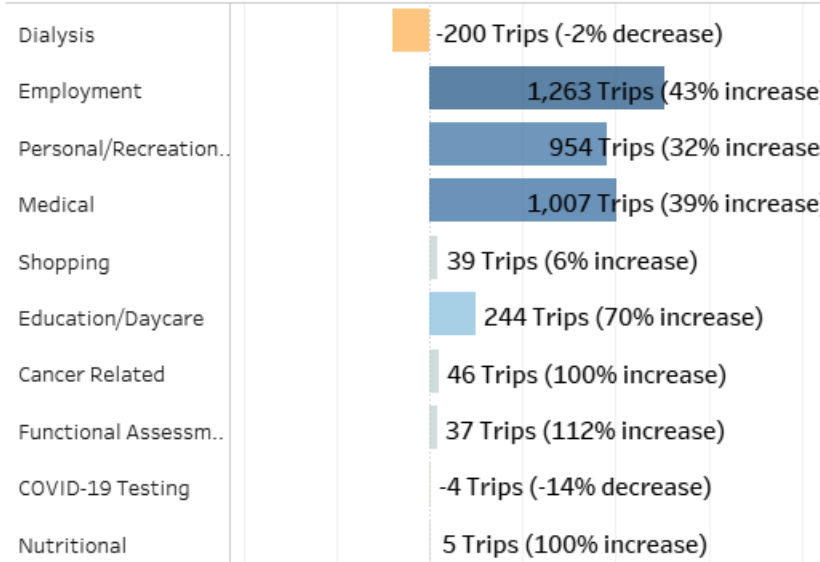
## June's Busiest Pickup Locations



## June's Distribution



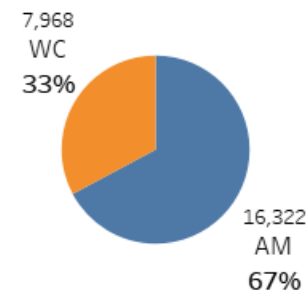
## Difference vs Previous Month



## Provider

Provider	Trips	Differenc..	% Differenc..
MEARS	24	-3	-11.11%
MV / STAR	24,266	3,420	16.41%

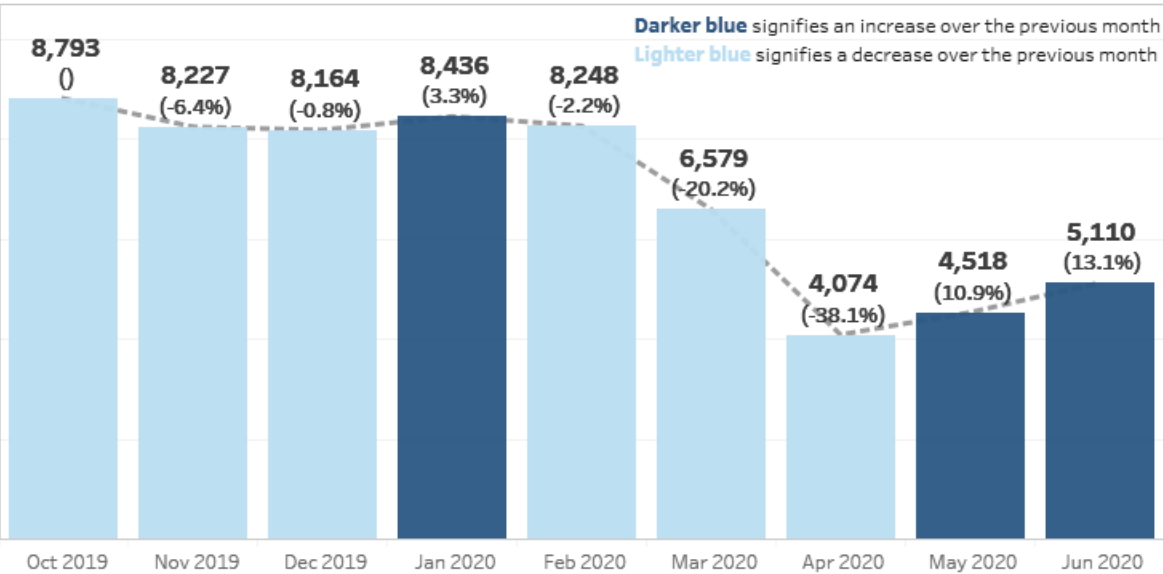
## Space Types



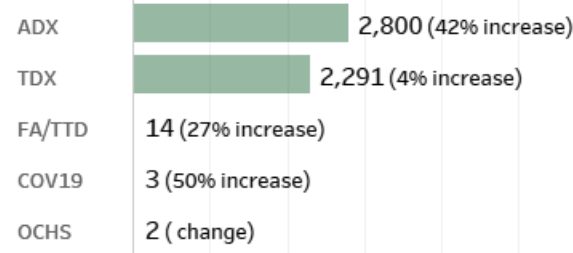


# AccessLYNX Month to Month Analysis - June 2020 - (Osceola County)

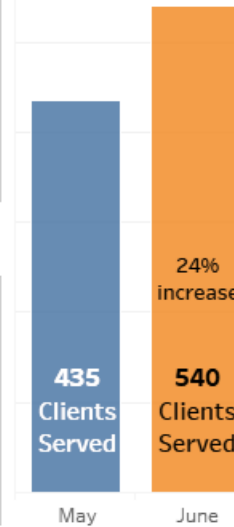
## Paratransit trips per month (with percentage change over previous month)



## Funding Source



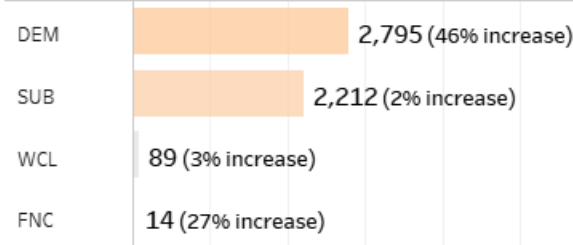
## Clients Served vs Previous Month



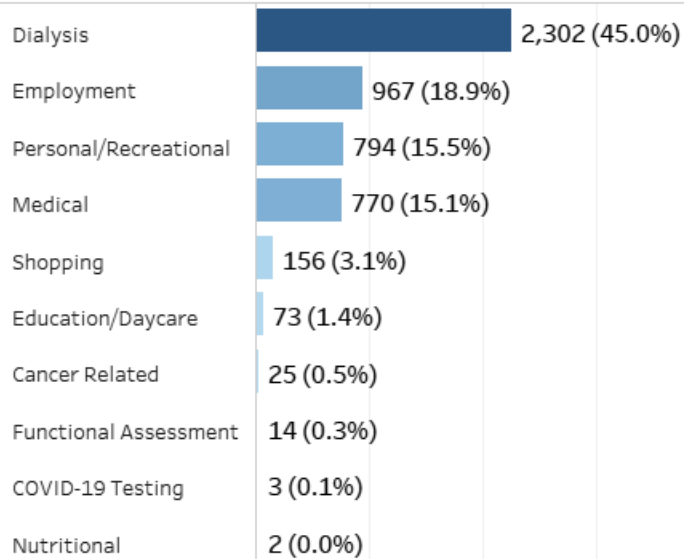
## June's Busiest Pickup Locations



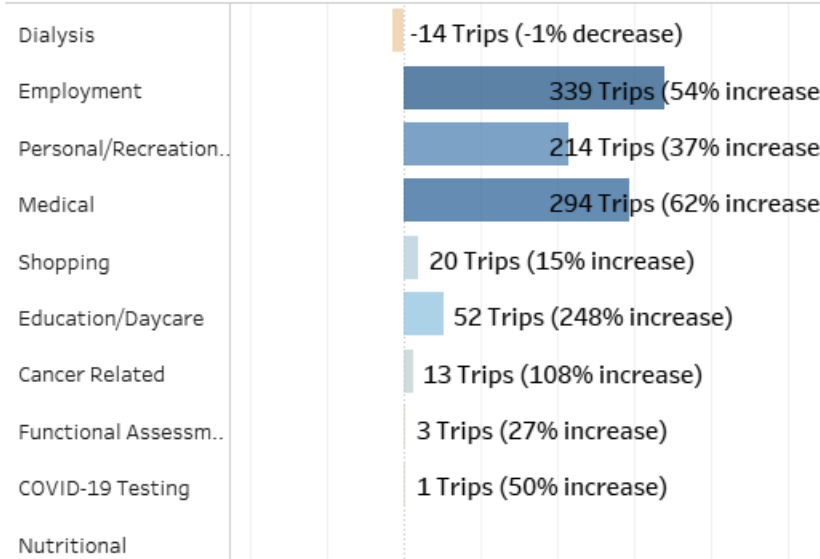
## Trip Type



## June's Distribution



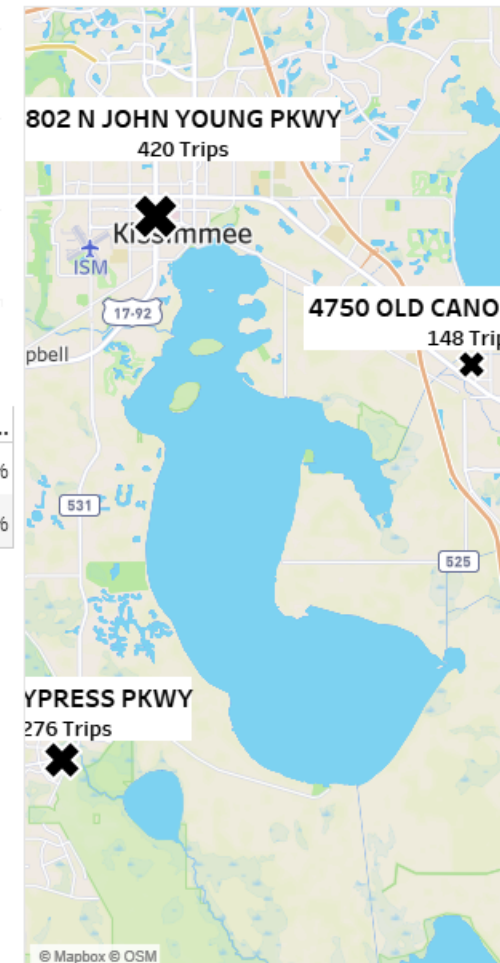
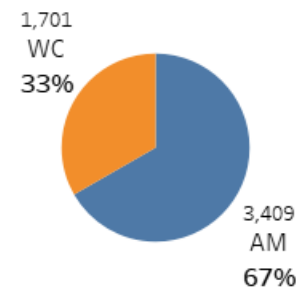
## Difference vs Previous Month



## Provider

Provider	Trips	Difference	% Difference
MEARS	3	1	50.00%
MV / STAR	5,107	927	22.18%

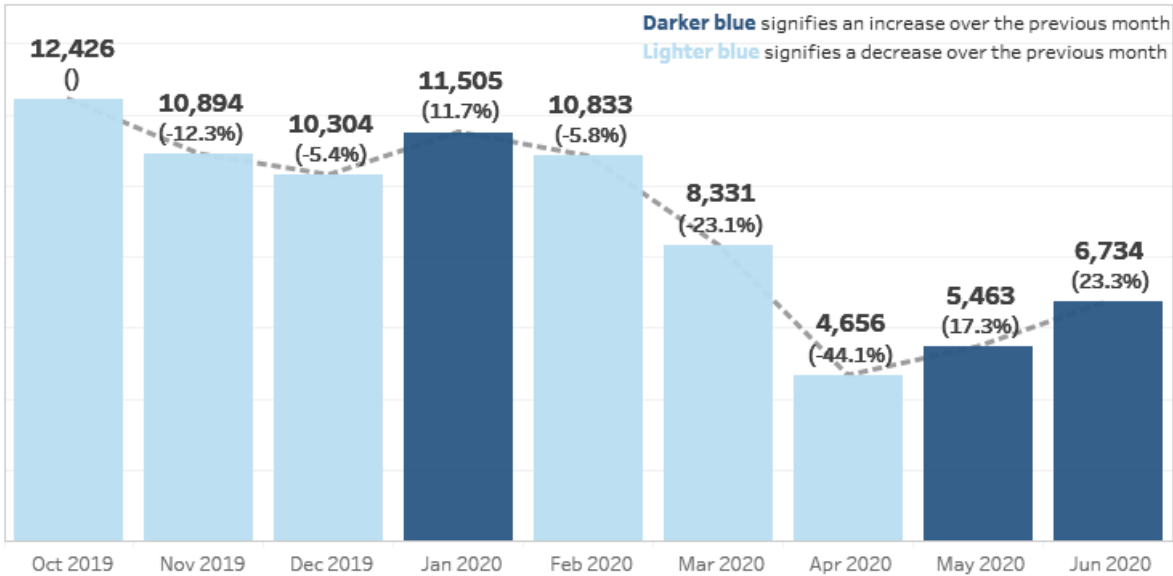
## Space Types



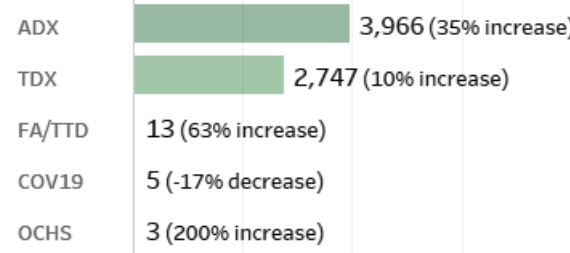


# AccessLYNX Month to Month Analysis - June 2020 - (Seminole County)

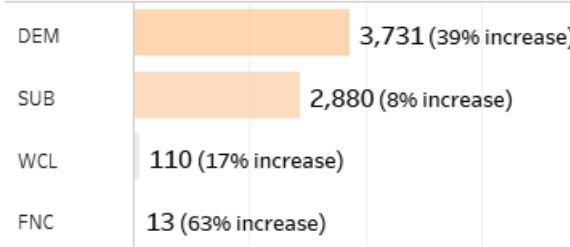
## Paratransit trips per month (with percentage change over previous month)



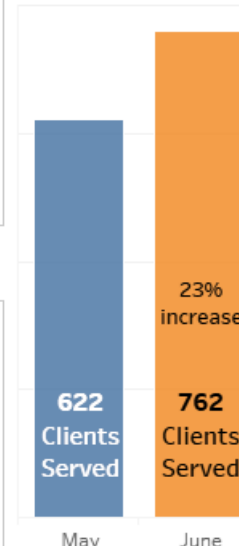
## Funding Source



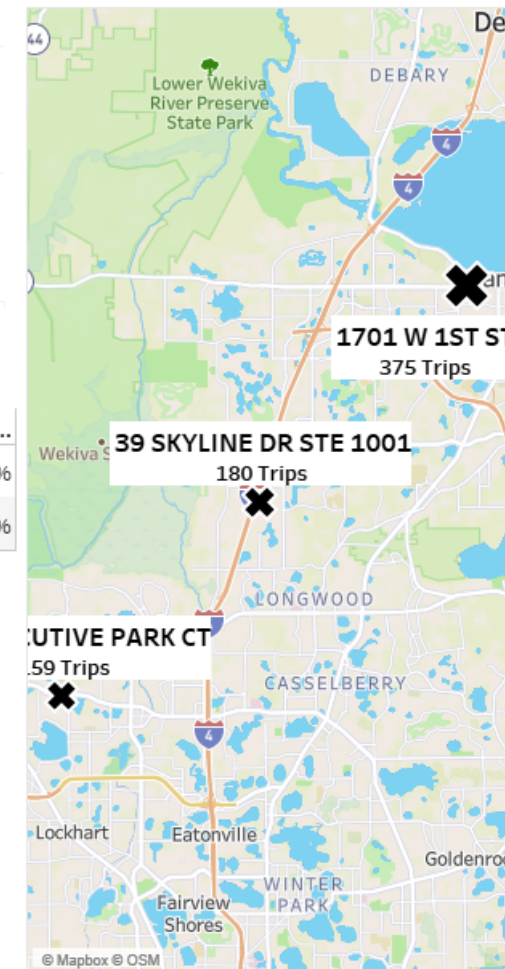
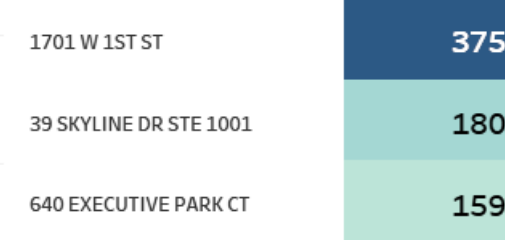
## Trip Type



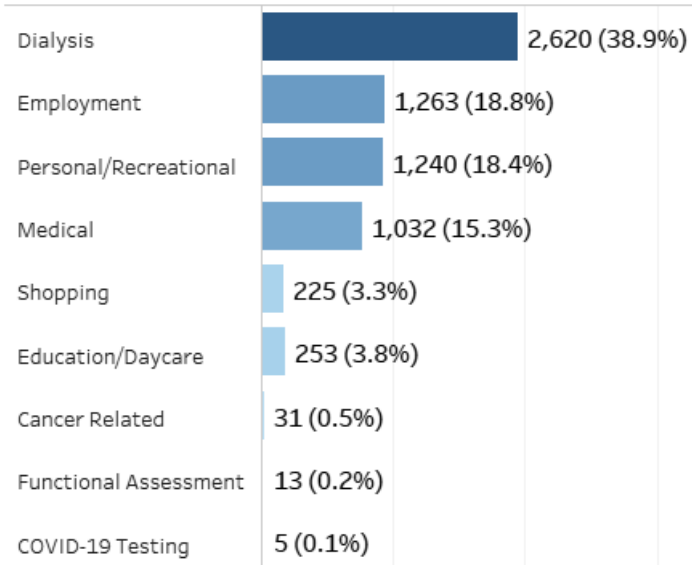
## Clients Served vs Previous Month



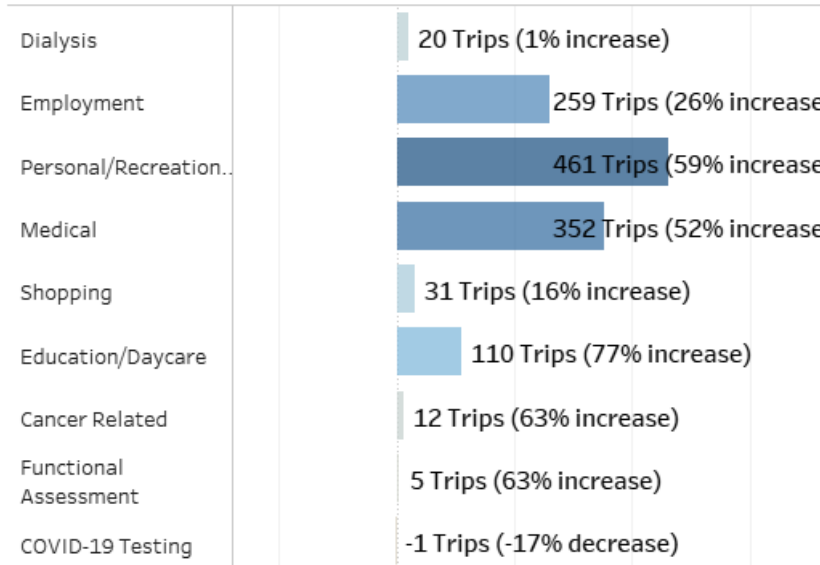
## June's Busiest Pickup Locations



## June's Distribution



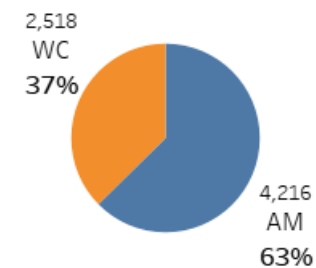
## Difference vs Previous Month



## Provider

Provider	Trips	Differenc..	% Differenc..
MEARS	5	-1	-16.67%
MV / STAR	6,729	1,272	23.31%

## Space Types



# Mobility Services Performance

Provider Performance – May 2020



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

# Mobility Services Performance

Provider Performance – June 2020



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

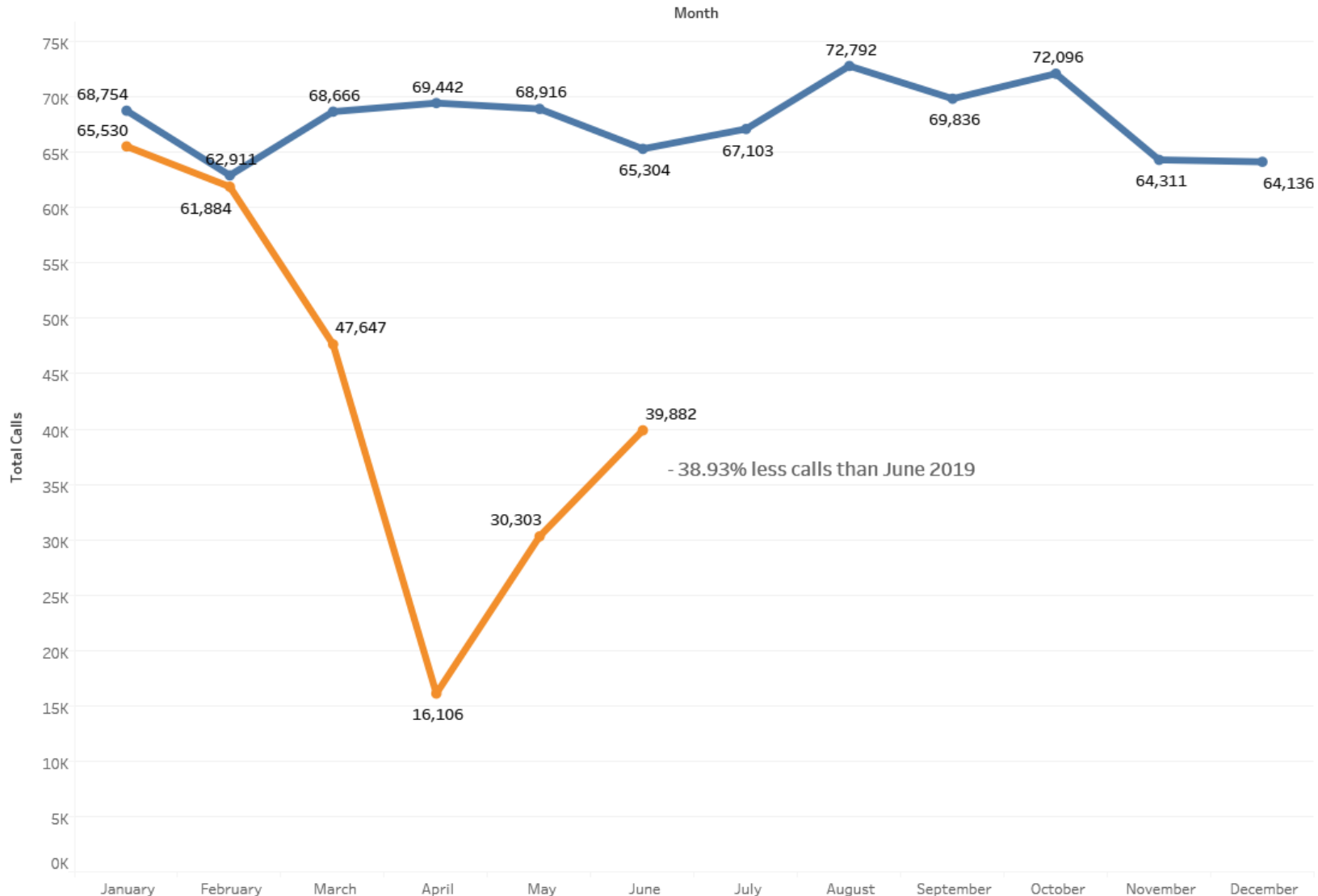


# Mobility Services Performance

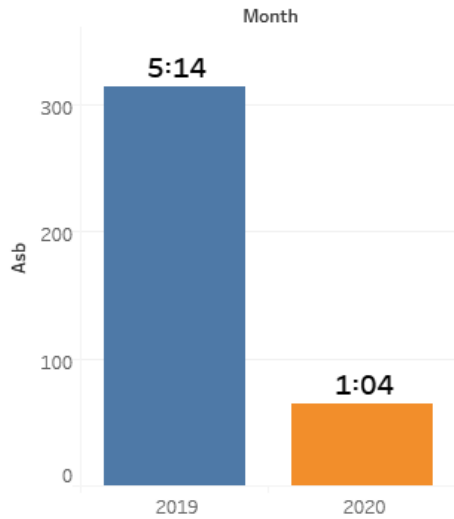
## Call Center Performance



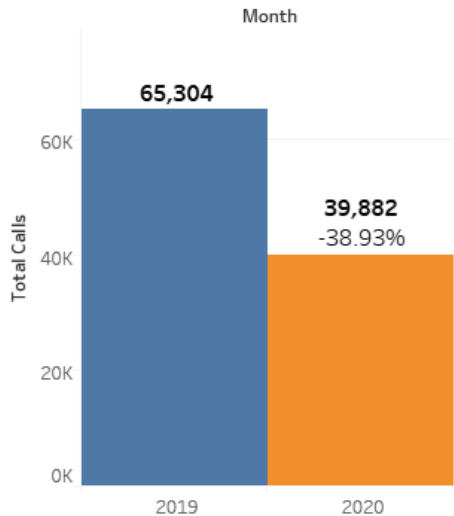
Total Calls per month



Average Answer Rate



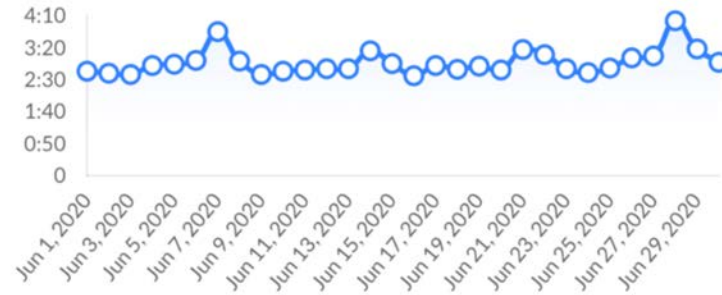
Total Calls - June 2019 vs 2020



# Mobility Services Call Center Statistics – June 2020

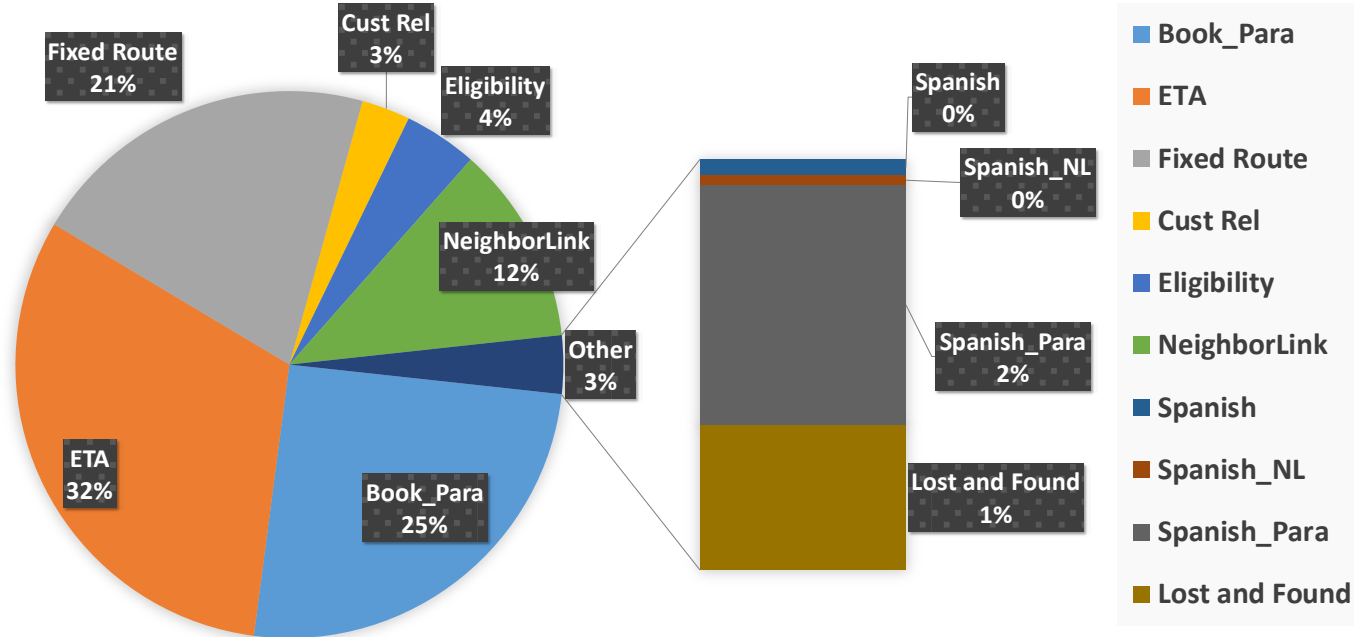
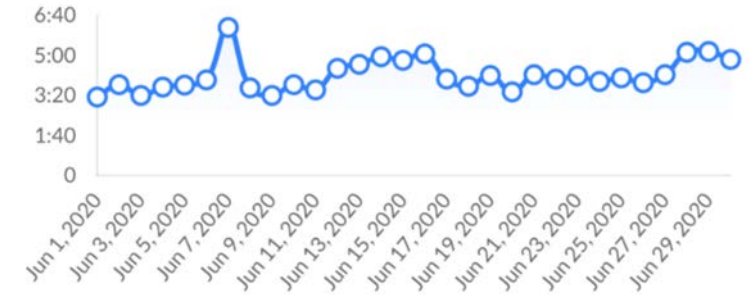
Average Talk Time

2m 58s



Average Handle Time

4m 10s

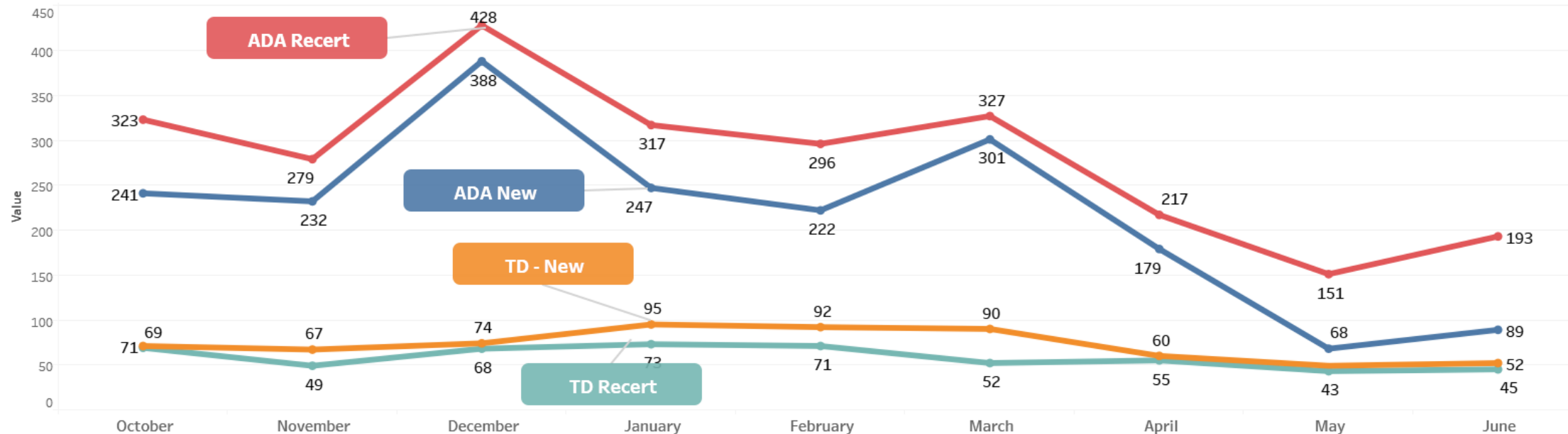


## Contact Resolution Totals

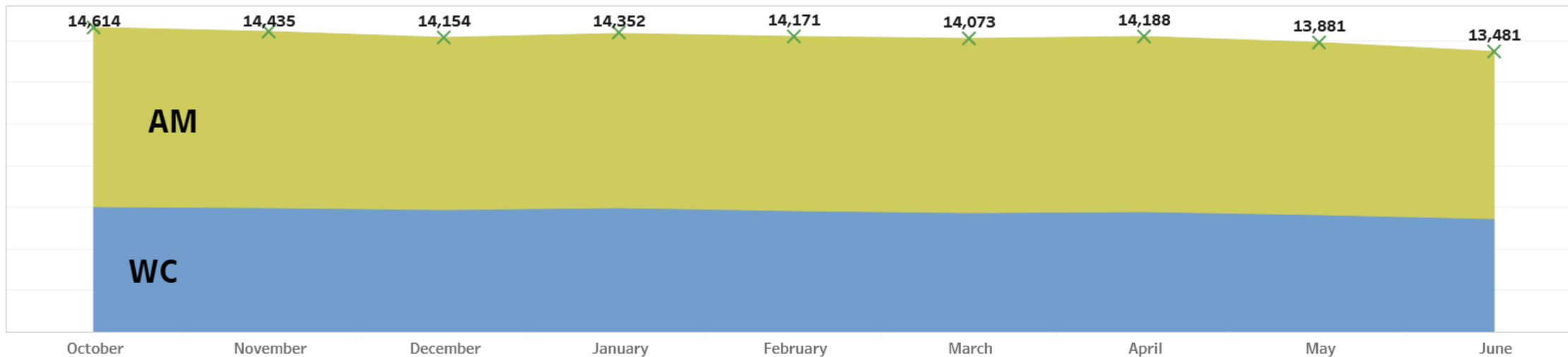
Abandoned (4%)	1770
Timed out (0%)	0
Handled (95%)	37970
<b>Total calls</b>	<b>39740</b>

# Eligibility - ACCESS LYNX Application Processing

Approved Applications and Recertifications



Total Eligible Clients by month



# Mobility Services Performance

## 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

# Mobility Services Performance

## 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  $\frac{3}{4}$  mile of fixed route or NeighborLink services
- Create Taskforce
  - Review TD Criteria
- Reduce processing time

# Mobility Services Performance



## Transportation Disadvantage (TD) Application Schedule

