

Mobility Services CTC Report

Transportation Disadvantaged Local Coordinating Board Meeting
Quality Assurance Task Force meeting

2/11/2021

Summary

Provides an overview of the Mobility Services Status Report on Performance and Projects

Americans with Disabilities Act of 1990 (“ADA”)

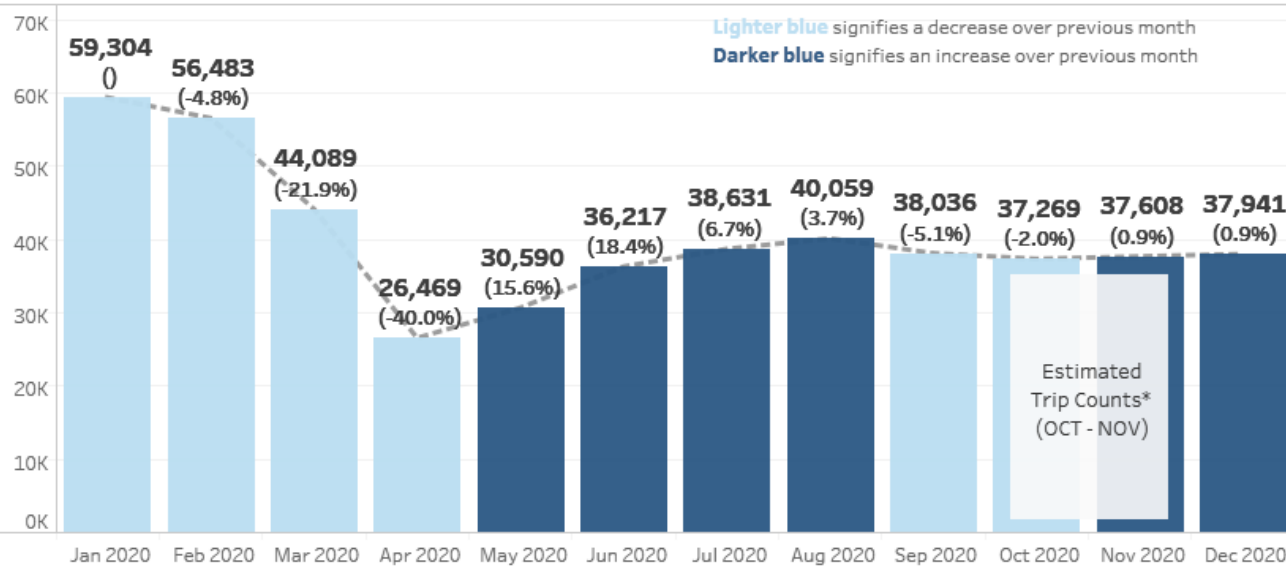
The State of Florida Transportation Disadvantaged Program (“TD”)



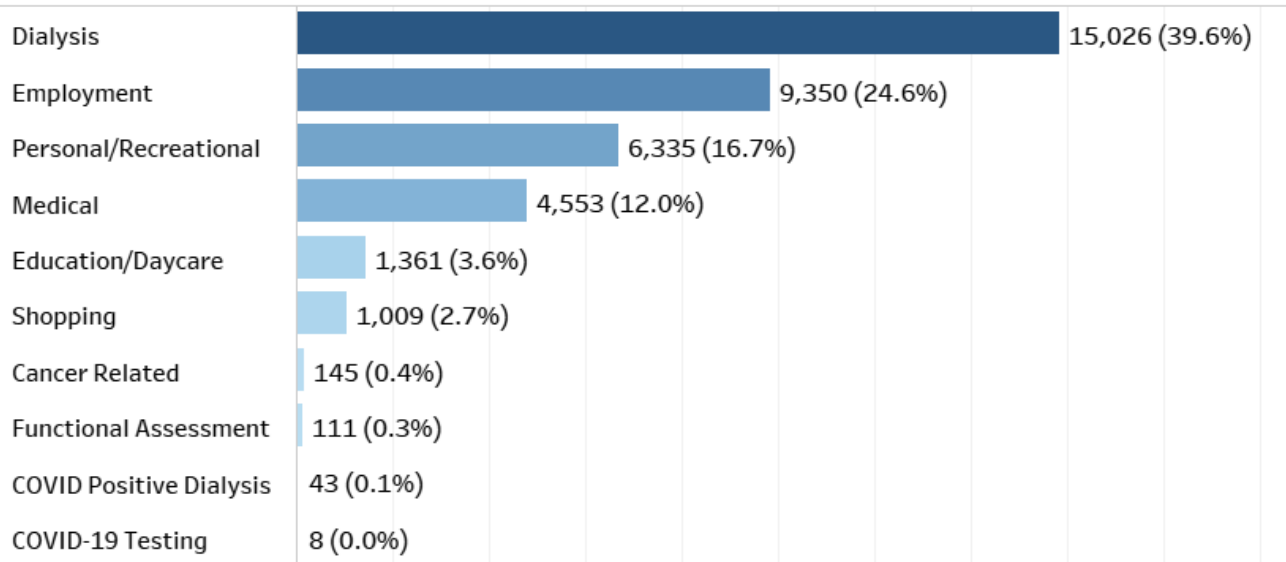


- Trip Performance and Analysis
- Funding Allocation
- Call Center Performance
- Eligibility Status
- Program Status and Initiatives

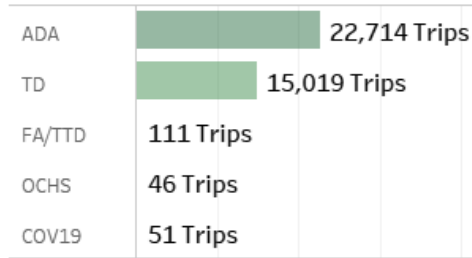
Paratransit trips per month (with percentage change over previous month)



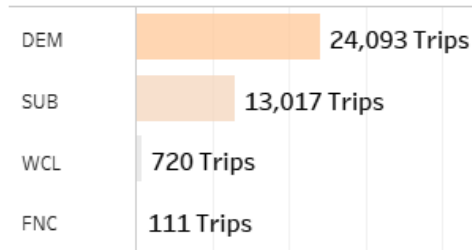
December's Distribution (3)



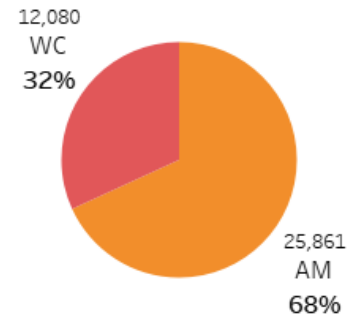
Funding Source



Trip Type



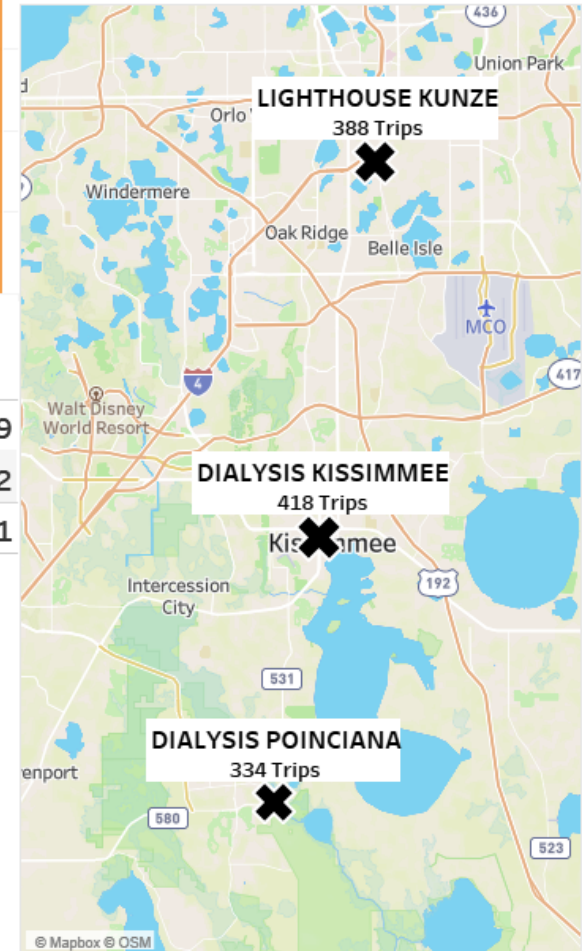
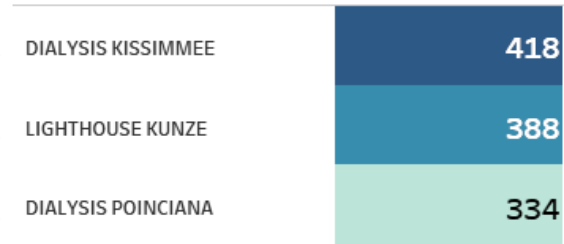
Provider



Clients Served



December's Busiest Pickup Locations

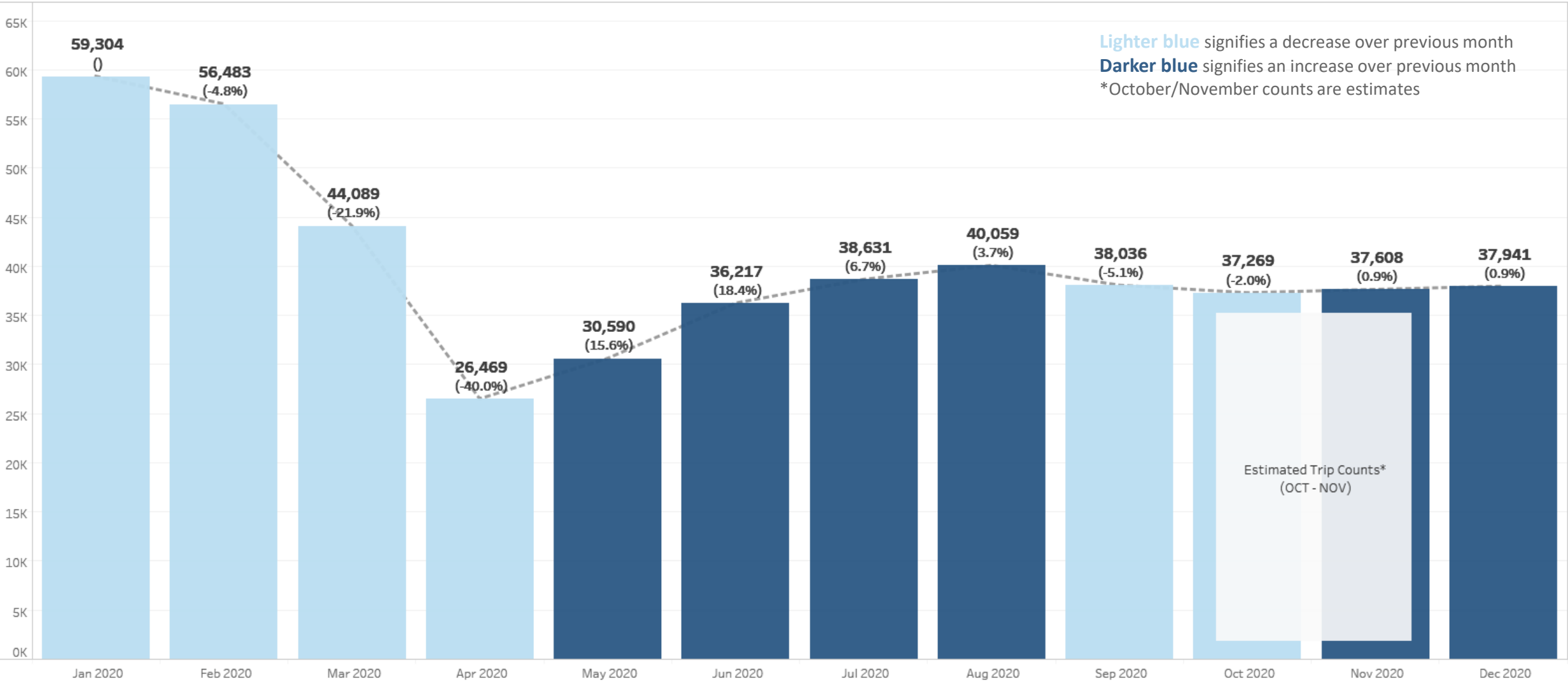


Mobility Services CTC Report

Trip Performance – Month-to-Month Analysis



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

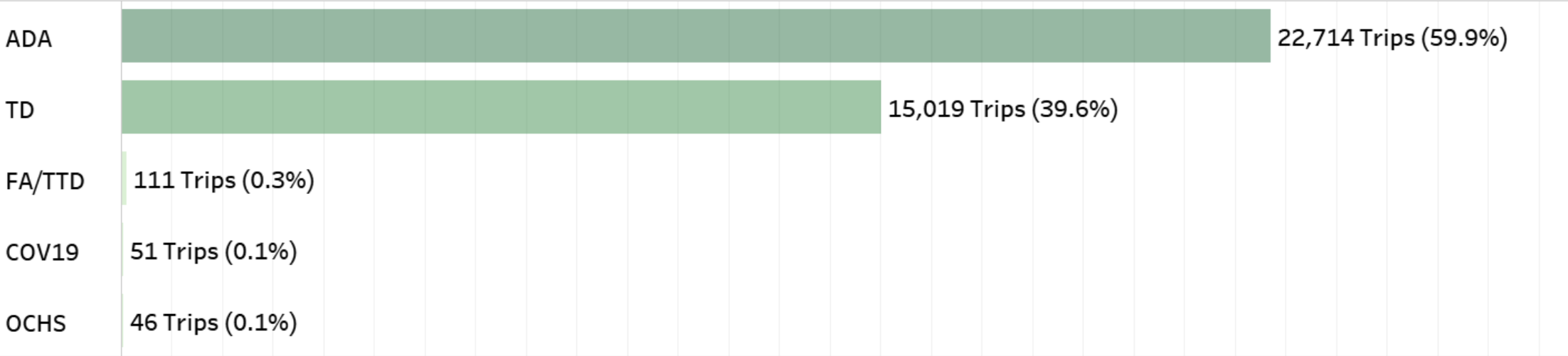


Mobility Services CTC Report



Trip Performance – Funding Source and Client Analysis

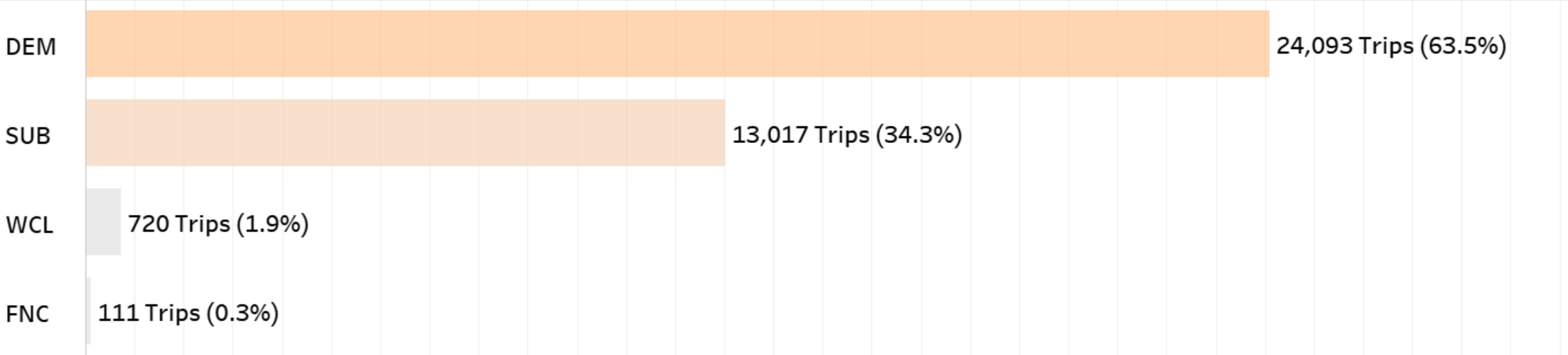
December's Trip Distribution by Funding Source



Clients Served

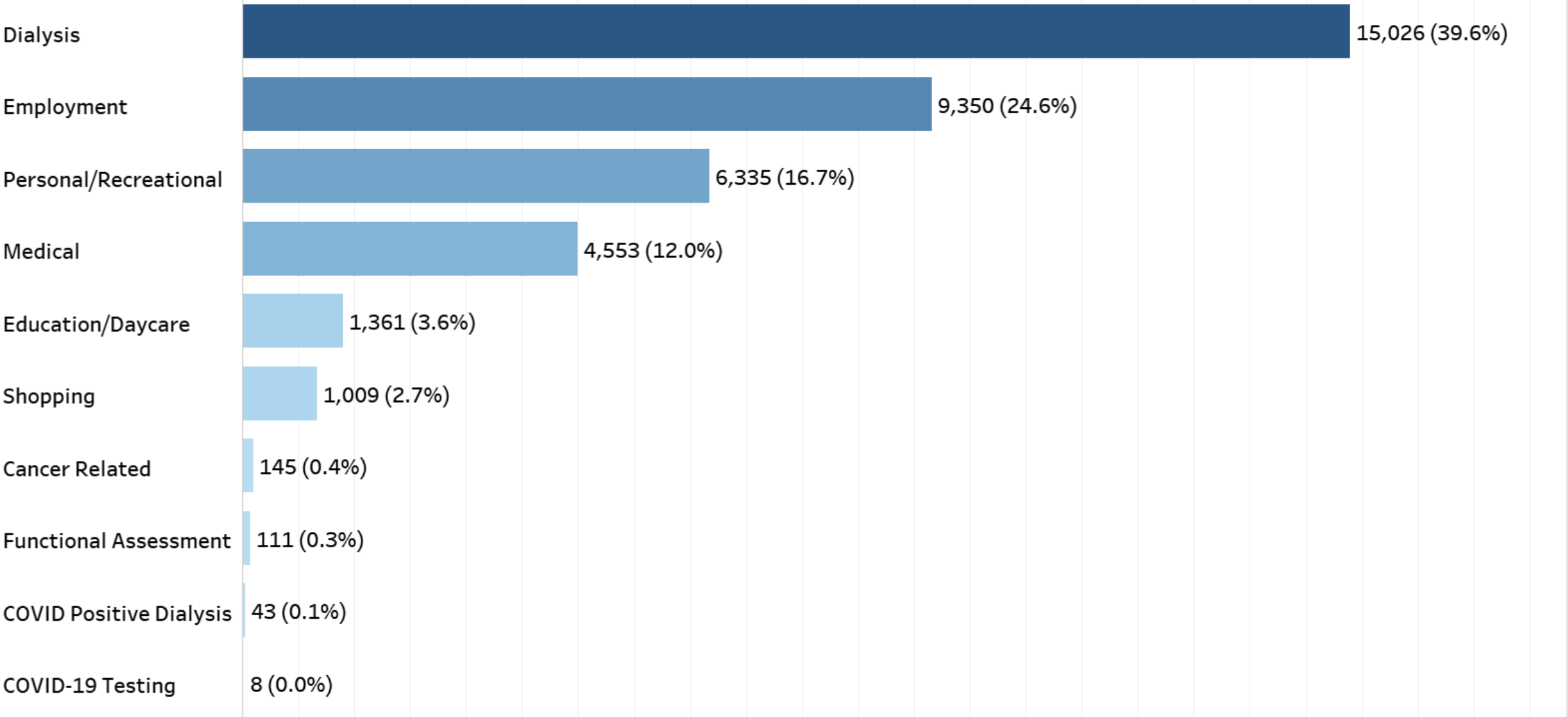


December's Trip Distribution by Trip Type



Mobility Services CTC Report

Trips Performance – Trip Purpose Analysis

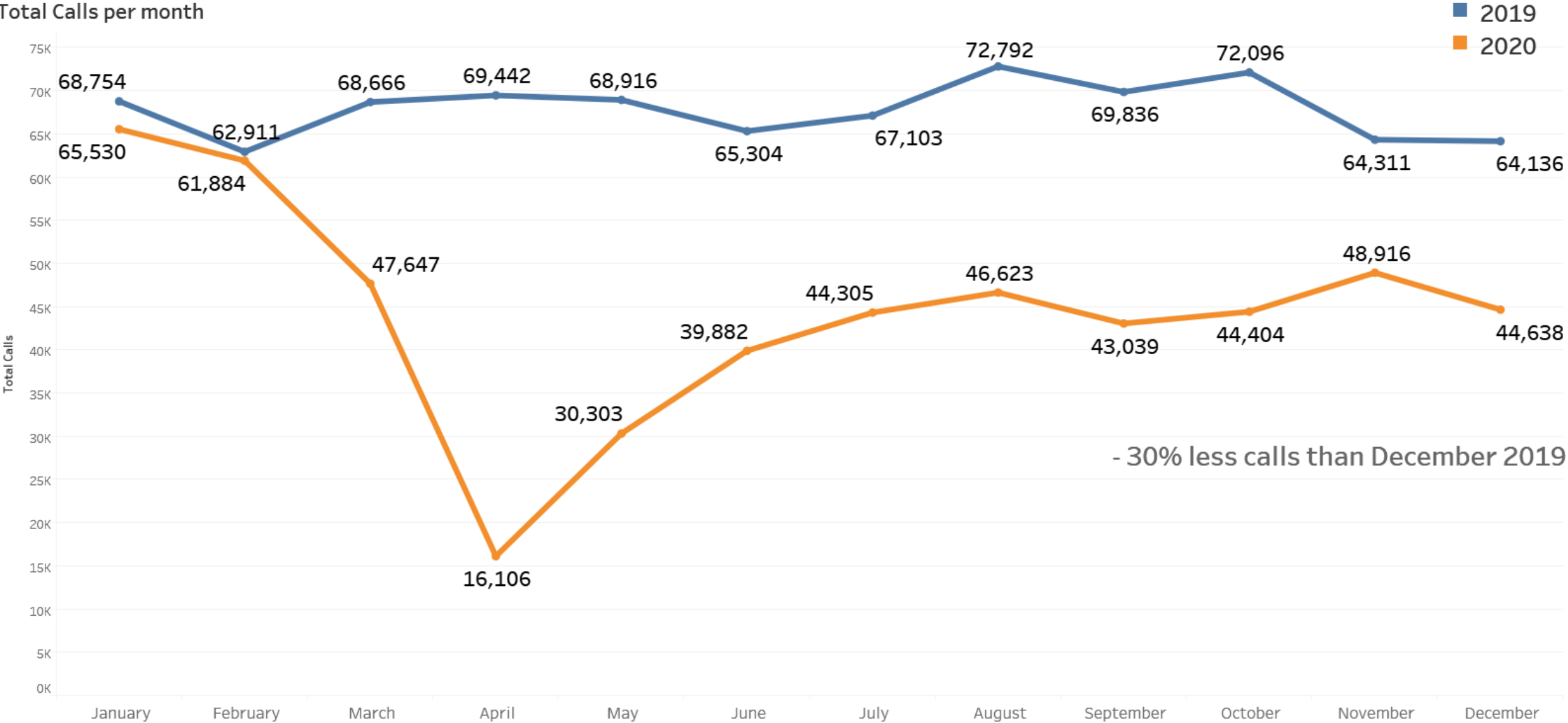


Mobility Services CTC Report

Call Center Performance – Total Calls Per Month



Total Calls per month



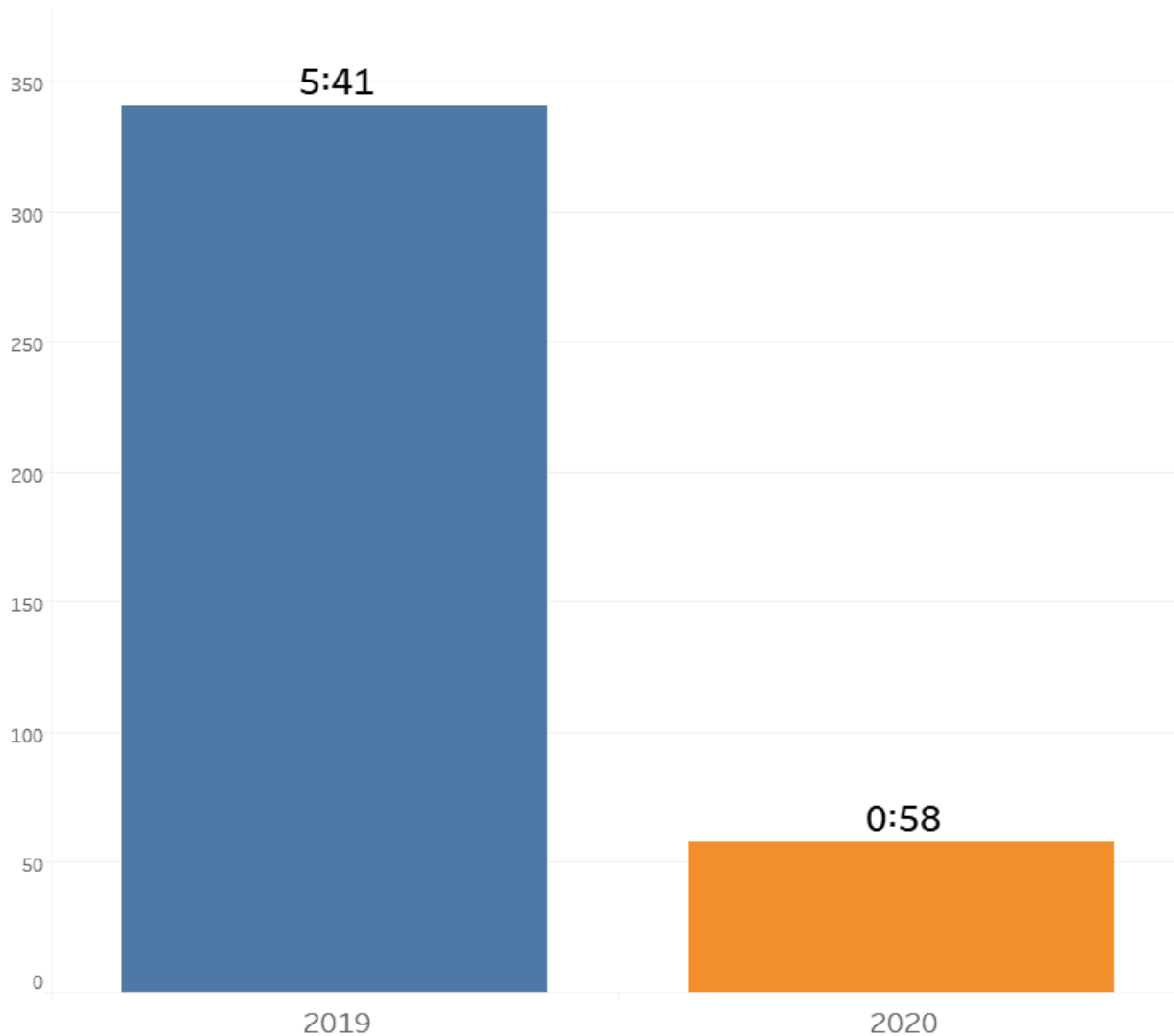
- 30% less calls than December 2019

Mobility Services CTC Report

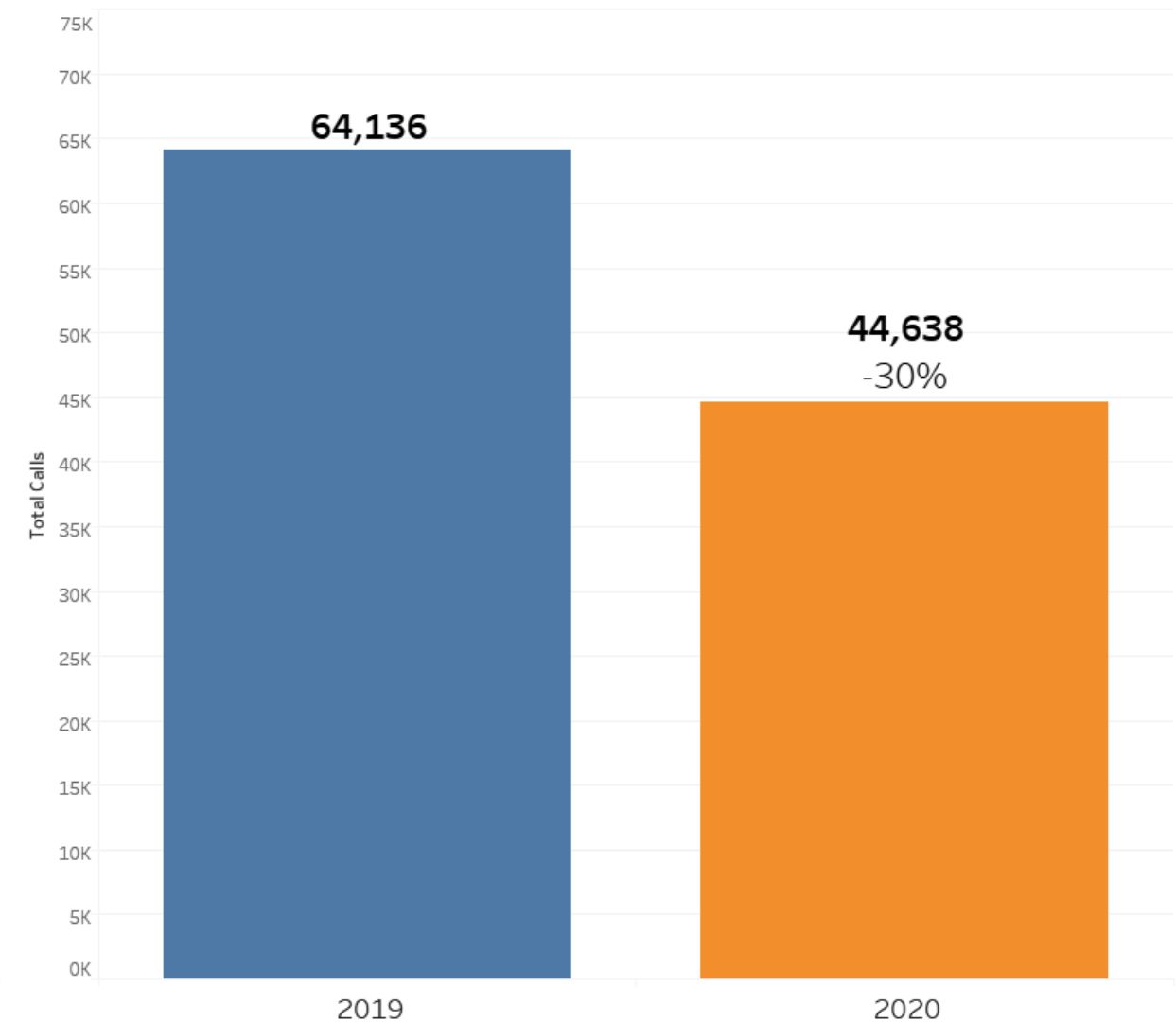
Call Center Performance – Year-to-Year comparison



Average Answer Rate - December 2019 vs December 2020



Total Calls - December 2019 vs December 2020



Mobility Services CTC Report

Call Center Performance - Statistics



Average Speed Of Answer

0m 58s



Average Talk Time

3m 1s



Average Handle Time

4m 7s



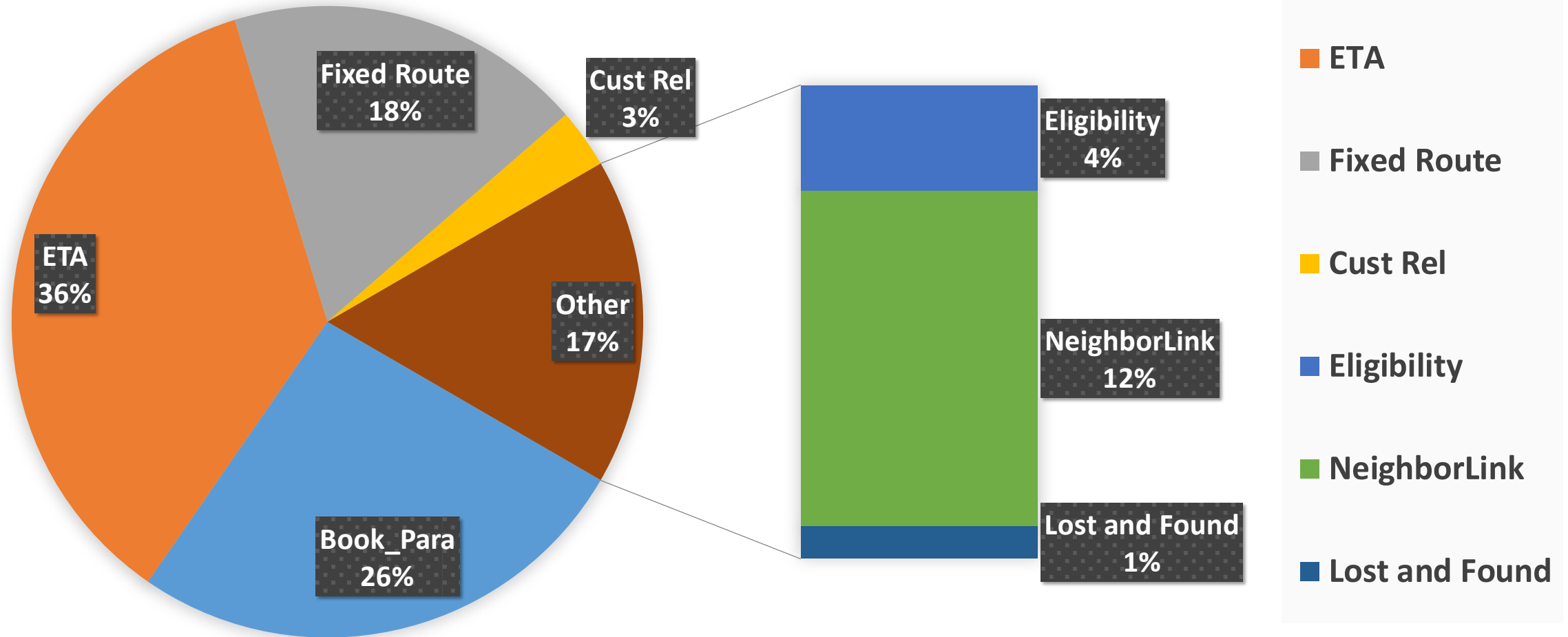
Contact Resolution Totals

Abandoned (4%)	2116
Timed out (0%)	0
Handled (95%)	42522

Total calls 44638

Mobility Services CTC Report

Call Center Performance – Call Type Analysis

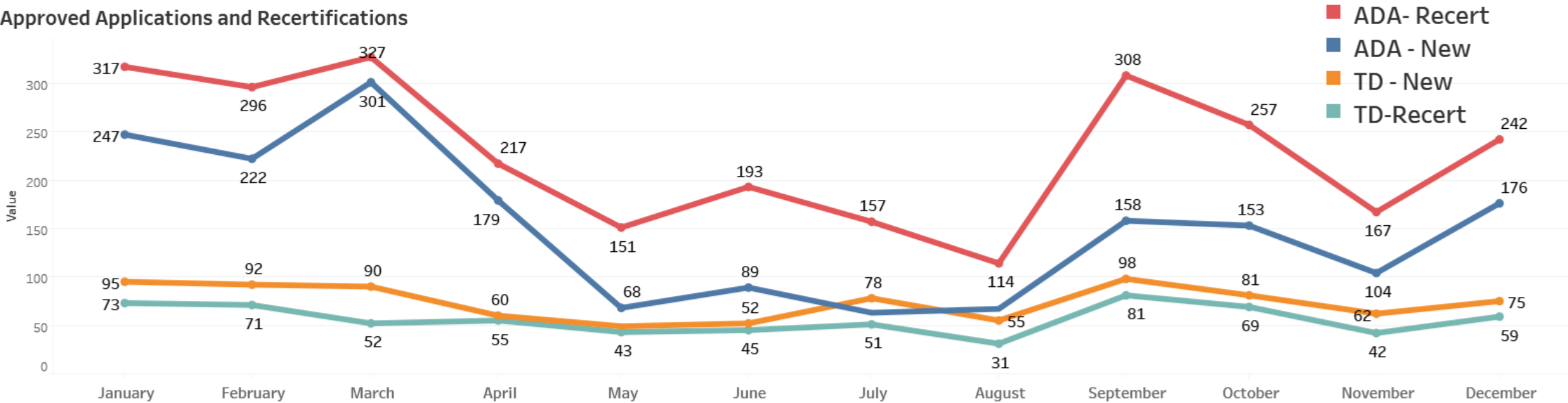


Mobility Services CTC Report

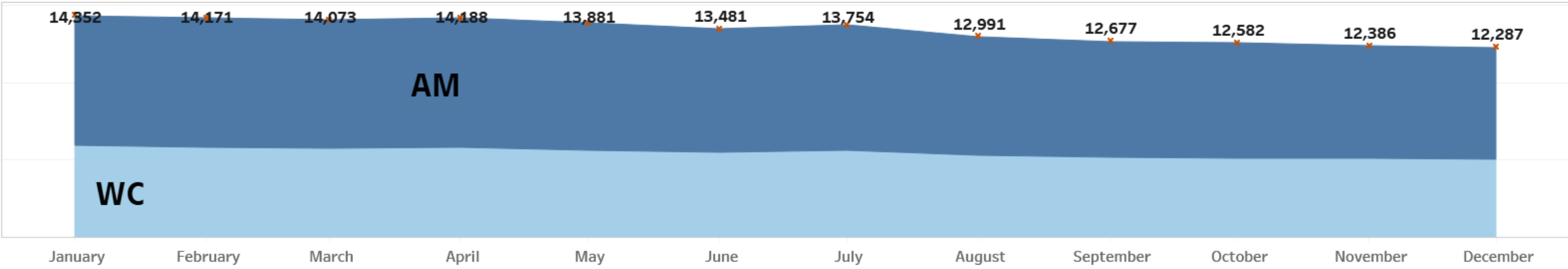
Access LYNX Eligibility – Application Processing



Approved Applications and Recertifications



Total Eligible Clients by month



- CTD new Trip & Equipment grant allocation formula
 - Commission selected recommendation #2
 - Financial Impact
- Innovation grant must be applied for and awarded.
 - FY 21 received \$1,365,357
- Implemented process in preparation for COVID-19 vaccination trips
 - Access LYNX eligible clients and Emergency Operations Center (EOC) support
 - Continue COVID-19 testing trips for both eligible clients and EOC request
- Phone and customer contact system
 - Request for Proposal (RFP) Statement of Work (SOW) still in work.
- Finalizing RFP for surveillance cameras for paratransit and NeighborLink vehicles



- Improving processes based on learnings from system outage in November
 - Communication with TDLCB/QATF and community
 - Notification of CTD
 - Vendor/LYNX cooperation to better define system roles and responsibilities
- If QATF and TDLCB approve, finalize and implement new TD application and process
- Review and streamline ADA Recertification process (2021)
 - Working group
 - New ADA Application

Note: There are currently 9,302 eligible ACCESS LYNX ADA clients. Approximately 1,348 clients potentially have identified permanent disability.

Mobility Services CTC Report

Program Status and Initiatives (Continued)



- **Fleet Update**

- 165 paratransit Vehicles in fleet
- 1/3rd of fleet being renewed
 - Every two years
- FY20 63 paratransit vehicles ordered
- 62 vehicles delivered to LYNX
 - 61 new paratransit vehicles in revenue service
 - 1 vehicle being prepared for revenue service
 - 1 pending delivery
- FY21 authorization for 5 replacement paratransit vehicles approved

